

Junior Hot Shot and Squad Policies

Registration

Children are welcome to join our group lessons at any time in the calendar year, subject to space availability.

All lessons are to be booked and paid for in advance via a fortnightly direct debit arrangement. Lessons may be suspended or cancelled by the customer with 14 days' written notice in line with the direct debit payment cycle. See the 'Tennis Lessons Enrolment Agreement' for detailed direct debit terms and conditions.

The centre offers one free trial class to determine fit and to guide recommendations for the most appropriate group moving forward. Any subsequent trials are to be paid for on a casual rate basis and are at the discretion of the centre and upon availability.

A space on any given lesson is reserved only for the child for whom the original booking is intended. It is not possible to substitute individual sessions with another player unless previously authorised by the centre.

Please note that no lessons will be held on public holidays.

The centre reserves the right to cancel or reschedule any squad due to enrolment numbers or for any other reason.

Weather, Missed squads and Make-ups

If the weather is indifferent, assume your lesson is on.

Where possible, the centre will notify you 60 minutes in advance of your lesson via **email** in the event of a rain washout, or for any other reason that a session may need to be cancelled. Some lessons may be held indoors in the case of rain and will be determined by the facility.

Make-up lessons will be provided in the case of wet weather. These lessons can be organised by visiting or contacting the pro-shop to find a suitable time to complete these lessons. Make-up lessons are subject to availability in a like-for-like squad.

If a lesson begins but is interrupted due to rain, or for any other reason, with less than 50% of the session completed, a make-up lesson will be provided.

If your child is absent from a session payment remains due for that session.



No refund is given for missed lessons. If a participant is absent from class for a prolonged period without notifying the centre they may be automatically removed from that class. In the event of long-term illness or injury, suspension of direct debit payment may occur upon presentation of a medical certificate or at the Facility Manager's discretion.

No make-up lessons will be provided for any reason other than a wet weather cancellation.

Player standard, safety & coaches

Coaches will group players according to age and playing ability. If new to our tennis programs, a coach assessment or trial lesson may be undertaken for this purpose. **To ensure groups have players of a similar standard, coaches may reassign any player to a different squad at any time.**

Each coach will review their lesson groups regularly to evaluate for progression opportunities and ensure players are in a suitable lesson according to age and ability.

For each squad to run safely, it is important that children comply with coaches' instructions. Verbal or physical bullying will not be tolerated and may result in expulsion from the squad. Parents are to refrain from interfering with a squad unless at the request of the coach.

It is the parent/carer's responsibility to take their child to the coach at the start of the lesson and collect them at the end of the lesson. The centre accepts no responsibility for the child's care outside lesson times.

All coaches are qualified and first-aid certified and have a valid Working with Children Check or are assistant coaches working under the guidance of a licensed coach.

In the event that your usual coach is unavailable, a suitable substitute will replace them.

Loan racquets

We have junior racquets available for players to borrow, however we encourage **all children enrolled in regular squads to have their own racquet.**

Miscellaneous

We accept no responsibility for the loss, theft or damage to personal possessions that occurs during an activity at our venue.

Sydney Sports Management Group reserves the right to alter the terms and conditions at any time.



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53 Wentworth Ave,
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Adult Group Lesson Policies

Registrations

Players are welcome to join our adult groups at any time in the calendar year. Groups are subject to space availability.

Options are available for both guaranteed ongoing and casual enrolments. Ongoing enrolments will have a weekly reserved space in the programme, casual enrolments/pre-purchased packs may book weekly based on availability.

Weekly bookings are on a casual enrolment basis, and must be made online or via the centre pro-shop.

All squads are to be paid for in advance, or immediately prior to the lesson commencing, via pre-purchased lesson packs or casual payment.

A space on any given lesson is reserved only for the player for whom the original booking is intended. It is not possible to substitute individual sessions with another player unless previously authorised by the centre.

Please note that no lessons will be held on public holidays.

Adult groups run continuously throughout the year, apart from a brief break in the Summer around the Christmas holiday period. Precise dates are communicated as appropriate.

The centre reserves the right to cancel or reschedule any squad due to enrolment numbers or for any other reason.

Weather, Missed Squads and Cancellations

If the weather is indifferent, assume your squad is on.

The centre will notify you 60 minutes in advance of your lesson via **email** in the event of a rain washout where possible, or for any other reason that a session may need to be cancelled.

Lesson credits will be held over in the case of wet weather cancellations.

If a lesson begins but is interrupted due to rain, or for any other reason, with less than 50% of the session completed, a lesson credit will be retained.

A minimum of 4 hours notice is required to withdraw from a session. Where cancellation occurs within that time frame, payment remains due for that session.

If you are absent from a pre-booked session, without sufficient notice, payment remains due for that session.

No refund is given for missed lessons.

Purchase of group lesson credits is strictly non-refundable.

Player Standard, Safety and Coaches

Coaches will assign each adult to a squad appropriate to their playing ability. If you are new to squads, you may first need to be assessed by a coach, which may be achieved through an initial paid one-off casual group lesson enrolment for the purpose of a trial. **Coaches may reassign players to a different group at any time.**

For each squad to run safely, it is important that players comply with coaches' instructions. Verbal or physical bullying will not be tolerated and may result in expulsion from the squad.

All coaches are qualified and first-aid certified.

In the event that your usual coach is unavailable, a suitable substitute will replace them.

Communication

Players may be invited to join a communication platform (eg, whatsApp group) which the centre may use to inform, enrol and connect players. Inclusion in these groups is optional, however **joining will be considered the client's consent** – subject to normal protocols around privacy, confidentiality, sharing contact details, inappropriate language, bullying, advertising etc.

Hire racquets

Racquets are available to hire from the pro-shop should players not have one of their own.

Miscellaneous

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Court Hire Policy

Bookings

Courts can be reserved up to 14 days in advance, online, by phoning the centre or by visiting the pro shop.

Please check-in at the pro-shop before proceeding to your court.

Booking Times

Courts are generally available for booking from 7am to 10pm weekdays, 7am to 8pm weekends. Specific venue times are available on the website.

An individual court booking entitles the booker use of a specific numbered court within the confirmed court booking times. Players are asked to respect other customers and arrive and vacate booked courts on time.

The centre reserves the right to change a client's specific court number if or when required.

Changing A Booking, Cancellations and Weather

A minimum of 12 hours' notice must be given for any re-scheduling or cancellations.

If courts are unplayable at the time of the booking due to rain or puddling, where possible pro shop staff will endeavour to contact you to confirm arrangements. Should this not occur you must contact the centre within 48 hours of the booking via email to request a booking credit.

In the event of a court not being playable at the time of a booking, it is possible to transfer the booking to a playable court, subject to availability. Players must contact the centre pro-shop in order to confirm.

Whether re-scheduling a booking with a minimum of 12 hours notice or due to the court being unplayable at the time of play, you must email your original booking confirmation to the centre.

Unplayable court cancellation requests will not be considered ahead of the time of the booking.

You may request a transfer to another date/time subject to availability. If a transfer is not possible, a court credit of equal value to your booking will be issued to use for future bookings.

A court credit is valid for 12 months from the date of issue.

No refunds will be given.

Miscellaneous

Players play on court at their own risk.

The venue accepts no responsibility for the loss, theft or damage to personal possessions during a court booking.

It's your responsibility to remove your belongings from the court and leave the court free of rubbish ready for the next players.

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