



VIJAY'S TENNIS **COACHING POLICIES**

TIME & SCHEDULE

- All lessons are conducted during a school term. School holidays will be used as a way to conduct make-up classes.
- Make-up lessons usually will be held on the same day and time, as your lesson starting day and time, however, I can provide flexibility for other days and times if it works according to my schedule.
- If make-up classes can not be conducted during school holidays, they will be credited to the following school term.

WAITING LIST

- At Vijay's Tennis, the schedule is very limited at the moment. Thank you for your keen interest. If lessons are booked out, you can be put on the waiting list. If a session slot becomes available, you will be contacted.

PAYMENTS

- Acceptable payments can be made in Cash and Pay ID.
- You must pay for your lessons before your scheduled starting day/time or the start of term.
- Please have your payments in the correct amount as change may be difficult to give sometimes when paying in cash and to avoid any misunderstanding or confusion.
- By paying for this service, you full agree to Vijay's Tennis Coaching Policy.
- For more information on Billing, please read the Billing section below.

BILLING & RECEIPTS

- Your Classes will be billed before and after the School Term, to continue your lessons on-going.
- By paying for your Private Lessons 5 or 10-Week Bundle Packages, you are automatically re-enrolled for your next lesson.
- Receipts are available upon request and is sent to you via Email, once payments have been made.

CONTACT DETAILS

- I require your Full Name, Phone Number, Emergency Contact number and a valid Email Address.
 - All details are kept confidential.
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REFUNDS

- If you need to pull out of a term, please let me know before the second class starts and you will be entitled to a refund.
 - If no notice after the second class has been given, you will need to complete all of the remaining lessons or you will forfeit your payments.
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CANCELATIONS & NO SHOWS

- 24 Hour notice is required for cancellations prior to the lesson, no exceptions.
 - If you do not show up to your lesson without any notice, you will forfeit your payment for that lesson.
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VENUE & WEATHER

- The venue for coaching will always have lessons, to be conducted in an outdoor facility.
 - All cancellation notices for lessons, due to inclement weather will be notified a text message, via an SMS. Please have your phones next to you, if you do not receive a text message, please assume classes are going ahead.
 - There are no cancellations in cold weather. Please wear appropriate clothing, such as pants or extra jumpers to keep you warm.
 - If the court is wet or washed out (raining), your lesson will be cancelled.
 - For hot weather, please make sure you have water, a hat and sunscreen to protect yourself from UV rays. If hot weather exceeds temperatures over 35 Degrees Celcius, your lesson will be cancelled.
 - On rare occasions, severe wind can impact your lesson and may affect your Tennis. If the wind is severe (Galeforce conditions – over 42kph), your lesson will be cancelled.
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TIME MANAGEMENT

- Please arrive 5-15 minutes before your lesson starts. It is best to perform warm-up routines before your lessons start.

- If you arrive late to your lesson after your starting time, you will not be granted extra time.
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SAFETY, COURTESY & BEHAVIOURAL ENVIRONMENT

- At Vijay's Tennis, I strive to provide a safe environment for all students, participating in their lessons with me.
 - At Vijay's Tennis, I will do my best by you and trust that you will always do your best by me. I trust that you will be organised and you can trust that I will provide the best service possible.
 - Cooperation and respect is key, please remain calm at all times during our interactions on and off the court. Any negative behaviour, bullying or harassment will not be tolerated.
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PARENTS

- Parents are welcome to come on-court, to watch their child or pick up the tennis balls.
 - Negative behaviour on-court can hinder their performance on a psychological scale. Please be mindful and respect those around the court. Thank you for your cooperation and understanding.
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MEDICAL & HEALTH CONCERNS

- Please note that any medical or health advice I may present if the customer requests it, will not be from a health professional. However, I advise customers to please see a Health Professional for any health concerns.
- Any details of your medical history must be presented just to ensure that you are safe and not in danger to your health. Any medical history or concerns that you have as a customer which you share with me, will at all times remain confidential.



VIJAY'S TENNIS, 2024