

# 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 5% discount off all their coaching fees.

Direct Debit can be started by completing online the Payrix authorisation form. Payments are deducted on a fortnightly basis and coaching fees are billed in arrears of the lessons, **which means for the past fortnight!** 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 a new Program for the first time please select from available programs from our [portal](#) 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 create their own Customer Portal here and, in their Portal, you can change your details such as 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 by emailing [play@netsports.com.au](mailto:play@netsports.com.au). Failure to attend the lesson or provide sufficient notice to cancel the lesson will result in a charge equivalent to 100% of the lesson fee. Clients that wish to have a permanent private lesson time will risk forfeiting their allotted time if they miss more than two sessions in any Term.

## Cancellation and Attendance Policy

### Group Coaching for Juniors

All clients are enrolled for the full Term of Group Coaching and there are typically 10 sessions per Term. When signing up for the Group coaching, please note that you or your child is enrolled to that class each week for the full Term.

If you or your child cannot attend a session due to illness or injury, please email [play@netsports.com.au](mailto:play@netsports.com.au) as to why you or your child could not attend their coaching session. If the reason is due to sickness or injury, you may be asked to provide a valid Doctor's medical certificate to qualify for a credit for that lesson. Our Coaching Coordinator will assess the reason as to the non-attendance and *at their discretion, determine if a credit for that lesson is warranted.*

### Adult Group Sessions

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

**Adult Improver** sessions are Term based so when you enrol into that session, your position is confirmed for that Term, which is often 10 weeks. Adult Improver sessions are graded according to ability and experience. Level 1 is for beginners, Level 2 for Intermediate players and Level 3 is for experienced tennis players.

## Washout and Heat Policy:

At STC, we will do everything possible to make the courts available for all our programs. However, if the courts and weather conditions 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 1 hour of your scheduled lesson time to determine if any classes have been cancelled 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:

All Hot Shots students will undergo a progress assessment each semester, which our coaching team will use to determine if a student should be moved to a class more appropriate for their current playing ability. For all other students, our coaches regularly assess the playing ability for each student and will advise students to move groups if they consider that necessary. We will endeavour to meet all clients preferred days/times subject to availability.

### Cancellation Policy:

STC reserves the right to cancel or amend a coaching agreement or booking at our discretion. Written notice is required from each client to cancel a direct debit contract providing a minimum notice of 14 days. To cancel a direct debit payment, send email to [play@netsports.com.au](mailto:play@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 include:

- 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 a close contact of someone with Covid-19 in the last 7 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, players are encouraged to use the hand sanitizer that is provided on site.
- 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 in this document.