

Coaching Policy

www.marconitennis.com 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).

PRIVATE/SEMI CLASSES

- Private lessons are paid for in advance, therefore if you do not give more than 24 hours notice of having to miss a lesson you will forfeit payment for that missed lesson.
- Washed out lessons will be made up during the school holidays.
- There are no refunds available once you make advanced lesson payments. Lessons however are transferrable between other parties.
- All prepaid lessons must be used prior to the next term starting. Any owed prepaid lessons must be redeemed during the school holidays prior to the next term starting.
- **SICKNESS** If you provide us with a Doctors certificate, any missed lessons will be made up during the school holidays.
- No other reason for missed lessons are considered unless it is made in writing.

JUNIOR GROUP PROGRAM & Toddler Tennis

MAKE-UP VOUCHERS – Are given when a child misses a lesson due to rain, sickness and public holidays and can be used anytime during any other lesson over the week. (based on availability). Make-Up vouchers have no use by date and **can only be used whilst enrolled in coaching classes. Make Up vouchers can not be used as credits off lesson fees.**

SICKNESS – A doctors certificate must be shown to receive a make-up lesson voucher.

REFUNDS – No refunds will be offered or given after the 2nd lesson.

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 will only be cancelled if the temperature exceeds 35 degrees Celsius and the humidity is above 40% As advised by Tennis Australia. Classes may be held on the squash courts, If lessons need to be cancelled we will send you a SMS notification.