

**Welcome to Southern Cross Tennis! We hope you enjoy your new tennis program.**

**Just a few things to know now that you have started   
tennis with us.**

**Southern Cross Tennis Policies & Procedures:**

**Direct debit / Invoicing of Fees:**

**Automatic one off payment:**

When you first register your details online NO payment is taken out but your direct debit details are stored in the system. You will then be sent an invoice and given the chance to pay the invoice before the end of week 3 of the current term.

If you DO NOT pay the invoice in full by the end of week 3 of the current term then a direct debit payment for the full term’s lesson fees will be scheduled in week 4 and when debited will incur a small % of fees.

**Weekly Direct Debit Payments:**

We can set up a payment plan where the fees can be taken out in multiple instalments as long as the full fees are paid by the end of the Term. In order to do this you MUST contact Jessica to make this change otherwise the full term’s lesson fees will be scheduled if the Invoice is not paid by the end of week 3 of the current term.

**Weekly Direct Transfer Payments:**

If you have received the invoice and would like to set up your own weekly payments please let Jessica know so she will make note and not set up any direct debit payments on our end. Please note for this option ALL FEES MUST BE PAID IN FULL by the end of the current term.

**Pay up front with a credit card**

Participation in Holiday Camps & Tournaments will be the only time a credit card payment online can be done.

**Statements**

All payments will show as ‘EZIDEBIT HEALTH FIT’ on your statements.

**Refunds**

* All payments are non-refundable.
* If you do not cancel your booking once it has rolled over into the new term and a payment is taken out you will lose that payment.
* You have until the first day of each new term to cancel or change your booking if necessary.

**Enrolment:**

When one term finishes and another term begins each student will be automatically registered in the EXACT same classes as the previous term & the same invoice and direct debit payment process will be done for the new term.

If there needs to be any changes to classes for the new term this must be communicated to us before the term begins otherwise the invoices will be automatically done and sent out already.

If your previous terms invoice has not been paid in full by the end of the term then you will lose your spot in the following term.

**Indemnity:**

I, (or if you are under the age of 18, your parents/ guardian), hereby indemnify Southern Cross Tennis and staff from any responsibility and/or claim for any possible injury, damage or loss during my attendance at tennis training and agree to the above Terms and Conditions.

**What should you bring to tennis?**

Players should bring their tennis racquet, hat, water bottle, sunscreen and non-marking sports shoes.

**Prize packs:**

All new Hotshots Players will receive 1 free prize pack per person on the first week of their tennis lesson or the week following their free trial. (Limit 1 per person including returning students)

If you have not received your Free racquet pack with a can of balls, shock absorber, grip, sweat bands & a racquet please let your coach know or contact Jessica on 0466883899 and she will arrange one for you.

**Free Hotshots Shirt:**  
As part of your starter pack you will receive a FREE Tennis Australia Hotshots Shirt. In order to do so you will need to go online and order this through the TA website. Please find instructions below.

<https://hotshots.tennis.com.au/register/>

[F](https://hotshots.tennis.com.au/register/)ollow the prompts and enter the information below.

Samford Parklands Tennis Club

Venue Postcode: 4520

Click Samford Parklands - Jesse Catterall

Samford State School

Venue Postcode: 4520

Click Samford State School - Jesse Catterall

Eatons Hill State School

Venue Postcode: 4037

Click Eatons Hill State School - Jesse Catterall

Once you have registered and ordered your child/s hotshots shirt it will be sent to us and then we will give to the coaches to hand out to your child/s at their lesson. If you have ordered a T-Shirt please let Jessica know so she can keep track of when it arrives.

**Parent Involvement:**

Parents are encouraged to watch. However, we do ask that parents do not enter the court unless requested by the coach. Southern Cross Tennis feels that it is extremely important that only positive reinforcement is used at all times by players and spectators.

**Public Holidays and Student Free Days:**

Coaching at the Club: Coaching does go ahead on public holidays unless otherwise notified. If the lesson is cancelled by Southern Cross Tennis you will be notified & a makeup lesson will be scheduled.

Coaching at schools: Coaching does go ahead on student free days unless otherwise notified. If the lesson is cancelled by Southern Cross Tennis you will be notified & a makeup lesson will be scheduled

**Wet Weather Policy:**

In the event of rain a decision will be made half an hour before the scheduled lesson for Samford State School and Samford Parklands Tennis Club to continue as normal or reschedule the lesson. Unfortunately, due to the number of children learning and our coach’s timetables, if you are unable to attend the make-up lesson we cannot guarantee another time however every effort will be made to do so. You are also able to put any missed lessons towards a holiday camp session at the end of term. If you are unable to make any lessons offered or cannot attend holiday camp then the lesson will be forfeited at the end of the term.

In the event of rain at Eatons Hill State School all lessons will go ahead due to It being an indoor facility.

**Cancellations and Make up classes:**

Due to coaches timetables and court hire, students must give at least 24 hours notice if they are unable to attend a lesson. As the majority of our classes are full and the quality of our lessons suffers when the pupil: coach ratio increases, in the event of illness, school camps, or other activities which may prevent you from attending your class we will offer any spaces in a suitable class as a makeup lesson however If you are unable to make any lessons offered or you cannot make a holiday camp session to use your missed classes then the lesson will be forfeited. If the student leaves coaching mid-term for any reason they are liable for the full terms costs and no refunds will be given.

Private lessons require a minimum cancellation period of 24 hours - Cancellation within this 24 period or a failure to show for a private lesson will result in the full lesson being charged. Please remember that our coaches' time is valuable.

**Newsletters from Samford Tennis Club:**

Keep your eye out for Newsletters from Samford Tennis Club (Southern Cross Tennis) as these are still from us and usually have important information on upcoming events or changes within Southern Cross Tennis.

Any other questions at all please don't hesitate to contact Jessica on 0466883899 or [hello@southerncrosstennis.com.au](mailto:hello@southerncrosstennis.com.au).

**Club Membership:**

When signing up for any class or fixtures program with Southern Cross Tennis you will automatically become a Samford Tennis Club member once you have filled out the application form and returned it to Jessica via email ([hello@southerncrosstennis.com.au](mailto:hello@southerncrosstennis.com.au)). Your family membership which includes up to 4 family members is included in your fees at the beginning of the term. This will entitle you to all the benefits from Tennis Australia as well as receiving a My Tennis number. If you wish to upgrade to a Gold Family Membership you can do so by selecting the Family Upgrade ($150) option on the Membership Application Form and transferring the funds to the account on the form. If you have not filled out a form yet please request one from Jessica.

**Consent to use of Imagery:**

During the course of our Tennis programs some imaging may take place. This is in light of our player’s performances, achievement and participation throughout our award winning programs. Should you not wish for your child to be a part of this then please put this request in writing to us.

We hope you continue to enjoy your tennis lessons!

Kind Regards

Jessica Catterall

0466883899

hello@southerncrosstennis.com.au

Southern Cross Tennis