

UQ Sport Tennis Program

Terms & Conditions

Enrolment, Payment & Discounts

- a) Full payment at the time of enrolment is required to secure a place in the program.
- b) Enrolments can only be taken for the full duration of the term program. Participants are unable to enrol for a single lesson, but we will provide a trial at the start of Semester for Adult programs.
- c) Where available, we will accommodate enrolments after the first week of the program at the discretion of the Head Coach. Program fees will be on a pro-rata basis and enrolment is subject to class availability.
- d) You must ensure you can attend the scheduled class prior to enrolment. No refund will be made for a change in personal circumstance or change of mind. All reasonable attempts will be made to transition players into an appropriate class, availability permitting. The participant will forfeit any cost of tennis lessons that had already been delivered.
- e) If you are unsure what level to enrol in, please seek assistance from our professional staff.
- f) All credit for medical certificates are valid for the following holiday or term program only. If they are not used within this time frame, credits will be forfeited.
- g) During the program, all information will be communicated by email or SMS. It is your responsibility to ensure the UQ Tennis Centre has all your current contact details. Please see our customer service staff at the Tennis Pro Shop to confirm your details.
- h) There will be a 10% discount on the enrolment of your 2nd Child or 2nd Program.
- i) A child of a UQ Community member (Student, Alumni or Staff) can receive a UQ Community discount for Private Coaching only.

Program Information

- a) Class ratios are as follows:
 - Hot Shots Blue Stage - 1:4
 - Hot Shots Red, Orange & Green Ball programs – 1:6
 - Yellow (Full ball) Ball programs Including Adults – 1:6
- b) Cardio Tennis classes are a fitness building tennis base group class. It is not a tennis coaching session.
- c) Classes will be held as per schedule only if a minimum number of 3 players are enrolled in the class. At times it will be necessary to collapse classes that are not full but every effort will be made to transfer players to another suitable class.
- d) To receive the full benefits of Tennis Australia including on court insurance State wide - All players will be automatically registered with Tennis Queensland and Tennis Australia initiatives eg: MyTennis, Hot Shots & Cardio Tennis.

Medical Exemptions

- a) If the player is unable to attend a lesson due to injury or illness, we're able to offer you a credit or refund for the lesson provided you supply us with a medical certificate (which can be emailed to tennis@uqsport.com.au or delivered in person to Tennis Reception).
- b) Players should always inform the coaches/staff in advance if there are medical conditions that should be taken into consideration.

TENNIS CENTRE

Building 25, Union Rd,
PO Box 6087, St Lucia, QLD 4067



Extreme Weather Conditions & Make Up Lessons

- a) Lessons may be cancelled due to extreme weather such as: a severe storm warning, wet weather, or extreme heat as per the Tennis Australia guideline.
- b) All programs are outdoors, as with all outdoor activities our programs are subject to the weather. Decisions regarding lesson cancellation will be made approximately 45 minutes before the scheduled lesson. All reasonable attempts will be made to contact you via Text message, email, or the UQ Sport Kids Facebook Page - however, confirmation of the session remains the responsibility of the customer. To confirm your lesson is going ahead, please call the UQ Tennis Centre at (07) 3365 6933 45mins from your scheduled start time.
- c) There will be two make-up days scheduled per term. If your lesson is cancelled you will be contacted within 48hrs to advise of the make-up class details.
- d) Make up lessons are not provided for fixtures programs as this is factored into the enrolment price.
- e) Make up lessons will only be given for the current term's coaching; no make-up lessons will be given for a lesson missed in a previous term.
- f) Make-up lessons are not transferrable to other programs or participants.
- g) UQ Tennis reserves the right to conduct make-up lesson classes at alternate times/days to student's usual class times. It is your obligation to book and attend the rescheduled make-up lesson time.
- h) If you are unable to or do not attend the scheduled make up day, your lesson fee will be forfeited.

Private Lessons

- a) As per UQ Sport customer service standard guidelines - Players will be notified within 48hrs of initial contact for their private lesson request to be allocated a coach for commencement.
- b) Customer must pay in full at time of booking in private lesson.
- c) Sufficient notice (2 hours) of non-attendance must be provided to coach, otherwise lesson will be charged from account.

Parent Involvement

- a) Parents are encouraged to watch. However, we do ask that parents do not enter the court unless requested by the coach. UQ Sport feels that it is extremely important that only positive reinforcement is used at all times by players and spectators.

Holiday Clinics

- a) Holiday program enrolments are only available for the full week of the program. We are not able to take individual day enrolments for holiday programs.
- b) In the event of wet weather, holiday programs will be conducted in one of our indoor spaces where possible. If indoor spaces are unavailable, we will reschedule your course or credit your paid fees to other programs.
- c) Emergency contact and medical information forms are required to be completed for each participant before the program commences. Please ensure the venue has your current email address. All forms are sent electronically.
- d) For all programs, if your child has any medical conditions such as asthma, anaphylaxis or epilepsy, or requires any medication to be administered during a program by a UQ Sport staff member you are required to complete and submit a Permission to Administer Medication Form before the program commences. A copy of your Action Plan should also be submitted to the Program Coordinator prior to commencement of the program.

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Consent to use of Imagery

- a) During the course of our Tennis programs some photography may take place. This is in light of our players' performances, achievements and participation throughout our professional programs. If you do not wish for your child to be a part of this then please submit this request in writing to us.

Public Holidays

- a) No form of coaching will go ahead on public holidays. This is accounted for in the pricing structure for program enrolments.
- b) The venue will be open reduced hours for regular court hire on most public holidays, excluding Christmas Day (25th December) and New Year's Day (1st January) when we will be closed.

Safety & What should you bring to tennis?

- a) Players should bring their tennis racquet, hat (for sun), water bottle (for hydration) and non-marking sports shoes.
- b) Players should at all times have sunscreen applied while the sun is out. Parents are responsible to ensure all underage players are covered. Our staff will do our best to remind players to apply sunscreen at lessons.
- c) Parents or guardians are required to walk their children into holiday clinics for sign-in at the start of each day and return to the registration desk at the finish time of the program to sign their child out.

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