

TERMS AND CONDITIONS

Re-Enrolment Policy

Please note that, unless we are notified at the end of the current term, it is assumed that lessons will continue in the next term, with no changes to the schedule. In this case, there is no need to fill out any enrolment forms. An invoice will be sent to you accordingly when your account is due for renewal, which means you have three paid lessons remaining on your account. You will be issued with an invoice via email and then must arrange payment to top up account. Prompt payment of the invoice will ensure that your place will be confirmed. If you wish to change time or the day of the lesson, please notify the administration staff as soon as possible.

Refunds & Make Up Lesson Policy

You will **NOT** be charged for lessons for non-attendance provided that 24 hours notice is given to the coach. In the case of wet weather, the player will receive a wet weather notification via text message prior to lesson if cancelled. You are eligible for a make-up session based on availability and coach bookings. No refunds or credits will be given once the commencement of program starts, including wet weather. Only if the coach has cancelled lessons and is unfit to continue or, an alternative program is not available then a refund will be issued less 10% administration costs.

Lessons will **NOT** be held on Public Holidays or Student Free Days

Payment Policy

Please note that payment of invoices must be made within the due date (detailed on the invoice itself). Additional reminders and chasing up of payments comes at a cost to the coaching business and we reserve the right to charge an administration fee for late payment if we feel this is justified.

If you have a situation where it is **NOT** possible for you to pay by the due date, please communicate this to us as soon as possible. The club and coaching staff rely on a regular stream of income to maintain the facilities and the coaching levels and this is all dependent on your cooperation in paying invoices on time.

The preferred method of payment is by Bank Transfer:

Bank Name: Westpac
Account Name: All Champs Tennis Academy
BSB: 034-292
Account No: 218 655

Please be sure to include the *Invoice Number* as a reference. Payment can also be made by cheque (payable to All Champs Tennis Academy) please be sure to attach the payment slip from your invoice as a reference. Receipts will be issued for all payments upon request.

A 10% Discount is offered to students with more than one child attending the coaching program.

Privacy & Personal Information Policy

All Champs Tennis Academy requires the information requested on the enrolment form to provide you with coaching in this program and related purposes, which can be reasonably expected. Your personal information will only be used in accordance with the purposes of All Champs Tennis Academy and the coach. We also would like to promote our programs via facebook. All Champs Tennis Academy will only upload photos with the first name of the player to keep in line with privacy and content safety. If you do **NOT** wish for this to happen please notify All Champs Tennis Academy.

Please notify us of any changes to your personal details, particularly in the case of email contacts and mobile phone contacts. Invoicing is mainly done via email and any lesson cancellations due to rain are made via SMS, so it is very important that our records are up to date.