



## **BLACKTOWN TENNIS CENTRE STANHOPE: COACHING**

### **1. TERMS AND CONDITIONS**

- Fees are non-refundable. No place is confirmed until payment is received.
- Fees need to be finalised by the second lesson of the term. Failure to do so may result in forfeiting of the students place in the class.
- For current students, placement in the following term requires a non-refundable and non-transferable deposit. If the deposit is not received by the due date, the coaching placement will become forfeited for the next term.
- Make-up lessons are not available. Refer to the Missed Lesson Policy below for full details.
- Any request for cancellation or refund is to be in writing and is not guaranteed.
- A credit will be issued for any classes cancelled by the centre due to extreme weather.
- In the event that a class is not 60% full an alternate class time may be offered.
- Anti-social behaviour, disruptive behaviour or any profanity will not be tolerated.


### **2. RULES OF ENGAGEMENT**


- Same day, time and instructor cannot be guaranteed from term to term.
- Tennis coaches are subject to change without notice. Tennis coach appointment is subject to availability and suitability of the program.
- Tennis classes may be operated indoors during inclement weather or as required without prior notice.
- If there are any concerns regarding your child's coach or class then please contact the Tennis Centre Team Leader.
- Please vacate the lesson area as soon as possible after the completion of the lesson to make way for the next class participants.
- Practice makes perfect. Please practice the skills the student learns.
- Parents need to actively supervise their children in accordance with centre supervision guidelines.
- All students must wear appropriate footwear (sneakers/joggers with non-marking soles).



#### **Blacktown Tennis Centre Stanhope**

Cnr Stanhope Pkwy and Sentry Dr,  
Stanhope Gardens NSW 2768

 [blacktownaquaticandsports.com.au](http://blacktownaquaticandsports.com.au)

 02 9421 2600



### 3. MISSED LESSON POLICY

- No makeup lessons are available for missed classes.
- If a child misses up to 4 lessons due to illness or injury, a complimentary court hire pass is available per missed lesson when a doctor's certificate is provided.
- To obtain a complimentary court hire pass, submit the missed lesson form and doctor's certificate to the Pro Shop prior to the end of the term. If the missed lesson is the last lesson of the term, the form must be submitted within the first week of the following term.
- If a child misses 5 or more consecutive lessons due to illness or injury a credit for the missed lessons is available if a doctor's certificate is provided. To obtain a credit, submit the missed lesson form and doctor's certificate as soon as possible within the 5 week period.
- If a customer has planned a family holiday where it is known that at least 5 weeks (lessons) of the term will be missed then it is recommended not to enrol into the term as no refund or deferment will be given. It is recommended to skip the term and enrol into the following term program.

### 4. PRIVATE LESSON POLICY


- Lesson fee to paid before prior to commencement of private lessons.
- At least 2 hours' notice is required to cancel a booked lesson. Notification can be via reception, or the Tennis Centre Team Leader.
- Failure to notify, or where less than 2 hours' notice is given, will result in full fee for the lesson being payable.
- Please ensure you are on time to your lesson, lessons will not be extended for late arrivals.
- If the Centre needs to cancel a lesson for any reason, including inclement weather, notification will be given as early as possible.
- A credit will be issued for any pre-paid private lessons cancelled by the centre.



#### Blacktown Tennis Centre Stanhope

Cnr Stanhope Pkwy and Sentry Dr,  
Stanhope Gardens NSW 2768

 [blacktownaquaticandsports.com.au](http://blacktownaquaticandsports.com.au)

 02 9421 2600

