

CLIENT POLICY & SERVICE LEVEL AGREEMENT (SLA)

This agreement governs the terms and conditions between Atlas Sports Limited Zambia and its clients.

1 PURPOSE

This document sets out the terms, standards, and conditions governing the relationship and services provided by Atlas Sports Limited Zambia to its clients, including athletes, parents, guardians, and corporate partners.

2 SCOPE

This agreement applies to all participants enrolled in any programme offered by Atlas Sports Limited Zambia, including individual and group coaching, academy training, holiday camps, clinics, school-based programmes, and outreach events.

3 SERVICES OFFERED

Atlas Sports Limited Zambia provides professional tennis coaching, multi-sport training, athlete development programmes, sports education, tournament participation pathways, and facility usage. All fees and schedules are communicated prior to enrolment.

4 SERVICE STANDARDS

Atlas Sports commits to: providing certified and experienced coaching staff; maintaining safe, inclusive, and structured training environments; offering programmes tailored to various skill levels; and adhering to all applicable health and safety protocols.

5 CLIENT RESPONSIBILITIES

All clients and participants are expected to: arrive punctually for scheduled sessions; wear appropriate sports attire and footwear; treat coaches, staff, and fellow players with respect; disclose any relevant medical conditions prior to participation; and comply with all facility and programme rules.

6 FEES & PAYMENT TERMS

All fees must be paid in advance to confirm enrolment. Late or outstanding payments may result in suspension of services. Fees are non-transferable unless otherwise agreed in writing by management. Atlas Sports reserves the right to revise fees with reasonable notice.

7 ATTENDANCE & MAKE-UP SESSIONS

Sessions missed by the client without prior notice are generally forfeited. Make-up sessions may be offered at the sole discretion of management. Medically supported absences with prior documentation will be considered on a case-by-case basis.

8 CANCELLATION, SUSPENSION & REFUND POLICY

8.1 Client-Initiated Cancellation: Written notice is required. No refunds will be issued for sessions already attended or missed without authorised notice.

8.2 Atlas Sports-Initiated Changes: Atlas Sports may reschedule sessions due to weather, safety concerns, or operational needs. Credits or make-up sessions will be offered where appropriate.

8.3 Suspension of Services: Atlas Sports reserves the right to suspend or terminate services for misconduct, non-payment, or breach of this agreement, without obligation to issue a refund.

9 HEALTH, SAFETY & MEDICAL

Clients participate in all programmes at their own risk. Any injuries or incidents must be reported immediately to a coach or staff member. Parents and guardians are responsible for obtaining appropriate medical clearance for their child prior to participation. Atlas Sports staff are not qualified to provide medical diagnoses or treatment.

10 SAFEGUARDING & CONDUCT

Atlas Sports operates a zero-tolerance policy towards any form of abuse, bullying, harassment, or discrimination. Any serious breach of conduct may result in immediate termination of services without refund and may be reported to relevant authorities.

11 LIABILITY DISCLAIMER

Atlas Sports Limited Zambia shall not be held liable for any personal injury, loss of property, or damage arising from circumstances beyond its reasonable control. Clients are encouraged to maintain their own personal sports insurance. Participation in all activities is at the client's own risk.

12 COMPLAINTS & DISPUTE RESOLUTION

All complaints must be submitted in writing to Atlas Sports management for formal investigation. Atlas Sports will endeavour to resolve all complaints in a fair and timely manner. This agreement is governed by the laws of the Republic of Zambia.

13 AMENDMENT & REVIEW

Atlas Sports reserves the right to review and amend this agreement periodically. Clients will be notified of any material changes. Continued participation following notification constitutes acceptance of the revised terms.

14 ACCEPTANCE

By enrolling in or participating in any Atlas Sports programme, the client, parent, or guardian confirms that they have read, understood, and agreed to be bound by the terms and conditions set out in this agreement.

Approved by: Principal CEO, Atlas Sports Limited Zambia

Effective Date: _____

Review Date: _____

Authorised Signatory (Atlas Sports)

PRINCIPAL CEO

Client / Parent / Guardian

NAME & DATE