

Coaching Policy

www.marconitennis.com.au Pro-Shop 9822 3336



Welcome to the Marconi Tennis Academy, we strive to provide the highest quality coaching services to the community. Once enrolled in any of our coaching programs you agree to and are bound by the following policies. If you do not agree with any of these policies, please do not enroll. Yours sincerely Stewart Whicker (Marconi Tennis Academy Head Coach).

(Terms & Conditions) JUNIOR GROUP & HOTSHOT PROGRAMS

- 1. Lesson fees are required in full before the start of your first lesson.** A **\$20 admin fee** will apply if paid after the start of your first lesson of the term.
- 2. Lessons are only available as Packages – Package (1) 10 x 1 lesson fee before the term starts. Package (2) Number of weeks left of the term x 1 lesson fee from when you start in the term.** *Please Note:* Public Holidays, Sickness and Cancelled Lessons are all given Make Up Vouchers – see 4. below.
- 3. A Trial Group Lesson is only available to new students that have not had lessons at Marconi Tennis before. Fees are payable as per above terms & Conditions.**
- 4. A MAKE-UP VOUCHER** – Is given when a child misses a lesson due to Cancelled Lessons, Sickness and Public Holidays these can be used **anytime** during any other lesson over the week/term. (**based on availability**). Make-Up vouchers have no use by date and **can only be used whilst enrolled in coaching classes.**
- 5. Make Up vouchers can not be used as credits off lesson fees.**
- 6. Lessons may be held on our indoor squash courts in the event of bad weather.**
- 7. SICKNESS** – A doctors certificate must be shown to receive a make-up lesson voucher.
- 8. REFUNDS** – No refunds will be offered or given after the 2nd lesson, however lessons are transferrable to other parties.
- 9. We accept the Governments \$100 Active Kids Vouchers.**

What to do if you are not sure of the weather

If lessons are cancelled due to the weather we will send you a SMS notification. (provided your mobile is on our SMS list).

Remember that it might be raining where you are but may not be here. If coaches walk on the court to do the class and you are not here the above coaching policies will apply.



You must ring us if you think it is too hot. Lessons may only be cancelled if the temperature exceeds 35 degrees Celsius and the humidity is above 40% at the time of your lesson. Classes may be held on the squash courts, if lessons need to be cancelled we will send you a SMS notification.