

Terms and Conditions - Tennis Coaching

General

Southend Tennis Centre (STC) aims to provide a positive sporting environment for the benefit of all members of the community. STC is committed to the health, welfare and wellbeing of its players, supporters and families.

STC reserves the right to make price changes without notice.

STC offers group coaching programs for juniors and adults as well as private and semi-private lessons.

Enrolment

We encourage you to call or email STC to discuss the best enrolment option for you or your child.

Bookings for the Junior Programs may be completed online, however, we strongly advise you to speak to one of our staff before making your booking to ensure correct class placement.

Coaching programs are for nine (9) sessions and are run within the school term. Players under the age of 16 years must be enrolled by their parent or guardian. Please be aware that enrolments cannot be transferred to another adult or child.

Payment

Payment is required prior to commencing lessons. Placement in coaching programs is not secure until payment is received in full. Please speak to STC staff if you require a flexible payment plan.

Cancellations

Where possible, please provide STC with twenty-four (24) hours' notice of a lesson cancellation. The provision of makeup lessons for sessions cancelled due to injury, illness or personal/family commitments will be at the discretion of STC. A medical certificate must be provided in order for a player to request a makeup lesson due to injury or illness.

Rain

Wet weather cancellation notifications will be delivered via text message thirty (30) minutes prior to the scheduled lesson. If you do not receive a text message, the lesson will proceed. STC will not provide makeup lessons for players who assume that lessons are cancelled due to wet weather. If a coaching lesson commences, and is cancelled less than half way through, a makeup lesson will be offered for the unused portion. If over half the lesson has occurred when play is ceased due to rain, it will count as a whole lesson.

Extreme heat

STC coaches will modify lessons appropriately on very hot days. If there is extreme heat (over 35°C), cancellation of the lesson may occur on occasion, at the discretion of the coach.

Makeup lessons

Makeup lessons due to wet weather, public holidays or other cancellations will be held during the school holiday period that immediately follows the term or during the current term (at the discretion of the STC coaching staff). Subject to availability, players may also be able to complete a makeup lesson by joining another class for a one-off lesson during the current term. STC reserves the right to limit the number of makeup lessons to one (1) per term, per player, where necessary. It is your responsibility to book and attend makeup lessons.

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Changing levels

STC coaching staff are committed to the safety, wellbeing and development of players. If a player is in a program that does not suit their age, experience and/or standard of tennis, STC coaching staff will move them to a program that better suits their needs. Players may progress to a more challenging tennis program at the discretion of STC coaching staff only.

Safety

STC encourages sun safe practices and regular hydration. Players are encouraged to wear sunscreen, a hat and protective clothing, and bring a water bottle to their coaching lesson.

Contact details

It is your responsibility to ensure that STC has your current contact details.

Code of conduct

All customers, players and supporters at STC have a responsibility to conduct themselves in an appropriate manner, consistent with the following Code of Conduct:

- Respect every player or supporter regardless of their gender, age, ability, cultural background or religion
- Play by the rules and encourage fair play
- Be respectful in dealings with officials, coaches, players and supporters
- Engage in positive behaviour
- Do not use abusive language
- Appropriate tennis attire and suitable sports shoes (no black soles) must be worn when using the courts
- Be considerate of the safety and wellbeing of other players
- Respect the policies and practices of Tennis NSW.

Any person who does not abide by this code of conduct can be asked to leave STC. STC reserves the right to immediately terminate the enrolment of any coaching players who breach the Code of Conduct, without refund or credit.

Dated: 24 October 2015