

# UQ Sport Tennis Coaching – Terms & Conditions

## Term/Semester coaching programs

### Enrolment, Payment & Discounts

- a) Full payment for the entirety of the program is required at the time of enrolment is required.
- b) Enrolment in the program is subject to a cooling off period. The cooling off period will commence on the day that you register for the program and will expire 48 hours later. If you wish to terminate this agreement during the cooling off period, you must give us written notice of termination before the cooling off period expires. On receipt of that notice we will refund any money paid by you within 21 days of termination. The cooling off period is void after the start of the first lesson.
- c) After the 48 hour cooling off period has expired, no refund will be made for a change in personal circumstance or change of mind. If you are unsure what level to enrol in, please seek assistance from our professional staff.
- d) Where available, we will accommodate enrolments after the first week of the program at the discretion of the Program Manager. In this instance, program fees will be on a pro-rata basis and enrolment is subject to class availability.
- e) Classes will be held as per schedule only if a minimum number of three (3) players are enrolled in the class. At times it will be necessary to collapse classes that are not full and every effort will be made to transfer players to another suitable class.
- f) All lesson credits are valid for 12 months. Please see the conditions noted below in the 'Medical Exemptions' and 'Weather Conditions & Make-up Lessons' sections.
- g) During the program, all information will be communicated by email or SMS. It is the responsibility of each participant to ensure their contact details are kept up to date via the UQ Sport [My Account](#) customer portal.
- h) A 10% discount can be applied on the enrolment of a second child participant, or the second program day, when enrolling for the full duration of the course. Please note, discounts cannot be applied for online enrolments, and can only be processed in-store at the UQ Sport Tennis Centre.

### Program Information

- a) Class ratios are as follows:
  - Hot Shots Blue Stage - 1:4
  - Hot Shots Red, Orange & Green Ball programs – 1:6
  - Teen program – 1:6, Teen Squad 1:8
  - All Adult programs – 1:6
- b) Players should bring their tennis racquet, hat, water bottle, and non-marking sports shoes.
- c) Parents are encouraged to watch their child participate in programs, however, we ask that parents do not enter the court unless requested by the coach. We also stress that only positive reinforcement should be used at all times by players and spectators.
- d) Parents or carers of children under 16 are required to remain at the venue for the full duration of their children's lessons. Supervision of children remains the responsibility of the parent or carer, and coaches or trainers do not assume responsibility for children in their parents absence.
- e) Cardio Tennis is a Group Fitness class – accessible to Gold Members, and valid Group Fitness pass holders only – and is not part of UQ Sport's tennis coaching programs.

### **Medical Exemptions**

- a) If a player is unable to attend a lesson due to injury or illness, a credit or refund will be issued provided you supply us with a medical certificate (email [tennis@uqsport.com.au](mailto:tennis@uqsport.com.au), or deliver in person to the Tennis Centre Reception).
- b) Players and/or parents must advise the Program Manager before the commencement of a program if there are medical conditions that should be taken into consideration.

### **Weather Conditions & Make-up Lessons**

- a) Lessons may be cancelled due to unplayable weather conditions, such as a severe storm warning, wet weather, or extreme heat, as per the Tennis Australia guidelines.
- b) Decisions regarding lesson cancellation will be made approximately 45 minutes before the scheduled lesson. All reasonable attempts will be made to contact you via SMS, however, confirmation of the session remains the responsibility of the customer. To confirm if your lesson is going ahead, call the UQ Sport Tennis Centre at (07) 3365 6612, 45 minutes from your scheduled start time.
- c) Participants are eligible for two (2) make-up lessons per term. If your lesson is cancelled you will be contacted by email or SMS to advice of the make-up class details.
- d) If more than two (2) lessons are cancelled due to unplayable weather conditions, a pro rata credit will be applied to your account.
- e) Make-up lessons are not provided for fixtures programs.
- f) Make-up lessons are only permitted for the current term program. Make-up lessons will not be granted for lessons missed in a previous term.
- g) Make-up lessons are not transferrable to other programs or participants.
- h) Make-up lessons may be conducted on alternate times/days to a student's usual class times. It is your obligation to book and attend the rescheduled make-up lesson time.
- i) If you are unable to, or do not attend the scheduled make-up day, your lesson fee will be forfeited.

### **Private Lessons**

- a) Private lessons are available for up to two (2) persons per coach.
- b) Private lessons must be paid for at the time of booking.
- c) UQ Sport requires 24 hours' notice of non-attendance or full lesson fee applies.
- d) If the lesson is cancelled due to weather, UQ Sport will attempt to notify the client no later than 45 minutes before the scheduled start of the lesson.

## **General information**

**Public Holidays**

No coaching is offered on Public Holidays. This is accounted for in the pricing structure for program enrolments.

**Consent to use of imagery**

During the course of our tennis programs, some photography and videography may take place for marketing and coaching purposes. These images / recordings may be used for promotional purposes which may include, but are not limited to: UQ Sport approved social media sites (e.g. Facebook and Instagram), UQ Sport website and Google presence, newsletters, campaign collateral including signage, printed materials, and digital advertising. Participants over the age of 18 who do not wish to be photographed should submit a written request to [tennis@uqsport.com.au](mailto:tennis@uqsport.com.au).

UQ Sport promotes the appropriate use of photographic and video images of children attending our programs. In the interest of children's safety and well-being, UQ Sport will always seek permission before photographing or recording images of children, and using their images for promotional purposes. For your awareness, UQ Sport staff will only take photographs of children using UQ Sport's own photographic or recording equipment, or by equipment of a professional third party that has been contractually engaged by UQ Sport to do so, where a UQ Sport staff member will always be present.

**Credits**

UQ Sport credits may be applied because of cancelled lessons. The credits can be used as payment for various products and services across all the UQ Sport venues. The credits are not transferable to other users. Credits are valid for 12-months from the date of issue. After the expiry date, credits are void.