

Coaching Terms and Conditions: NetSports

Coaching Payments:

Direct Debit payments is our preferred payment option for all our coaching programs. All our Direct Debit coaching clients receive a 10% discount off all their coaching fees.

Direct Debit can be started by completing online the IntegraPay authorisation form. Payments are deducted on a fortnightly basis and coaching fees are billed in arrears of the lessons. Please ensure you have sufficient funds in your nominated account as a failed payment fee will be levied if the direct debit is rejected. Payments will show on your bank account as payment from IPY*NetSports.

Program Enrolment Policy:

To enrol into new Program for the first time please select from available programs and times and then enrol into your preferred session. Current clients enrolled into STC lessons are automatically re-enrolled for the following term, on the same day and time (*unless otherwise advised*). If you do not wish to continue with lessons in the following term, please refer to our **Cancellation Policy**:

All clients are required to go into their customer portal to update their change of details which include contact number, postal address, email address, medical conditions and changes to bank accounts.

Private Lessons:

Private Lessons can be arranged for players of all levels. If you are unable to attend a private lesson due to illness or other commitments, we ask for a minimum 24 hours' notice to cancel your session online. Failure to attend the lesson or provide sufficient notice to cancel the lesson will result in a charge equivalent to 50% of the lesson fee.

Makeup Lessons:

Makeup classes are not offered at STC for any group coaching sessions. Instead, a credit will be placed on your account for the following debit cycle. Credits will only be offered if you provide a valid medical certificate as to why you or your child could not attend their coaching session or in the case of family emergency or other extreme extenuating circumstances (*at the discretion of NetSports*); in which case no charge is incurred.

Cancellation and Attendance Policy

Junior Group Coaching

All our Junior Group Coaching sessions are offered on a term basis with students enrolled for the whole term. When signing up for the Junior Group coaching, please note that your child is enrolled to that class each week for that term.

Adult Group Sessions

Adult Group Sessions such as Cardio Tennis, Improvers, Coach & Play sessions are an ideal way to improve your skills and enhance your technique in a fun and sociable group setting. When signing up you are enrolled into that session and you must book each individual session in order to secure your spot. We cannot guarantee space for walk-ins. You can pay on the day or via direct debit.

If you are booked into a lesson and it is cancelled by NetSports (*eg. due to extreme weather*) you will not be charged. Do not assume classes will be cancelled, make sure to check by calling our weatherline on 1300 649 336. If you are booked into a session and do not show or cancel with less than 24 hours' notice, you will incur a cancellation fee equivalent to 50% of the session's fee.

Private Lessons

Private lessons at STC offer a more personalised approach to tennis, allowing you to work on your skills in a one-on-one environment. Ongoing private lessons can be arranged in advance, or you can book one-off private lessons, subject to the availability of our coaching staff.

Ongoing private lesson bookings are offered on a term basis and clients are enrolled for the whole term and automatically booked in each lesson. When signing up to an ongoing private, you are committed to that class each week for that term.

If a lesson is cancelled by NetSports (*eg. due to extreme weather*) you will not be charged. If you miss or cancel a lesson with less than 24 hours' notice, you will incur a cancellation fee equal to 50% of the lesson's cost.

Washout and Heat Policy:

At STC, we will do everything possible to make the courts available for all our programs. However, if the courts are deemed unplayable due to safety concerns, lessons will be cancelled. To find out if your lessons have been cancelled, we have set up a wet weather line, which you can access by calling our main phone number: **1300 649 336**.

DO NOT ASSUME THAT LESSONS HAVE BEEN CANCELLED. Please call our phone number on the day within 2 hours of your lesson to determine if classes are going ahead or not. If you call the weather line and it has not been updated, please assume that all lessons are on. If weather conditions significantly impact a lesson once a lesson has commenced, the following policy will apply: if less than 50% of that lesson time has been conducted, a full credit will be issued...if greater than 50% of

the lesson time has been conducted, no credit will be issued.

