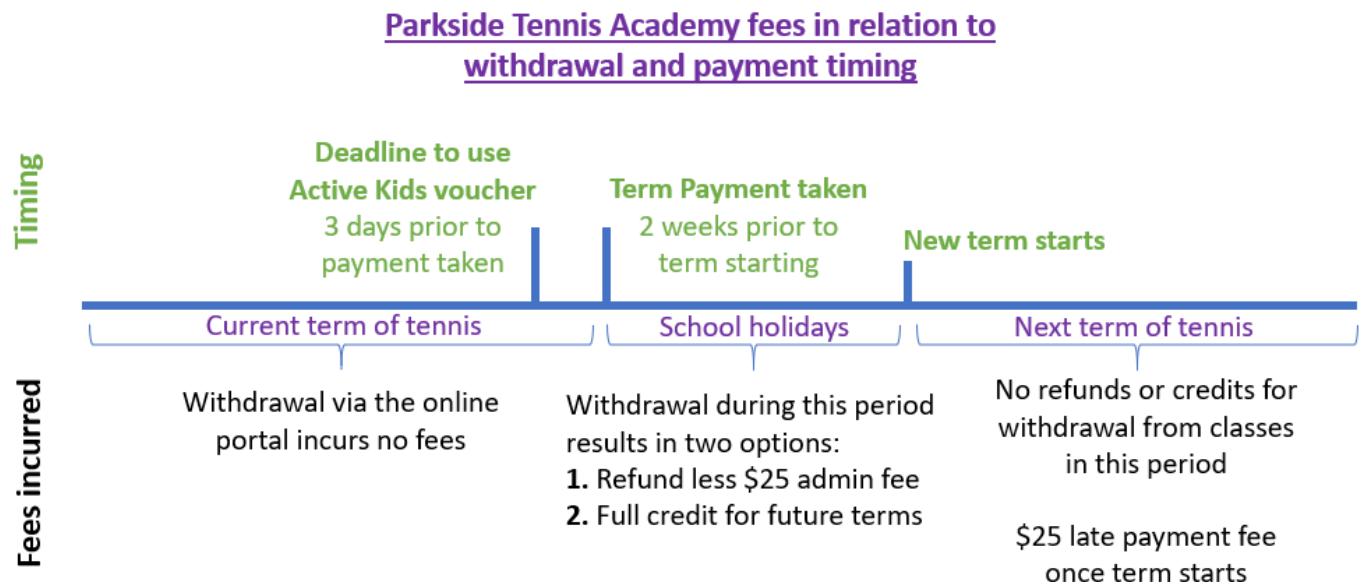


Terms and Conditions

Payments

- Full term payment is required 2 weeks prior to the first week of term. This enables us to reserve your place in the class and plan our lessons and coaches more effectively.
- Payment is via direct debit and will be automatically taken out each term unless a cancellation request is received through your online portal by the cancellation date. The cancellation date is generally 3 days prior to payment being processed. Exact dates can be found on our FAQ page. A courtesy reminder e-mail will be sent out prior to the cancellation date however no responsibility can be taken if the e-mail is not received. Please add info@parksidetennis.com.au to your e-mail account to avoid the e-mail going to junk mail.
- Any payment received after the term starts will incur a \$25 late payment fee to cover the costs of chasing up payment
- Any cancellations received after payment has been processed (i.e 2 weeks prior to term starting) will incur a \$25 administration fee per student.
- We use IntegraPay for our secure online payments which incur transaction fees of \$0.33 + 1.7% of transaction value.
- Please ensure there is sufficient money in the bank account 2 weeks prior to term starting as IntegraPay charge customers a *Failed Transaction Fee* of \$4.40 per attempt.

The below diagram outlines our fees in relation to withdrawal and payment timing.



Refunds

- It is the responsibility of the student to attend all classes at the time of their group and no refunds will be given for non-attendance due to minor illnesses or other commitments.
- A credit for the equivalent amount of missed lessons may be offered if you have a valid medical reason which prevents you/your child from attending three or more classes in a row. A doctor's certificate may be required, at our discretion. Credits for classes missed due to significant injury or illness will not expire and you can enrol again once your GP has approved your return (subject to class availability). Please make all credit requests in writing to info@parksidetennis.com.au
- In the case of coach absences, an alternative date will be organised for a make-up lesson. If you are unable to attend their scheduled make-up lesson, please contact us to find a suitable time. If you are unable to make any of the alternative classes offered you will forfeit the lesson.
- Any student who enrolls (or fails to unenroll) and changes their mind will be expected to complete the term. Any credits or refunds that are issued in certain circumstances will incur a \$25 administration fee per student.

Bad Weather

- Occasionally classes will need to be cancelled due to bad weather conditions such as rain or excessive heat. The decision whether to cancel group lessons for bad weather will be made at the Head Coach's discretion.
- Where bad weather is expected in advance we will e-mail you and send a notification through the class app, advising you that the class has been cancelled. If unexpected bad weather occurs and your class is due to start in less than 2 hours we will send you a text message. Please ensure we always have your current e-mail address and mobile number to enable us to contact you.
- Cancellation of one group lesson does not necessarily mean that other lessons will be cancelled that day. Some lessons may take place indoors. If you have not received an e-mail or SMS cancellation and choose not to attend, then you risk missing the class.
- Any classes cancelled by the head coach will be made up at the end of the term or the week prior to the start of the next term. If the final make-up class of the term is cancelled due to bad weather we are not able to offer an alternative date. Please be aware that we pay our staff for all lessons even if they are cancelled.

