

COACHING POLICIES & PROCEDURES INFORMATION - 2019



WET WEATHER / IN THE EVENT OF RAIN:

1. If it is raining on the afternoon/evening of your child's coaching, it is best to make an appearance at the courts to check their condition. Every effort will be made to coach. If your child does not attend and lessons are held, you will forfeit that lesson. As a general guide, if it has stopped raining by 3.00pm, it is likely lessons will be on. Should a washout occur, the lesson is not "lost", it just means that one of our spare weeks has been used and that lesson will be "caught up" at the end of the term. Indoor lessons may occur from time to time, with plenty of notice given prior.
2. All classes of our coaching programs are guaranteed against rain. Junior classes that are rained out *during* coaching are completed indoor.
3. Coaches will endeavor to send out a SMS to parents if lesson is cancelled, this is subject to timing and mobile reception coverage. Parents/Guardians are welcome to also use the following system as a back-up. (This system may not always be the best option in the hills due to poor mobile reception quality.)

Step 1 - Ring the relevant coach's mobile:

STUART 0412 106 416 DIANA 0403 525 111 ARKIE 0407 558 592

Step 2 - If the phone is switched off or diverts straight to voice mail then coaching is ON. The minute we declare a "washout", the coaches will turn on their phone to answer calls/queries.

PLEASE NOTE: COACHES DO NOT HAVE PHONES SWITCHED ON WHILE CONDUCTING LESSONS.



HEAT/WIND/COLD:

Classes will still be conducted in unpleasant weather conditions (eg. drizzle, heat, cold, wind etc.) and will only be cancelled in the event weather conditions make playing tennis dangerous (eg. slippery courts). Unfortunately, in Melbourne, we cannot promise ideal weather conditions every day! Classes are, though modified in extreme weather conditions to allow for a productive and safe class to take place (eg. Shaded courts or in wind - we take the opportunity to teach how to play in windy conditions). **At all times coach duty of care to our pupil's is paramount.** In the event of Total Fire Ban days, if a local threat is evident we will attempt to send an emergency SMS to all affected classes. Furthermore, our Sun Smart policy followed is:

- A) Provide regular drink & rest breaks during classes.
- B) Water down pupils with hoses.
- C) Conduct the class with modified, non-competitive and less physical games/activities.
- D) Conduct lessons and demonstrations in shaded areas where possible.
- E) Recommend using and encourage pupils to apply sunscreen and wear a cap/hat.



UNABLE TO ATTEND A GROUP LESSON & MAKE-UP LESSONS:

If your child is unable to attend a lesson, whether it is through illness, injury, school camp etc, you must contact the Office prior to that lesson. This will enable us to arrange and offer a "make up" lesson at another time pending/subject to availability. Failure to notify us of your child's absence will result in that lesson being forfeited. Please note only one catch up lesson per term is possible & social events do not qualify. For serious illness or injury resulting in prolonged absence, credit will be issued for the following term. Catch up lessons in all coaching categories must be made before the completion of the respective term & cannot be carried over. **Term fees must be paid in full prior to a make-up lesson being requested.**

PRIVATE LESSONS – If you need to cancel your private lesson, please call the Office or coaches' mobiles. **A.M. scheduled lessons, require you to give notice by 9pm the night prior. P.M. scheduled lessons require you to cancel by 9AM on the day of your lesson.** All cancellations which occur without fair warning as listed above will incur a 100% cancellation fee. Complete failure to notify of your absence will also incur the full total payment of that lesson. Extreme Tennis will use their discretion in the event of an emergency.

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INVOICES/PAYMENTS:

Invoices are issued at the commencement of Term 1 and then during the holidays of each completed term thereafter. A \$5 discount per child is applied for families with subsequent siblings/ students; Payment can be made by cash, cheque, money order or EFT (Internet banking) – see invoice payment slip for further details. Cheques should be made out to EXTREME TENNIS. If paying via direct transfer, please ensure you quote either the invoice number or your name as the reference message. Alternatively, enclose your child/children's payment in a labelled envelope or submit the payment slip. This assists us with cross referencing payments that may be made by differing surnames, via business accounts etc. **In relation to any unpaid fees - one reminder notice will be sent, if the invoice remains unpaid 7 days after this you will incur a \$10.00 bookkeeping/administration charge which will be added to your subsequent reminder statement/invoices. All invoices are to be paid in full & refunds are not available should students/parents change their mind once enrolled & the coaching term has commenced. There are no cash refunds under any circumstances.**

CREDIT POLICY:

Credit will ONLY be given for:

Long term injuries/illness - If a pupil misses three consecutive classes (less than this we offer make up classes) or more due to an injury or illness. You need to notify our Office to be eligible for a credit.

Once pupils resume we calculate and record the amount of credit you are eligible for which may be used for the following terms' coaching. Credit may be used for the same or similar programs [e.g. credit cannot be used from a group class to a private class, but, may be used to change from a group class to a squad.] Pupils may change times/days/class to another day if scheduling permits or fees may be transferred to pay for another new sibling to join classes during the same term/semester. It is not possible to deduct missed lessons from your account as our costs such as Coach wages, balls, court hire & insurance remain the same.



PERSONAL DETAILS:

Please ensure you notify the Office of any changes to your personal details – phone, address, email, mobile numbers etc. Our administration program relies on this information being correct and up to date (especially imperative should emergency SMS need to be sent). Extreme Tennis will not be responsible for any messages not being successfully transmitted due to incorrect details.



NEW & RE-ENROLMENTS:

Enrolment details are taken at the time of booking. Please see notes above in relation to keeping these details up to date. All pupils are automatically re-enrolled at the completion of each term - pupils' lesson day & times remain the same, unless notified otherwise. Should you need to make any changes at the end of a coaching term, please contact the Office. If you are not intending to return to coaching the following term, please have the courtesy to advise us ASAP, as a place is being held for you. We can then notify people who may be on a waiting list of an available vacancy.



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