



FAQ Frequently asked questions

Q. My child missed a lesson due to rain or sickness. What do I do?

A. Make up vouchers are given for missed lessons due to rain or with a doctor provided sickness certificate, these vouchers can be used anytime there is a vacancy in any one of our 40 other classes through out the week. (see also coaching policy)

Q. What do I do if its raining or looks like its going to rain?

A. We will send you a SMS notification if lessons will be cancelled due to the weather. (provided your mobile is on our sms list).

Q. My child got a yellow/pink certificate what is that for?

A. When a child accumulates 27 yellow/pink certificates they will receive a special trophy award. They are to encourage the kids.

Q. How do I know if my kids are doing well at tennis?

A. The children follow a set coaching program and at the end of the coaching term are invited to do a tennis grading test at www.tennisgrading.com

Q. I want my kids to be really good. What do I do?

A. Every child has the potential to be really good at tennis, if your child loves playing tennis ask us what other programs like squads, competitions, tournaments etc. your child can participate in. Remember perfect practice makes perfect.

Q. My child got picked on during a class, Who do I speak to?

A. We want to provide a safe and enjoyable environment for all our students, please come and speak to me (Stewart 0412571963) or a person behind the pro-shop counter or your child`s coach because this behaviour will not be tolerated and we will take care of it straight away.

Q. When do I re-enrol for next term?

A. All the children that are currently in a class will receive a re-enrolment form 3 weeks before the end of the term. To guarantee your child's spot in the same class for next term you must re-enrol before the first day of the school holidays. If you don't re-enrol before the first day of the school holidays you may miss out on that class.

Term 1, 2019 is a 11 week Term – Public Holiday 28th January

TERM 1	wk 1	wk 2	wk 3	wk 4	wk 5	wk 6	wk 7	wk 8	wk 9	wk 10	wk11
Monday	28-Jan	04-Feb	11-Feb	18-Feb	25-Feb	04-Mar	11-Mar	18-Mar	25-Mar	01-Apr	08-Apr
Tuesday	29-Jan	05-Feb	12-Feb	19-Feb	26-Feb	05-Mar	12-Mar	19-Mar	26-Mar	02-Apr	09-Apr
Wednesday	30-Jan	06-Feb	13-Feb	20-Feb	27-Feb	06-Mar	13-Mar	20-Mar	27-Mar	03-Apr	10-Apr
Thursday	31-Jan	07-Feb	14-Feb	21-Feb	28-Feb	07-Mar	14-Mar	21-Mar	28-Mar	04-Apr	11-Apr
Friday	01-Feb	08-Feb	15-Feb	22-Feb	01-Mar	08-Mar	15-Mar	22-Mar	29-Mar	05-Apr	12-Apr
Saturday	02-Feb	09-Feb	16-Feb	23-Feb	02-Mar	09-Mar	16-Mar	23-Mar	30-Mar	06-Apr	13-Apr