



## Terms and Conditions

### 1 GENERAL

Queenwood Tennis and Sport Centre ("QTSC") aims to provide a positive sporting environment for the benefit of all members of the community. QTSC is committed to the health, welfare and wellbeing of its players, supporters and families. QTSC reserves the right to make price changes without notice.

- 1.1 QTSC offers group coaching programs for juniors and adults as well as private and semi-private lessons.

### 2 ENROLMENT

- 2.1 We encourage you to call on (02) 9452 2298 or email QTSC to discuss the best enrolment option for you or your child.
- 2.2 Bookings for Junior Programs may be completed online, however, we strongly advise you to speak to one of our staff before making your booking to ensure correct class placement. Coaching programs follow the state school term of ten (10) weeks which includes at least eight (8) sessions per term. Players under the age of 16 years must be enrolled by their parent or guardian. Please be aware that enrolments cannot be transferred to another adult or child.

### 3 PAYMENT

- 3.1 Payment is required prior to commencing lessons. Placement in coaching programs is not secure until payment is received in full.
- 3.2 Group coaching fees must be paid in full by the end of the first week of each term. Any late payments will be subject to a late fee.

### 4 REFUNDS/CREDIT

- 4.1 Refunds/credit is offered at the discretion of QTSC. We generally do not offer refunds or credit for group lessons missed due to personal/school/family commitments or change of mind.
- 4.2 QTSC reserves the right to offer credit in lieu of cash refunds.

### 5 CANCELLATIONS

- 5.1 Where possible, please provide QTSC with twenty-four (24) hours' notice of a private lesson cancellation. Within 24 hours' notice, a 50% fee will apply. The provision of makeup lessons for sessions cancelled due to injury, illness or personal/family commitments will be at the discretion of QTSC.
- 5.2 Group Lesson Cancellation: Where possible, please provide QTSC with twenty-four (24) hours' notice of a group lesson cancellation. Within 24 hours, no credit provided. The provision of makeup lessons for sessions cancelled due to injury, illness or personal/family commitments will be at the discretion of QTSC.

### 6 MAKEUP LESSONS

- 6.1 Makeup lessons due to wet weather, public holidays or other cancellations will be held during the school holiday period that immediately follows the term or during the current term (at the discretion of the QTSC coaching staff).
- 6.2 Subject to availability, players may also be able to complete a makeup lesson by joining another class for a one-off lesson or clinic during the current term. It is your responsibility to book and attend makeup lessons.
- 6.3 Make-up lessons do not extend to future terms.

### 7 CHANGING LEVELS

- 7.1 QTSC coaching staff are committed to the safety, wellbeing and development of players. If a player is in a program that does not suit their age, experience and/or standard of tennis, QTSC coaching staff will transfer them to a program that better suits their needs. Players may progress to a more challenging tennis program at the discretion of QTSC coaching staff only.

### 8 EXTREME WEATHER

- 8.1 WET WEATHER: Wet weather cancellation notifications will be delivered via text message thirty (30) minutes prior to the scheduled lesson. If you do not receive a text message, the lesson will proceed. This also applies to ALL inclement weather conditions.
- 8.2 QTSC will not provide makeup lessons for players who assume that lessons are cancelled due to wet weather. If a coaching lesson commences, and is cancelled due to the weather, it will count as a whole lesson.
- 8.3 EXTREME WEATHER: QTSC coaches will modify lessons appropriately on very hot days. If there is extreme heat (over 37°C), cancellation of the lesson may occur on occasion, at the discretion of the coach.

### 9 SAFETY

- 9.1 QTSC encourages sun safe practices and regular hydration. Players are encouraged to wear sunscreen, a hat and protective clothing, and bring a water bottle to their coaching lesson. Sunscreen is also available for use at reception. There is a vending machine on site where cash can be used to purchase beverages.

### 10 CONTACT DETAILS

- 10.1 It is your responsibility to ensure that QTSC has your current contact details.

### 10.2 CODE OF CONDUCT

All customers, players and supporters at QTSC have a responsibility to conduct themselves in an appropriate manner, consistent with the following Code of Conduct:

- 10.3
- Respect every player or supporter regardless of their gender, age, ability, cultural background or religion
  - Play by the rules and encourage fair play
  - Be respectful in dealings with officials, coaches, players and supporters
  - Engage in positive behaviour
  - Do not use abusive language
  - Appropriate tennis attire and suitable sports shoes (no black soles) must be worn when using the courts
  - Be considerate of the safety and wellbeing of other players
  - Respect the policies and practices of Tennis NSW
- 10.4 Any person who does not abide by this Code of Conduct will be asked to leave QTSC. QTSC reserves the right to immediately terminate the enrolment of any players who breach the Code of Conduct, without refund or credit.