

VICTORIAN TENNIS ACADEMY POLICY

All students enrolling in a class with the Victorian Tennis Academy receive 8 lessons (unless you are requesting a week by week private program), Free playing membership with the Malvern and Orrong Park Tennis Centres and a Free day at the Holiday Clinics.

Payments

All payments should be made before or on the date of the 1st lesson of term.

Late payments will forfeit the students free holiday clinic and free court hire

Credit notes can be given in the case where a student cannot participate in their class

Refunds will only be given in extreme circumstances where make ups and credit notes are not satisfactory

Family with 3 or more students; or individuals who enrol in 3 or more classes are entitled to 10% discount if they pay on time.

Coaching Lessons

All students pay for an 8 week course and they will receive 8 lessons

In the case of missed lessons make up classes will be arranged. (see section on make ups)

Coaches will attempt to match the students as best they can (according to age and ability) – this may mean they suggest a change of class after your initial enrolment

Make up Lessons

Our policy is to deliver 8 lessons to each student

Lessons that are lost due to personal reasons (camp, illness, family circumstances etc...) can be made up on another day, even at another venue. Please speak with your coach to arrange a suitable time to make up a class.

Lessons that are lost to weather (Wet or extreme heat) will be added at the end of term ensuring 8 lessons are delivered.

Make ups may also be used in the holiday on a ratio of 1 missed term lesson = ½ credit of holiday clinic.

Make up lessons are only valid if prior notice of 24 hours + is provided – charges will apply if you fail to turn up to a lesson without notification.

It is not possible to deduct missed lessons from your account (our costs eg. Wages, balls, court hire, insurance remain the same.)

Re-enrolment

Re-enrolment notices are issued at the end of each term and all students should complete these forms and return them to the office

Existing students are given 1st option to keep their position in the program from term to term.

At the beginning of each year full application forms need to be filled out for all students new and old – so please ensure these forms are completed ASAP to avoid disappointment.

Inclement Weather

Lessons will be cancelled in the case of extreme weather including rain, flooded courts and 35+ degrees.

Contact the office prior to your lesson to check the status of the weather – our coaches will do everything possible to make the court ready to play.

Remember that all students are guaranteed 8 lessons and lessons cancelled will be added to the end of term.