



## TERMS AND CONDITIONS

### **Fees and Invoices**

Fees for all group classes must be paid prior to the beginning of term to secure a spot.

- All classes will be invoiced on a term basis (unless attending a casual lesson).
- Invoice fees must be paid "in full" by the due date on the invoice or players will be unable to begin the term.
- Any invoices that are not paid 7 days after the due date may result in suspension (students being removed from the class) immediately, until all fees are paid in full (this may result in the loss of position - day/time).

### **Extreme Heat Policy**

We follow the Tennis Australia Guidelines when it comes to Extreme Heat Policy:

- The temperature will be checked and viewed on the official BOM website every 30mins, and this will be readings we use to determine / enforce the heat policy.
- When the temperature at the centre is between 30o and 36o, programs and lessons will be modified by the coach, to ensure the health and safety of the players is maintained.
- If the temperature at the centre is above 36o, all lessons will be cancelled and a make-up will be awarded. In this case, you will receive a text message from either your coach or the office, notifying you of this. If you do not receive a message, this means the lessons will still be going ahead.
- If the lesson is still conducted and the client chooses not to attend, you are not entitled to a make-up class.

### **Wet Weather Policy**

- When the lesson cannot go forward due to wet weather, you will be notified by either your coach or via a post on the Sure Shot Facebook page. If you do not receive a message and a wet weather post is not uploaded to Facebook, this means lessons will still be going ahead.
- If the lesson is still conducted and the client chooses not to attend, you are not entitled to a make-up class.

- If the lesson is cancelled due to wet weather, a make-up class will be added to the end of the term. For example, a 9-week term may take 10 weeks to complete if a lesson is cancelled.

### **Player Cancellation/Refund/Credit Policy**

- Our player cancellation policy is 24 hours' notice, or the lesson must be paid for.
- Lessons must be completed in the term and cannot be carried over to the following term. - A maximum of one (1) make-up lesson is permitted per term.
- We do not offer refunds under any circumstance, including change of mind.
- Credits for coaching programs only apply to exceptional circumstances for the client. These may include long-term injury or illness, extended school camps, personal tragedy etc, which exceed more than 50% of the term. (ie 5 weeks out of a 10 week term).
- If you qualify for a credit under the exceptional circumstance policy, you will be required to provide documentation ie - medical certificate.
- Credits ARE NOT offered in replacement of a make-up lesson.

### **Medical and Liability**

Participation in the Sure Shot Tennis coaching programs is solely at your own risk. Sure Shot and its coaches accept no responsibility for injury or loss caused to participants. You acknowledge and assume all risks associated with your and/or your child's participation in any activity. By participating in the Sure Shot Tennis coaching programs, you acknowledge the risk of injury and/or loss and agree to accept responsibility for any injury and/or loss.

By participating, you authorise the staff of Sure Shot to act according to their best judgment in any emergency requiring medical attention. You release Sure Shot Tennis Coaching from any and all liability for injury or illness and costs, incurred while undertaking a program or event with Sure Shot Tennis.

### **Photography and Videography**

Sure Shot Tennis may film, use video analysis and photography during programs, lessons and events. Images may be used on our website, social media and other promotional material without compensation or notice. The Client agrees to any official photography, and use of images by Sure Shot Tennis Coaching for professional purposes. Notification must be given in writing if you do not consent to any form of photography.

### **Supervision of Juniors Outside Session Times**

Sure Shot Tennis coaches are not responsible for supervising children outside of lesson time. Please ensure post-lesson pickup arrangements have been made.

*Disclaimer*

*The Client acknowledges that Sure Shot Tennis Coaching reserves the right to cancel, update or vary the Program, including but not limited to, timing, venues, terms, prices, fees, format or instructors in relation to its services without notice at its sole discretion.*

*The Client acknowledges and accepts all the conditions contained herein, and forever releases, discharges and indemnifies Sure Shot Tennis Coaching from any loss caused to any party in relation to a claim regarding breach of these Terms and Conditions.*

*The Client agrees and acknowledges that Sure Shot Tennis Coaching have a zero tolerance of aggression, violence, physical or verbal abuse and derogatory comments towards any staff member. Any aggression or abuse towards staff will not be tolerated.*