




Terms & Conditions

- 1. Weather:** due to extreme weather conditions (heavy rain / heat), sessions may be cancelled and a recorded message will be available 30 min prior to your session on 0417 301 357, advising if sessions are off or on for the day. Also check our post on Facebook Page www.facebook.com/pages/Trademark-Tennis 
- 2. Make-up lessons:** will be offered for a cancelation due to bad weather on another week night session or during the holiday program week .
In the event that Trademark Tennis won't be able to provide a make up lesson for a cancellation due to bad weather, a credit to the value of the cancelled lesson will be given to be used in the following term only or for a holiday program immediately in the next term break. Credit can not be used at any other times.
- 3. Absence:** Should a player miss a lesson due to an illness or school camp, it is the responsibility of the player / guardian to advise Trademark Tennis that the player will miss the lesson, and a makeup lesson will be offered in the same term based on availability. No credit will be given due to absence.
- 4. Late:** no make up lessons or credits will be given to players that are running late to a session.
- 5. Discounts:** 5% discount applies to 2 children, 10% discount applies to 3 children, and 15% discount applies to 4 members of one family per term.
50% discount applies to 2nd lesson taken in the same term.
- 6. Payment:** due on or prior to the first lesson of the term. 10% admin surcharge applies to payments made after 2 weeks from start of the term.
- 7. Apparel:** Sport runners must be worn during the lesson. Players will not be allowed on the court if the correct shoes are not being worn.
A sun hat and sunscreen must be worn on a hot day or as recommended due to high UV rates. Complimentary sunscreen lotion is available inside the clubhouse.
- 8. Equipment:** Trademark Tennis provides all tennis equipment (racquets & balls) and fitness equipment for all sessions. It is essential that all players use ALL equipment with care and respect. Should a player damage purposely any equipment, a repair / new charge will be applied pending on the situation.
- 9. Behaviour:** all players must well behave on court during sessions and off court while around the clubhouse. All players must respect each other at all times on court and while around the clubhouse. Should a player misbehave, it is the responsibility of the guardian to remove the player from the court. Our coaching staff will support frustration caused during the session, but It is not the responsibility of the coach to deal with bad behaviour. Parents / guardians are advised to watch their children from the clubhouse or outside the court. It is rather destructive for the children when parents get involved during the session.
- 10. Cancellation Fee:** in the event that a player must stop their lessons after they have started the term, and paid the full term fees upfront, a cancellation fee equals to 2 full lessons fee will apply. A refund for the balance will be given once a written request via email with an adequate reason is communicated.
- 11. Feedback / Complaints:** please email us on info@trademarktennis.com.au

Our coaching team is obliged to provide a safe environment and enjoyable sessions at all times.