

Terms and Conditions

English translation of the German original dated 1 April 2026

General provisions

The following terms and conditions apply to all contracts concluded in connection with Tennis DNA Academy Sakellariou & Ettlin KIG (Tennis DNA Academy). Amendments and additions are valid only if confirmed in writing by Tennis DNA Academy.

Conclusion of the contract

Every registration requires written or verbal confirmation from Tennis DNA Academy. The contract is concluded only when Tennis DNA Academy accepts your offer by confirming a date and time for the training session.

Contract and course duration

Tennis DNA Academy generally runs summer-season and winter-season courses. Course registrations always cover an entire season. Cancellations or interruptions during the season cannot be accepted. A new registration is required to continue with a further course.

Group allocation

Tennis DNA Academy allocates groups according to the preferences stated in the registration: group size, training duration and training day. In doing so, it considers practical criteria such as participants' playing level and age, training frequency per week and interpersonal factors such as gender and friendships. If necessary, Tennis DNA Academy may change the allocation during a season.

Coaches

Tennis DNA Academy is free to assign coaches and reserves the right to arrange suitable substitute coaches.

Training content

Tennis DNA Academy coaches are free to select the training content and plan the sessions. Tennis DNA Academy always plans training in the interests of the players' development.

Training venues and bad-weather arrangements

All agreed appointments are binding, whether made verbally, by telephone or in writing. Training starts and ends at the agreed times. Players are encouraged to arrive ready for training.

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In bad weather, training is moved indoors where possible. Group lessons generally take place as scheduled. Depending on the circumstances, private and semi-private lessons may go ahead, be moved indoors or be rescheduled. When a lesson is moved indoors because of the weather, Tennis DNA Academy contributes 20% of the additional indoor court costs to provide a fair solution for our clients. The remaining indoor court costs are shared between the participants in the lesson.

Public holidays generally count as regular training days, provided the venue is open and training can take place. Any changes or exceptions will be communicated in good time.

Indoor facility and club rules

Participants are required to comply with the rules of the indoor facility and the club.

Missed lessons

If a player cannot attend an agreed private lesson, it must be cancelled no later than 24 hours before the session. Otherwise, the full lesson fee, including any court costs, will be charged.

The agreed days and times apply to group training. Missed course sessions are forfeited without replacement and cannot be made up. This also applies in the event of accidents, illness and holidays; the holiday schedules of the primary schools in Brüttisellen, Dietlikon and Wallisellen are the relevant schedules. Course fees are not refunded.

For prolonged absences due to a player's injury or illness, an attempt will be made to arrange make-up sessions where possible, provided a medical certificate is submitted.

Training fees

Training invoices are generally sent by email immediately after the groups have been allocated. Payment in two instalments may be agreed. In exceptional cases, invoices may be sent by post. Tennis DNA Academy charges CHF 2.00 per invoice for postal delivery.

If a registration is withdrawn less than one week before the relevant summer- or winter-season course starts, an administrative charge of 20% of the course fee will be invoiced. If a registration is withdrawn after the season has started, the full amount remains payable. All prices include the coach and the teaching materials required.

Payment deadlines and reminders

Payment and reminder deadlines and charges are set out below. Unless otherwise stated, the number of days is counted from the invoice date.

Seasonal courses

- Payment due: 20 days
- First payment reminder: 30 days
- First formal reminder (fee: CHF 5): 40 days
- Second formal reminder (fee: CHF 30): 60 days

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Holiday and intensive courses

- Payment due: by the start of the course
- First payment reminder: 3 days after the course starts
- First formal reminder (fee: CHF 5): 10 days after the course starts
- Second formal reminder (fee: CHF 30): 30 days after the course starts

Supervision of minors

Our duty to supervise students who are minors is limited to the duration of training. Parents or legal guardians must ensure uninterrupted supervision before and after training. Tennis DNA Academy accepts no liability outside training hours. Parents or legal guardians must tell their children that they must not leave the training area and must follow the coaches' instructions. The tennis school accepts no liability if a player leaves the training area during training.

Photographs and video recordings

Photographs and videos are sometimes taken during training and may be used on Tennis DNA Academy's website or for advertising purposes. Participants, or their parents or legal guardians, must inform Tennis DNA Academy if they do not wish these photographs or videos to be published.

Data protection and AHV number

Participants agree that the data collected may be used for processing and business administration. Since 2019, all participants in children's and junior courses must be recorded with their AHV number for reporting under Jugend & Sport Schweiz (Youth+Sport Switzerland). This helps prevent incorrect information and duplicate entries for children. This is why we request the AHV number when new students register.

For reporting under Jugend & Sport Schweiz, participants or their legal representatives accept the following:

- The recording of personal data, particularly the AHV number, and data on J+S courses and camps in the National Sports Database (NDS/SPORTdb).
- The processing of data in the National Sports Database (NDS/SPORTdb), and disclosure of data in accordance with Article 11 of the Federal Act on Federal Information Systems in the Field of Sport (IBSG).

The data is treated confidentially and is not passed on to third parties.

In connection with cooperation with TC Möсли and other partners, customer data is also exchanged, for example to verify club membership.

Copyright

All photographs and video recordings are protected by copyright. Tennis DNA Academy's images, training materials and teaching content are intended exclusively for participants' personal use.

Exclusion from training

We reserve the right to exclude players from a group if, despite repeated warnings, they fail to follow the coaches' instructions or disrupt the lessons. In such cases, a minor must remain in the training area until collected by a parent or legal guardian. There is no entitlement to a refund of training or court fees.

Participants may also be excluded from a course if payments from previous course periods remain outstanding.

Liability and insurance

Our liability for damage arising in connection with training is limited to wilful misconduct and gross negligence. Participants are responsible for their own insurance.

Jurisdiction

The place of jurisdiction is Dübendorf.

Last updated: Dietlikon, 1 April 2026.