# Terms & Conditions

## 1. Purpose

The purpose of this policy is to outline Coaching, Cardio Tennis & Competition policies including terms of payment.

## 2. Scope

This policy applies to players & students enrolled in Junior & Adult Coaching Programs, Cardio Tennis & Competitions with Cagney Tennis Academy.

## 3. Hotshots / Squad / Class / Group / Cardio - Term Fees

Coaching programs are run in line with NSW State school terms & fees are charged for the full term (staff development days will be included as a regular coaching day). An invoice will be provided to each student via email. Payment of term fees in full is due within 4 weeks from the commencement of term. If any balance is outstanding after 4 weeks, an administration fee of $15 will be charged. Students can enrol after the start of term with fees adjusted accordingly on a pro rata basis.

Please note Coaching Term fees will not be refunded once paid, if a student withdraws from a class during the term.

For extenuating circumstances, we may be contacted to establish alternate payment terms.

Payment can be made by any of the following methods:

1. In person via cash or cheque
2. Direct bank transfer (banking details are provided on the invoice)

## 4. Automatic Re-Enrolment Process:

As our Coaching Classes / Hotshots Classes / Squad Classes / Cardio Tennis Classes are very popular and in high demand, as are our coaches (everyone has their favourite!), we AUTOMATICALLY re-enrol all our class participants so they don't lose their spot from one term to the next. If you need to make changes to your coaching schedule, please let us know as soon as possible to maximise your chance of getting the class change you are looking for. If you are not returning to a class for the next term, you must let us know so we can remove you from the class and adjust the invoice up to that point, and offer the class spot to the next person on the wait list.

## 5. Hotshots / Squad / Class / Group / Cardio - Missed Lessons

In the event a lesson is missed, (includes all Junior Hotshots, Junior & Adult Group / Class / Squad, Cardio Tennis Classes) for sickness, or, as a result of Cagney Tennis Academy cancelling the lesson due to wet weather, you are welcome to attend a make-up lesson at another time at any of our centres throughout the term provided you have given 24 hours notice and there are positions available in a suitable class.

Contact us and we will provide up to 2 options that you can choose from to makeup the lesson

**Please note:** for lessons you are unable to attend for things like school excursions, family events, other sporting trials / games etc you will not be eligible for makeup lessons.

Missed lessons **MUST** be made up in the same term in which they occur. We will **NO LONGER** be offering to catch them up in school holidays.

Fees will not be discounted or reduced for missed lessons.

If a catchup lesson has been scheduled and is then missed, for any reason, other than a washout, this lesson will not be able to be made up, again.

**Please do not leave your catchup lessons until week 9 or 10 of the term, and then try to catch them all up in a week, as we simply do not have enough availability. Please catch them up as you go, as they get missed.**

## 6. Wet Weather

In the event of inclement weather, our wet weather notifications are posted on our Facebook & Instagram pages & on our website home page at www.cagneytennisacademy.com.au

**PLEASE NOTE:** We are often on the court coaching at some centres and can be washed out at other centres depending on where / how much it is raining, as well as court surface, so we cannot answer phone calls or text / social media messages.

## 7. Hot or Windy Weather

With the Australian climate the way it is, there will be the occasional really hot or windy day during the summer period. As everybody's tolerance to heat is different, Coaching & Comp will be on & students enrolled in our coaching programs will not be entitled to a makeup lesson due to heat or wind.

We will modify our lesson plans to include more frequent and longer drink and activity breaks, more opportunities for rest in shade where possible, and monitoring of participants' fitness during the warmer temperatures to ensure safe participation.

## 8. Private Lessons

Private lessons are organised at a suitable time for both Player and Coaching Staff.

If a player is unable to attend a lesson, we must be contacted with NO LESS than 24 hours notice, otherwise a catchup lesson will NOT be made available. Customers will need to reschedule lessons missed (provided they are eligible for a catchup lesson).

In the event a private lesson is cancelled by Cagney Tennis Academy or **washed out** during any week of the term, please contact the office to arrange a catchup lesson. (Please note

our head / senior coaches coach during the school holidays, so washed out / catchup lessons from week 10 of a term can be made up in the holidays if required)

All private lessons will be invoiced at the beginning of each term. For those clients needing to pay weekly, this can be arranged by contacting the office, however, payment must be made each week, NOT on a "as you show up" basis. This is due to the large demand and lengthy waiting list for private lessons across our centres.

**If a CATCHUP private lesson has been scheduled and is then missed, without 24 hours notice, this lesson will not be able to be made up, again. Catchup lessons may not be with your regular coach – but with staff who have a lesson slot open.**

## 9. Competitions

Full payment for competitions conducted during each term is due in full by the second week of play.

Please note that **NO REFUNDS** will be issued for players withdrawing from a competition once the draw has been made. If a player withdraws after the draw is complete, it can often cause a re-draw & more than several hours work, as well as inconveniencing the rest of the participants in the competition.

## 10. Breach of Payment Terms

Further action will be taken to recover outstanding amounts. Any legal costs and / or costs for extra services involved in recovering outstanding fees will be charged to the account.

## 11. Consultation and Advice

This policy has been developed to provide guidance for Cagney Tennis Academy customers. Kindly contact us on 0400 881 166 or at louise@cagneytennisacademy.com if you require any further clarification.