



VIJAY'S TENNIS **COACHING POLICIES**

TIME & SCHEDULE

- All sessions are conducted during a school term. School holidays will be used as a way to conduct make-up classes.
- Make-up classes usually will be held on the same day and time, as your class 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 cannot 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.

BILLING & PAYMENTS

This section has been updated with brand new methods, along with their policies combined (updated on 1/8/2025). Please read them down below and this will cover the following parts:

- Payment Conditions
- Cash Payments
- Crypto Payments
- Billing & Receipts
- Refunds

PAYMENT CONDITIONS

- You must pay for your lessons before your scheduled starting day/time or the start of term.
- All fees quoted in Cash or Crypto payments are listed on the website via the Coaching page. Please click or view the link provided – www.vijaystennis.com/tennis-services (then click on Coaching to view).
- I only offer Private Classes only (1 to 1 – 1 student and 1 coach).

- When paying and if applicable, please add the word coaching in description.
- By paying for this service, you fully agree to Vijay's Tennis Coaching Policy. Please read Cash and Crypto payments to understand payment methods and its policies.

CASH PAYMENTS

- This payment method applies both to term based or pay as you go classes.
- Cash payments are made in AUD only (Australian Dollars).
- Acceptable payment methods can be made in Cash, BSB and Pay ID.
- Payment details remain the same, unless specified by myself (director).
- Pay ID or BSB details will be sent to you via SMS.
- If paying via BSB, please pay 5 days before you start your lesson as it takes time to process.
- If paying in cash, please have your payments in the correct amount as change may be difficult to give and to avoid any misunderstanding or confusion.

CRYPTO PAYMENTS

- Crypto payments are a flexible option, available exclusively for term based classes. As values can fluctuate, I kindly encourage you to do your own research before proceeding.
- Cryptocurrency payments may trigger a Capital Gains Tax Event, depending on your circumstances. Please do your due diligence and seek professional tax advice.
- Acceptable payments can be made under these coins below (this can be updated):
 - Bitcoin (BTC/Bitcoin network)
 - Ethereum (ETH network – ERC20)
 - USDC (USD Coin via ETH network – ERC20)
 - USDT (Tether via ETH network – ERC20)
- Payment details will be sent to you via SMS and this includes the following:
 - Wallet address (verified by a trusted Australian crypto exchange)
 - Dollar value (AUD service fee)
 - Crypto amount (coin amount or number of coins)
 - Market Rate Quote (AUD value of the coin at the time of quote, based on the crypto price index)
- Crypto amount (quoted via SMS) is calculated using a live crypto price index and is finalised without negotiation.
- Once the SMS has been sent, you have 1 hour to complete your payment. If it isn't received within the hour, it will be re-quoted again due to market volatility. If you are concerned about market volatility, you may choose to pay in Stablecoins (USDT or USDC).
- Crypto can be sent from your personal or exchange wallets. Please note that fees, speeds and spreads may vary.
- The final payment amount will be recorded as the fair market value (AUD), using the sell price from a trusted Australian crypto exchange at the time your payment is received and confirmed on the blockchain.
- You are responsible for blockchain transaction fees (paying in Ethereum or Stablecoins, you need ETH as gas fees to perform the transaction).
- Vijay's Tennis does not offer financial or investing advice, please seek financial advice or expertise.

BILLING & RECEIPTS

- Your classes will be billed before and after the School Term, to continue your on-going classes.
- By paying for your Private classes, whether pay as you go or term based classes, you are automatically re-enrolled for your next class or term.
- For cash payments, receipts are available upon request and will be sent to you via email, once payments have been received.
- For crypto payments, receipts are available upon request and will be sent to your email once payments have been received and confirmed on the blockchain. The receipt records transaction ID and Fair Market Value (AUD).

REFUNDS

- If you need to pull out of the term, please let me know before the second class of the term starts and you will be entitled to a refund. If payment was made in crypto, you will be refunded in cash payments (AUD), due to market volatility.
 - If no notice after the second class has been given, you will need to complete all of the remaining classes or you will forfeit your payments.
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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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CANCELATIONS & NO SHOWS

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

- The venue for coaching will always have classes, to be conducted in an outdoor facility.
- All cancellation notices for classes, due to weather will be notified a text message via SMS, 30 to 60 minutes before your starting time. 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 class 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 class will be cancelled.
 - On rare occasions, severe wind can impact your session and may affect your Tennis. If the wind is severe (Galeforce conditions – over 35kph), your class will be cancelled.
 - Make up classes will be issued for cancellations due to weather issues. If make-up classes cannot be conducted, it will be credited toward the next term.
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TIME MANAGEMENT

- Please arrive 5-15 minutes before your class starts. It is best to perform warm-up routines before your class starts.
 - If you arrive late to your class 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 classes 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, 2025
