



## 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](http://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 3, 2019 is a 10 week Term –**

TERM 3	wk 1	wk 2	wk 3	wk 4	wk 5	wk 6	wk 7	wk 8	wk 9	wk 10
Monday	22-Jul	29-Jul	5-Aug	12-Aug	19-Aug	26-Aug	2-Sep	9-Sep	16-Sep	23-Sep
Tuesday	23-Jul	30-Jul	6-Aug	13-Aug	20-Aug	27-Aug	3-Sep	10-Sep	17-Sep	24-Sep
Wednesday	24-Jul	31-Jul	7-Aug	14-Aug	21-Aug	28-Aug	4-Sep	11-Sep	18-Sep	25-Sep
Thursday	25-Jul	1-Aug	8-Aug	15-Aug	22-Aug	29-Aug	5-Sep	12-Sep	19-Sep	26-Sep
Friday	26-Jul	2-Aug	9-Aug	16-Aug	23-Aug	30-Aug	6-Sep	13-Sep	20-Sep	27-Sep
Saturday	27-Jul	3-Aug	10-Aug	17-Aug	24-Aug	31-Aug	7-Sep	14-Sep	21-Sep	28-Sep