

Star Sports Academy Agreement and Release of Liability

Membership Terms and Conditions

By signing this membership application, I agree to the following:

Responsibility for Charges

- I am fully responsible for all charges made to my account, including membership fees, competition fees, and all other necessary charges.

Billing Policies

- I agree with all billing policies as they are laid out by Star Sports Academy.

Behaviour Guidelines

- I agree to adhere to the behaviour guidelines of Star Sports Academy.

Termination of Membership

- I understand that Star Sports Academy reserves the right to terminate my membership if there are unpaid arrears for 7 or more days.
- I agree to notify the Membership Officer of my decision to cancel membership as soon as possible.
- I will be responsible for all ongoing fees until I serve notice of cancellation.

Liability

- Star Sports Academy and all of its employees are not liable for any claims, demands, injuries, damages, theft, or loss at any of its sites, during travel to/from training or competitions, and any extra activities provided by the Academy for myself or my child.
- I voluntarily assume all risks associated with myself, my child, and any other person attending on my behalf. The company and its employees will not be held liable.
- Participants are required to attend at their scheduled class times to maintain appropriate coach to athlete ratios. These are factored into every Star Sports Academy lesson and are in place to optimize individual and collective development.

Personal Information Protection

- Information provided in this registration form will be used for purposes deemed reasonable by the company and its partners. These include national, regional, and event registration, insurance coverage, training participation, and competition result publication.
- The information will also be used for registration with the respective sports association.
- This information will help us ensure the following:
 - Ensuring athletes train and compete in an age-appropriate environment.
 - Establishing athlete eligibility for selection to squad teams.
 - Establishing pertinent medical records and baseline performance data to assist coaching decisions in a national team competitive or training setting.
 - Reporting and publishing athletes' names, gender, age, and club affiliation on swimming/tennis/sports web pages or in results, news releases, and ranking reports.
 - Making direct contact with registrants, volunteers, and staff as necessary for the operations of the Club.

Photographic and Email Release

- I understand that photographs and/or videos may be taken from time to time at Star Sports Academy activities.
- I agree that Star Sports Academy and the City of Dubai may use such photographs and videos to promote swimming, tennis, and the Academy.
- I give express consent to Star Sports Academy to use the email address(es) provided on this form for all communication.

Class Cancellation and Combining

- Star Sports Academy reserves the right to combine and/or cancel classes in the event of insufficient enrolment.

Personal Conflicts

- Please check your schedule before committing to classes as refunds/makeup classes will not be offered for personal conflicts.

Catchup Classes

- All catchups must be completed within the booked package period (1 month, 3 months, or 6 months packages).
- No makeup lessons will be honored once the package has expired.
- No lessons can be carried forward into the new season.
- No catchup lessons will be given for bookings of 5+ sessions.
- No catchups will be provided for the sessions missed during the public holidays.
- No catchups will be provided for the sessions missed due to the adverse weather conditions in the country unless it's cancelled by Star Sports Academy.
- No catchups will be provided if the client failed to inform and provide the necessary medical reports within 24 hours of missing the session.
- If the primary coach is on vacation or he/she has no longer working with the company, sessions will be proceeded with a replacement coach. Please note that if a client chooses not to attend these sessions with the replacement coach, no catch-up or make-up classes will be offered.

Cancellation of Sessions & Refund Policy

- Any cancellation requests within 5 days from the date of payment will be honored with a refund after deducting the registration and admin charges.
- Any cancellation requests after 5 days from the date of payment will not be entitled to a refund.
- All refund requests are considered on a case-by-case basis and will be either offered as Star Sports Academy Credit or a refund after deducting the registration and admin charges, depending upon the circumstances.
- Star Sports Academy Credit will last 6 months from the issue date and is redeemable later for the same activity.
- These policies apply to all Star Sports Academy fee-based programs (Except competitions).
- Admin is the first point of contact for all refund/makeup lesson enquiries.