

UQ Sport Tennis Coaching – Terms & Conditions

Term/Semester coaching programs

1. Enrolment, Payment & Discounts

- a) Full payment for the entire program is required at the time of enrolment.
- b) Enrolment in the program is subject to a cooling-off period of 48 hours from the time of the enrolment payment. Cancellation of enrolment within the cooling off period must be made in writing by email to tennis@uqsport.com.au. A cancellation during the cooling-off period warrants a full refund. 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 or credit will be made for a change in personal circumstance (subject to the Exemptions listed below) or change of mind.
- d) Where available, UQ Sport will accommodate enrolments after the start of the program at the discretion of UQ Sport staff. In this instance, program fees will be on a pro-rata basis.
- e) UQ Sport reserves the right to cancel classes at any time for any reason. If a class is cancelled, paid enrolment fees may be refunded or credited as requested on a pro-rata basis.
- f) UQ Sport reserves the right to transfer or remove students from a class if their playing level is not appropriate. All reasonable attempts will be made to communicate with the parent or carer prior to transferring or removing a student.
- g) During the program, all information will be communicated by email or text message. Each participant is responsible for ensuring their contact details are kept up to date via UQ Sport's [My Account](#) customer portal.
- h) UQ Community (Student, Alumni or Staff) rates are available for adult coaching programs as listed on the UQ Sport website. Discounts are not available for junior coaching programs.
- i) Parents or Carers of children under 18 are required to remain at the venue for the full duration of their children's lessons.
- j) **Non-attendance of a lesson is not credited nor refunded.**

2. Cancellation of lessons & Make-up Lessons

- a) Lessons may be cancelled for various reasons, most commonly due to unplayable weather conditions.
- b) UQ Sport will make decisions regarding lesson cancellation at the soonest possible time and communicate accordingly. All reasonable attempts will be made to contact customers via text message, however, confirmation of the session remains the responsibility of the customer.
- c) Subject to availability, participants are offered two (2) make-up lessons per term. Customers will be contacted via email or SMS with make-up class details If a lesson is cancelled.
- d) If more than two (2) lessons are cancelled, a pro-rata credit may be applied to the account.
- e) Make-up lessons are only available for the current term program and cannot be carried over.
- f) Make-up lessons are not transferrable to other programs or participants.
- g) Make-up lessons may be conducted on alternate times/days to a student's usual class times, including over school holidays.
- h) For customers that cannot attend the make-up days, missed lesson credits are forfeited.

3. Exemptions

- a) If a player is unable to complete the program term due to an injury or long-term illness, a credit or refund on a pro-rata basis may be issued provided that UQ Sport is supplied with a medical certificate by email to tennis@uqsport.com.au no later than one (1) week after the medical certificate is issued.
- b) UQ Sport does not credit or refund single tennis lessons due to short-term injuries or medical conditions.
- c) UQ Students with coinciding examinations or scheduled classes may apply for a refund or credit for missed classes. Applications are to be made in writing by email to tennis@uqsport.com.au, and supporting documentation of the coincidence must be provided to be considered.

Private lessons and small group private lessons

- a) Private lessons are available for one (1) person per coach only.
- b) Small group private lessons are available for two to four (2-4) people.
- c) Private lessons and small group private lessons must be paid for at the time of booking.
- d) Private and small group private lessons can be booked with three (3) weeks' maximum notice.
- e) UQ Sport requires 24 hours' notice of cancellation or rescheduling a private or small group lesson, or full lesson fees will apply. If a medical certificate is provided, we accept cancellations or rescheduling up until 2 hours before the lesson's start time. Medical certificates must be sent via email to tennis@uqsport.com.au no later than one (1) week after the medical certificate is issued.
- f) If a lesson is cancelled by UQ Sport, we aim to notify the client at the soonest possible time and communicate accordingly.
- g) Lessons for children under the age of 18 should be organised by a parent/carer. Discounted rates will apply if the parent/carer is part of the UQ Community (Student, Staff, or Alumni).

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.

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.