

Phase Tennis Academy

Refund and Cancellation Policy

Last updated: 27 June 2026

This Refund and Cancellation Policy applies to Strength and Mobility programmes purchased through Phase Tennis Academy.

Nothing within this policy affects your statutory rights under UK consumer law.

1. General Guidance Strength & Mobility Programme

The General Guidance Strength & Mobility Programme is supplied as digital content.

Customers normally have 14 days from the date of purchase to cancel an online order. However, where a customer requests immediate access to the programme, they must expressly consent to the digital content being supplied during the 14-day cancellation period and acknowledge that their right to cancel will be lost once access to the programme begins.

Once the programme has been accessed, opened, downloaded or otherwise made available for immediate use, refunds will not normally be provided due to a change of mind.

Customers may still be entitled to an appropriate remedy if the digital content:

- Is faulty
- Cannot be accessed
- Is not as described
- Has not been supplied with reasonable care and skill

Phase Tennis Academy will first attempt to resolve any access or technical problems before issuing a refund.

2. Personalised Strength & Mobility Programme

Customers may request to cancel their Personalised Strength & Mobility Programme within 14 days of purchase.

If work on the personalised programme has not yet begun, the customer will normally receive a full refund.

By submitting the consultation form and requesting that Phase Tennis Academy begins creating the programme during the 14-day cancellation period, the customer agrees that work may begin immediately.

If the customer cancels after work has begun, Phase Tennis Academy may deduct a reasonable and proportionate amount from the refund to cover work already completed. This may include:

- Reviewing the consultation form
- Assessing the customer's goals and requirements
- Planning the programme
- Selecting appropriate exercises
- Completing administration
- Developing the personalised programme

Once the personalised service has been fully completed and the finished programme has been supplied, the customer's right to cancel may end, provided they expressly requested that the service begin during the cancellation period and acknowledged that their cancellation right would be lost once the service had been fully performed.

After the 14-day cancellation period, refunds will not normally be provided because the customer has changed their mind, no longer wishes to participate or has decided not to follow the programme.

Customers may still be entitled to an appropriate remedy if the service has not been provided with reasonable care and skill or does not match the description provided at the time of purchase.

3. Consultation Forms and Customer Information

Customers purchasing a Personalised Strength & Mobility Programme are responsible for completing the consultation form accurately and to the best of their ability.

Customers must provide all information reasonably required to create a safe and appropriate programme.

Phase Tennis Academy is not responsible for delays caused by:

- The consultation form not being completed
- Missing or inaccurate customer information
- A failure to respond to requests for further information
- Incorrect contact details being supplied
- A delay in creating a Phase profile where one is required

If further information is required before the programme can be safely or appropriately prepared, work may be paused until the information has been received.

Providing inaccurate, incomplete or misleading information may affect the suitability of the programme.

4. Programme Delivery

The expected delivery timeframe for a Personalised Strength & Mobility Programme will be communicated at the time of purchase or following submission of the consultation form.

Delivery times begin once Phase Tennis Academy has received all required information from the customer.

Where delays occur due to circumstances outside the reasonable control of Phase Tennis Academy, the customer will be informed as soon as reasonably possible.

General Guidance programmes may be made available immediately following successful payment and completion of any required account setup.

5. Programme Suitability and Medical Information

Customers are responsible for confirming that they are physically able to participate in an exercise programme.

Customers should seek advice from a doctor, physiotherapist or another appropriately qualified healthcare professional before beginning the programme if they:

- Have an injury
- Have an existing medical condition
- Are experiencing pain or concerning symptoms
- Are recovering from an operation or illness
- Have been advised to restrict physical activity
- Are unsure whether the programme is suitable for them

Phase Tennis Academy does not diagnose injuries, medical conditions or health concerns.

A refund will not normally be provided solely because a customer decides not to participate after the programme has been supplied. This does not affect the customer's statutory rights.

6. Technical and Access Problems

Customers experiencing problems accessing programme materials, exercise videos or their Phase profile should contact Phase Tennis Academy.

Phase Tennis Academy will make reasonable efforts to:

- Resolve the technical problem
- Restore access to the programme
- Replace any faulty files
- Provide the materials through a suitable alternative method

Where digital content is faulty and the issue cannot be resolved within a reasonable period, the customer may be entitled to an appropriate price reduction or refund.

Refunds will not normally be provided where an access problem is caused by:

- Incorrect login details
- A customer forgetting their password
- An unsupported or outdated device
- Poor internet connection
- A failure to complete the required profile setup

Phase Tennis Academy will still provide reasonable assistance where possible.

7. Changes to Personalised Programmes

Reasonable corrections may be made where the completed personalised programme does not reflect the information supplied by the customer through the consultation process.

Requests for substantial changes that were not included in the original consultation may be treated as additional work and may require an additional payment.

A refund will not normally be provided because a customer changes their goals, schedule, equipment or preferences after the programme has been completed.

8. Requesting a Cancellation or Refund

To request a cancellation or refund, please contact Phase Tennis Academy through the contact form on the Phase Tennis Academy website.

The request should include:

- The customer's full name
- The email address used for the purchase
- The order number
- The programme purchased
- The date of purchase
- The reason for the cancellation or refund request

Eligible refunds will normally be returned through the original payment method.

Phase Tennis Academy aims to process approved refunds promptly and within the timescales required under applicable consumer law.

9. Refund Processing

Where a refund is approved, the time taken for the payment to appear in the customer's account may depend on the payment provider or bank.

Phase Tennis Academy is not responsible for delays caused by the customer's bank, card provider or payment-processing provider once the refund has been issued.

10. Statutory Rights

Nothing within this Refund and Cancellation Policy excludes, restricts or limits any statutory rights provided to customers under UK consumer law.

Where there is a conflict between this policy and a customer's statutory rights, the customer's statutory rights will apply.

Checkout Consent Wording

General Guidance Strength & Mobility Programme

The following statement should be displayed as a required checkbox before immediate access is provided:

I expressly consent to receiving immediate access to the General Guidance Strength & Mobility Programme during the 14-day cancellation period. I understand and acknowledge that I will lose my right to cancel once access to the digital content begins.

Personalised Strength & Mobility Programme

The following statement should be displayed as a required checkbox before work begins:

I expressly request that Phase Tennis Academy begins providing the Personalised Strength & Mobility service during the 14-day cancellation period. I understand that if I cancel after work has begun, a reasonable and proportionate amount may be deducted for work already completed. I also understand that my right to cancel may end once the personalised service has been fully completed and supplied.

Customer Confirmation

By purchasing a Strength & Mobility programme from Phase Tennis Academy, the customer confirms that they have read and understood this Refund and Cancellation Policy.

Where immediate access or early performance of a service has been requested, the customer also confirms that they have provided the required consent and acknowledgement before the programme is accessed or work begins.