As outlined by Tennis Australia Heat Policy Guidelines, lessons may need to be cancelled or modified if temperatures reach 37C. During periods of hot weather coaches will take regular drink breaks, keep students in the shade where possible. During summer, all clients are required to be sun smart; ensure you are wearing 30+ sunscreen, wear a cap or visor and must have your own water bottle.

Where any tennis lessons have been cancelled due to weather conditions, a credit will be placed onto your account so no charge will apply for that session.

Public Holidays:

All group coaching sessions will not be offered on public holidays and no fees will be charged for that day. Private lessons may still be available on public holidays subject to coach availability.

Changing Levels:

STC Coaches will inform the administration team if they consider a pupil needs to be moved to a class more appropriate for their playing ability. We in turn will discuss with the client the options available. We will endeavour to meet all clients preferred days/times subject to availability.

Cancellation Policy:

STC reserves the right to cancel a coaching agreement at our discretion. Written notice is required to cancel a direct debit contract providing a minimum notice of 14 days. To cancel a direct debit payment, send email to info@netsports.com.au . We do not accept verbal cancellations.

Duty of Care / Child Safety:

At STC, we take our obligation to ensure the safety and well-being of all patrons very seriously. To provide for the safety of all our members and patrons we regularly undertake maintenance and inspections of the courts to ensure they are in a safe and playable condition.

We expect parents to maintain supervision of their children when they are at STC and not under our coach's direct supervision. All students under the age of 10 years old must have their parent or guardian accessible and available during their classes.

Code of Conduct:

We pride ourselves on making our venues an inclusive and supportive location where everyone can participate in the joy of playing tennis. Our aspirations from all our staff and patrons:

- Show concern and caution towards others who may be sick or injured
- Be a positive role model
- Treat people how you would like to be treated.

- Respect all participants regardless of their age, ability, gender, religion and background.

STC has the right to refuse entry or request any person to leave our venues if that person:

- Is abusive or uses offensive language and displays threatening behaviour
- Is under the influence of drugs or alcohol.
- Displays behaviour that may be deemed inappropriate by managers, staff or patrons.

Privacy:

We collect personal information to administer our relationship with you and to promote and provide our products and services. When you provide personal information, you agree that this will be used by STC under the guidelines of the National Privacy Principles and that you may be sent information, offers, invitations and direct marketing material. The information, offers, invitations and direct marketing materials may be directly targeted to you and may take the form of online ads.

Use of Image:

I give permission that STC retains the right to use photographs and video footage taken during the STC coaching sessions for STC publicity purposes.

Medical Permission:

I give permission for the STC staff to act on my behalf according to their best judgement in any emergency requiring medical attention.

I acknowledge that I will not send my child or myself to any STC Program if I / or they are suffering from any illness or contagious disease.

I release STC and NetSports to the full extent permitted by the law in respect of any claim, loss and liability for any injury or illness incurred whilst at STC.

COVID- 19 Safety Procedures

- Please stay at home If you have been in contact with someone with Covid-19 in the last 14 days or if you are experiencing mild flu like symptoms.
- If you fall under the high-risk category, please consider if playing tennis is the best option for you right now.
- Before entry, all players must use the hand sanitizer that is provided before being permitted on court and after use to open the gate.
- Please refrain from touching common surfaces as much as possible
- Clubrooms will be made available for customer use, this includes changerooms and toilets.
- Practise social distancing. Stay 1.5 metres away from other people as much as possible
- Please limit off court social gatherings before or after play.
- Shared equipment must not be used – includes personal items such as your racquet and water bottle

- Wash your hand properly before and after play, remember no handshakes or high fives, try tapping racquets instead
- When playing, try not to touch your face and remember to cough into a tissue or into your shoulder.
- Please note who you were playing with as you may be asked to recall who your playing partners were.

Statement of Understanding:

You have read or spoken with STC Administration team who have clarified all the above terms and conditions. You consent that you fully understand the terms and conditions as outlined.