



Coaching Program Policies 2023

Enrolment

All new enrolments must fill out and submit an online registration form prior to commencing their first lesson. All existing students will be automatically re-enrolled into the same class for the following term unless notification of withdrawal is received prior to the last day of term. Parents will be notified when their child is ready to progress to the next level of the program. If you need to change your lesson day or time please contact us via email to check availability in other classes.

Child Supervision

Parents are welcome to stay to watch their children or drop and go. However, it is important to note that coaches are only able to supervise your child during their lesson and cannot take responsibility for your child outside their scheduled lesson time. Parents who decide to watch their child's lesson can do so from the seating directly behind each court; and are strongly encouraged to limit interacting with their child to avoid distracting them from their coach. Parents and siblings of players are not permitted on the court during lessons due to insurance and safety purposes.

Payment

Enrolments are made as a commitment to a full term and therefore all Hot Shots, Groups, Semi-Private, Squads & 30min Private Lessons are invoiced per term and payment is due prior to the term commencing. Private lessons of 45mins or more are pre-paid per 5 sessions. There are no refunds for cancellation mid-term.

Payments can be made via the following payment options:

1. Direct Deposit:
 - Account Name: Meehan Tennis
 - BSB: 063 541
 - Account No: 1091 3642
 - Please use Student name or Invoice no. as Reference
2. Cash:
 - In an envelope marked with the students name
3. Online Credit/Debit Card Payment:
 - Your emailed invoice will include a payment link (transaction fees apply, please see invoice)

Photo & Video clips

The Meehan Tennis Academy may wish to use images and/or video footage of students for promotional purposes (website, flyers, social media) and/or coach education. Please notify us in writing if you do not wish to have you or your child's image to be used, otherwise it will be assumed that you have no objections.

Coach Absence

In the event that a coach is absent, they will be replaced with another coach from the academy. In the unlikely scenario that a replacement coach is unavailable, you will be contacted to advise that the lesson is cancelled and a makeup lesson will be provided.

What to wear/bring to tennis lessons

Tennis Racquets: We encourage all students to have their own tennis racquet so they can make use of it to practise outside lesson times. However, we do allow racquets to be borrowed from us for each lesson, at no further cost. Please get in contact with us if you would like to purchase a new racquet through the academy.

Footwear & Clothing: All students are required to wear appropriate footwear when on the tennis court; this may include runners or tennis specific footwear but does not include footwear such as sandals, thongs or slippers. Comfortable sun smart exercise clothing is recommended, including a hat.

Drinks: Players should bring along their own drink bottle with water to each coaching session.

Public Holidays: No lessons will operate on public holidays and makeup lessons will be provided following the same procedure as lessons missed due to wet weather or extreme heat (see below).

Missed Sessions & Make-up Lessons

At the Meehan Tennis Academy we are dedicated to your child's development and strive to ensure that they receive all lessons that they have paid for to maximise their learning. Please take the time to read the information below regarding eligibility for make-up lessons if they miss a lesson throughout the term. We leave an additional week at the end of each term to do makeup classes where we were required to cancel the class (i.e we offer a 9 lesson program in a 10 week school term to allow makeup lessons to be held in week 10).

Wet Weather Procedure

Every attempt will be made by the coaches to ensure that lessons run as scheduled and do not need to be cancelled. The majority of times we can proceed with lessons even when the conditions seem uncertain. However, on some occasions the conditions may be unsafe and lessons are cancelled. If this occurs, we will send out a computer generated SMS no later than 30mins before the lesson starting time to inform players of the cancellation. If you haven't received an SMS or are unsure whether your lesson will be running it is advised that you come to the courts to check with your coach. In the event that a lesson is cancelled it will be automatically rescheduled to the makeup week at the end of term to ensure that all students receive the full curriculum for the term (i.e a 9 lesson program would extend into week 10 of term).

Please note: The weather is often uncertain and we are required to make a judgment call on whether to run lessons. Occasionally we may get this wrong resulting in you attending the courts and lessons being cancelled upon your arrival if the conditions have worsened. We always endeavour to complete lessons where possible and may perform some skills off court so we appreciate your understanding in uncertain weather conditions.

Extreme Heat Policy

When the temperature at the courts is between 30°C and 35°C, lessons will be modified by the coach, to ensure the health and safety of the players. If the temperature exceeds 35°C, lessons will be cancelled and the same makeup procedures as with wet weather will apply.

Student Illness, School Camp/Events or Travel

Each child is eligible for one makeup lesson per term without a medical certificate (this can be used for illness, travel or school camps/events). Additional make-up lessons will be provided for illness upon receipt of an emailed medical certificate or similar requested medical documents. In all cases notification must be received via email prior to the students lesson time and we will send you a link to register for a makeup lesson. Failure to correctly notify the academy by email before your lesson will result in the lesson being recorded as absent and no make-up lesson will be offered. For travel plans that will require missing more than one lesson, please consider whether to register for that term as additional makeup lessons cannot be offered.

Private & Semi Private Lesson Cancellation Policy

A 50% late cancellation fee will be charged for lessons cancelled after 10PM the night before a morning lesson or after 1PM for afternoon/evening lessons. Less than 1 hour notice or a failure to turn up to your lesson without notification will result in the full lesson fee being charged. Semi-private lessons will still be conducted when only one player is able to attend; the player attending will choose their length of private lesson and will be invoiced any cost difference between semi private and private lesson fees. The player absent from the semi-private lesson will be contacted to organise a makeup private lesson.

Organising a Makeup Lesson

If a lesson is cancelled due to poor weather or public holiday, the makeup lesson is automatically scheduled for the makeup week at the end of term. All eligible makeup lessons due to illness or miscellaneous reasons must be organised via the email address below. No makeups will be transferred between terms and therefore must be arranged to be undertaken in the same term that the lesson was missed.



GLOBAL PROFESSIONAL
TENNIS COACH ASSOCIATION



Meehan Tennis Academy

E: info@meehantennisacademy.com

www.meehantennisacademy.com