Private lessons cancelled by students

- Where students have pre-paid for private lessons at least 12 hours' notice is required, otherwise the student will forfeit the lesson. Where private lessons are paid for on the day, a cancellation fee will apply unless at least 12 hours' notice is given.
- We understand that occasionally it is not possible to provide 12 hours' notice and we will waive the fee for the first instance this occurs in each calendar year per student.
- Please call Ben on 0409 887 290 or e-mail ben@parksidetennis.com.au if you need to cancel a private lesson.

Public Holidays and Long Weekends

- There will be no group lessons on Public Holidays. Group lessons will go ahead on Saturdays and Sundays during long weekends (i.e. when there is a Public Holiday on Friday or Monday).
- In the event a public holiday is scheduled on the day your lesson is held, a replacement class will be held at the end of term.

- Coaches may be available for private lessons on Public Holidays.

Changes to Lesson Schedules

- Occasionally we may have to make changes to our published schedule, including cancelling a published group lesson, creating an additional group lesson, or changing the day/time of a group lesson. In such cases we are generally unable to update our printed brochures/flyers but we endeavour to keep the schedules up-to-date on our website.
- If there are insufficient enrolments by the end of Week 1 of a school term for a scheduled group lesson to be viable, we may cancel that group for the term.
- Anyone who has already enrolled a child in a scheduled lesson that is subsequently cancelled or changed will be offered alternative time slots or given a full refund.

Medical conditions

- If a student suffers from a medical condition, such as Asthma, the student must bring their own medication with them. All medical conditions must be disclosed upon enrolment.

Clothing & equipment

- Students should wear clothing appropriate to the weather conditions. Students must always wear a sun hat and have applied sunscreen when appropriate. We are able to provide a limited number of racquets to students but all students are encouraged to get their own racket as soon as possible so they are able to practice outside of lessons. If you would like information on the type of racquet that would be suitable for you/your child please e-mail ben@parksidetennis.com.au.

Supervision of juniors

- Parkside Tennis Academy is not responsible for the supervision of children outside of lesson time. If a child is not collected by the time the last senior coach leaves the facility we will call you. If you collect your child more than 15 minutes after the last senior coach is due to leave the courts a \$20 fee will be incurred to cover staff wages.
- Parkside Tennis Academy operates in two locations. In some cases it may be necessary to transport your child in our car to the second location for the purposes of lessons or supervision outside of lesson times. We will attempt to contact you to advise you of the plans if this occurs. If you do not wish your child to be transported in one of our vehicles please let us know in writing at info@parksidetennis.com.au.
- Please advise us on enrolment if there are any custody arrangements or disputes that we need to be aware of in relation to the collection of children. If you believe your child is at risk of being collected by someone you do not consent to being collecting by please provide us with a name, photo and other information that would be useful for preventing unauthorised collection.

Permission to Photograph/Video:

- By enrolling into a coaching program you give permission for photos or videos of you or your child/ren to be taken. Photo's and videos are occasionally taken for training or promotional purposes including our website and social media accounts. These photos will be safely stored and

not passed on to secondary sources. If you do not wish for your photo to be taken please e-mail us at info@parksidetennis.com.au

- Please be aware that other parents or students may take photos or videos of your children that we are not able to control. Most parents taking photos or videos are doing so appropriately and for acceptable reasons, however if you feel your child is being unreasonably photographed please advise the coach.
- If you are taking photos of your child please avoid taking photos of other students and do not post any photos of other students onto social media accounts such as Facebook.

Privacy

- We value your privacy and will only collect information necessary to run our tennis coaching programs and services. We adhere to Tennis Australia's privacy guidelines which outlines how we collect, use, disclose and keep your personal information secure. The policy also contains information about how you may access and seek correction of your personal information or complain about a breach of your privacy and how that complaint will be dealt with. Tennis Australia's privacy policy can be found at <http://www.tennis.com.au/privacy>
- When requested, we may provide information to Tennis Australia or Tennis ACT about Hotshots or Cardio Tennis registration and to enable the provision of Tennis services to you and the broader community. If you do not want this information passed on please write to us at info@parksidetennis.com.au
- All students/carers will receive occasional promotional material and updates on program information unless you specifically request otherwise by e-mailing info@parksidetennis.com.au
- By enrolling in any Hot Shots (red, orange or green ball) group lesson or tournament, or in any Cardio Tennis session, you give us permission to register you as a participant with Tennis Australia (TA). This will include passing your contact details to TA.
- We use a Virtual Assistant company to process Active Kids Vouchers and assist us with basic administration tasks. This company has access to the personal information you provide to us which will be kept secure and only used to run Parkside Tennis Academy coaching programs and services.

Personal injury or loss

- While tennis is a low risk sport, occasional injuries can occur. We are covered by Tennis Australia's public indemnity insurance.
- By enrolling in any of our programs you indemnify Parkside Tennis Academy and staff from any responsibility and/or claim for any possible injury, damage or loss during my attendance at tennis training.
- Any personal belongings left behind at the courts will be placed in a lost property box. Any unclaimed lost property will be donated to charity when space becomes limited. Where possible we will attempt to contact the owner of any labeled lost property before it is donated.

Holiday camps

- Registration is for the complete duration of the camp or specified term. Credits will not be issued if programs are cancelled by client before the camp ends.
- All camps have a wet weather policy where camps will be run indoors at a pre-determined/arranged venue where/when needed. Which will be communicated to clients if/when needed on the day.

Class Prices

- We are committed to keeping our prices affordable. Occasionally we will have to increase prices to cover increased running costs. These prices may change without notice but will not change mid-term.

If you have any questions please contact info@parksidetennis.com.au