**POLICIES & PROCEDURES 2019**

**HOT SHOTS TENNIS – WHEATLEIGH ST TENNIS CENTRE**

CONTACT DETAILS

Stuart Thompson

Program Director

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PROGRAM LOCATION

Wheatleigh St Tennis Centre, 11 Wheatleigh St, Naremburn NSW 2065

LESSON TIMES:

PICK UP & COLLECTION PROCEDURE

* A designated meeting point will be provided by the school – students are to assemble at the “HOT SHOTS MEETING POINT” when the bell rings at the end of school, for after school lessons.
* Once the attendance roll is marked at school, students will be transported between school and courts by minibus.
* On departure at the end of the lesson, students will be asked to “HIGH 5” their coach before leaving in the afternoon to ensure the coach is aware the child’s Parent/Carer has arrived to collect them.
* **Parent/Carer must pick up promptly at 5pm (5.15pm at the latest) at Wheatleigh St Tennis Centre courts (or 6pm if After Class Care has been purchased at registration)**
* **Late pickups impact on coaches schedules. If you are running late, please ensure you email us at info@grandslamtennis.com.au**
* If your child is: to walk home from the courts, leave to meet you or their carer elsewhere or be picked up by another parent or carer, we require a signed letter from the parent authorising this.

GRADING AND ASSESSMENTS

New students will be graded into a class based on age, experience and ability. If it is found that the class is not of the correct standard, best efforts will be made to ensure a suitable class is found.

WET WEATHER AND HOT TEMPERATURES PROCEDURE

All classes per term are guaranteed even in rain and hot weather, therefore make up classes are not provided for these. We will make every effort to play tennis even if there is slight wet weather. Please pack raincoats on doubtful days. If it is too wet or over 36 degrees then the students can shelter in the Wheatleigh St club house where they will be fully supervised and occupied with games. An email or text will be sent to parents at 2.30pm regarding wet weather.

ABSENTEE & MAKEUP CLASSES

* If your child is unable to attend on the day of their lesson due to illness, could you please contact us at info@grandslamtennis.com.au
* A makeup class will only be provided if coaches are notified of your child’s absence.
* To book a makeup, please contact us at info@grandslamtennis.com.au
* Missed classes must be made up within the school term of absence and cannot be carried to the following school term.

WHAT TO WEAR/WHAT TO BRING

* **NO HAT NO PLAY.**  If your child does not bring a hat to wear at tennis we will endeavor to find one from the lost property, but they may be asked to sit out the lesson if one cannot be found.
* We take sun safety very seriously. Sunscreen is always available court side for application.
* Students must wear non marking sneakers, and may wear their school uniform to Hot Shots.
* Please bring sunscreen, drink bottle, own racquet if they have one. If not, they may borrow one.
* Please also bring afternoon tea to have before their lesson.

MEDICAL CONCERNS & LEARNING DIFFICULTIES

* If your child has allergies, medical concerns or learning difficulties parents are asked to provide a copy of their medical action plan, or details in writing of their child’s medical concern.
* Regular updates are appreciated.
* If your child becomes unwell during their lesson, we will contact the numbers provided to us.
* The more information you are able to provide us, the better we are able to assist/teach your child.
* All coaches are First Aid trained and hold a current Working With Children Check.

LOST PROPERTY

* Any items left behind at the tennis courts will be collected and placed in the Tennis Centre’s Lost Property and returned to school on Mondays.

PARENT CONTACT DETAILS

* The contact details provided for your child on their registration form will be those used to contact parents in an emergency.

FEES/BOOKINGS

* Full payment is required upon registration to reserve a place in the program.
* Registration can be done online at [www.grandslamtennis.com.au/tennis](http://www.grandslamtennis.com.au/tennis) programs
* SIBLING AND SECOND CLASS DISCOUNT (per week) - $20 off the price of full term fees for each sibling and for any second, third or fourth class per week.
* HOT SHOTS MONEY vouchers may be used wherever applicable but cannot be used in conjunction with the sibling discount (ie no double discounting).

CREDIT & REFUND POLICY

Credits and refunds will only be given for:

* Long term injury or illness (3 weeks or longer) with medical certificate, otherwise makeup classes will be offered.
* Cancellation of classes by the coach.
* Credits may be used against all other programs eg holiday camps

CHANGES TO LESSON SCHEDULES

From time to time, changes may be made to the published lesson schedule.