

## About Our Lessons - FAQ

### What ages do you coach?

We provide coaching to players between 3 – 103 years of age. For our youngest players 3-6 years our lessons run for 30 minutes and children learn using smaller racquets and mini tennis nets.

### Can we sign up at any time throughout the year?

Yes. Players can begin tennis with us at any stage throughout the year. Our programs operate every week over the school term.

### Is there a joining fee?

Yes, all coaching participants and regular fixtures players are required to pay an annual membership fee of \$40.00. This membership covers your insurance, discount court hire and Tennis Queensland membership as well as many other additional benefits throughout the year.

### What is “Hot Shots”?

Tennis Queensland (TQ) Hot Shots is designed for children 3 – 12 years of age and comprises of 4 key stages of tennis development; Blue 3 - 5 years, Red 5 - 8 years, Orange 8 - 10 years, Green 9 – 12 years. “Guided by qualified Tennis Australia coaches, kids are encouraged to develop at their own pace, moving on to the next stage when they are ready.” – TQ.

### What do I need to bring each lesson?

Tennis is an outdoor and active sport therefore it is important that players bring with them a water bottle, tennis racquet, sunscreen, a hat and be wearing appropriate sneakers suitable for a tennis court such as cross trainers and tennis specific shoes.

### What is the class size and player to coach ratio?

Players per class vary depending on the type of lesson you are participating in. Here is a list of our current class sizes:

Session Type	Average students per class
Hot Shots Mini Red & Red Ball	5
Hot Shots Orange & Green Ball	7
Squads	6 per court

### How are the groups determined and are they assessed?

Yes, assessment is on-going to ensure players are grouped with players of similar age and ability. Players and/or parents will receive feedback throughout the year; with appropriate recommendations given as needed and with the best interest of the player’s tennis development in mind.

### Mum, Dad, Grandma, Grandad and my 30 cousins want to watch. Is that okay?

Yes, parents and family are encouraged to watch and give their support. However out of respect to the coach and for the best development of the player, we ask that parents and spectators do not enter the court unless invited by the coach.

### My lesson falls on a public holiday. What do I do?

Coaching will go ahead at the regular scheduled time on a public holiday. All players who are unable to attend on a public holiday are welcome to call or email us to arrange a make-up lesson on another day through the week.

## Bad Weather Procedures

### It's raining. What do I do?

The coach will make the decision whether to cancel the lesson immediately prior to the scheduled starting time. If it's raining and you are unsure whether your lesson is going ahead, please contact Matchpoint Tennis North Lakes on 0422 859 565 and speak to the Centre supervisor.

### Can I have a make-up lesson?

Make-up lessons are offered only in the case of bad weather. Coaches will advise of the make-up lesson date via text. Refunds and credits are not issued for not being able to attend a make-up lesson.

## Payment Options

### How do I pay for tennis lessons?

Matchpoint Tennis allows members receiving regular coaching the option to pay fortnightly instalments via direct debit to your nominated card; or a once off full payment at the beginning of the term.

### Do I need to confirm my attendance and re-enroll each term?

Each players place in their lesson will be held from term to term. Please make sure to advise Matchpoint in writing if you wish to cancel lessons.

### How do I cancel my enrolment?

To cancel your direct debit payments 14 days' notice must be given to the club in writing by the account holder. Matchpoint Tennis does not have the authority to cancel a payment process without the account holders written authority. No refunds will be given for lesson cancellations; you will be provided with lesson credits to the value of the sum remaining.

### What are the direct debit payment dates?

With direct debit you have the flexibility of choosing which day of the week you would like payments to be processed. Once your direct debit is set up, payments will be debited from your account on a fortnightly basis.

## Membership Info

### Is there a membership fee?

To receive coaching from Matchpoint Tennis you will need to become a member. Membership is paid once per calendar year and expires on 31<sup>st</sup> December each year. Membership is \$40 per person if joining in Term 1 or \$30 if joining in Term 2, \$20 if joining in Term 3 or \$10 if joining in Term 4.

### What are the membership benefits?

Membership covers each player with Tennis Queensland Player Insurance, Tennis Queensland Membership, discount court hire at Matchpoint North Lakes and a range of other Tennis Queensland benefits throughout the year. Please note: as a Tennis QLD member your personal information such as yours and your child's name, DOB, email address and postcode will be added to the Tennis QLD database and used in accordance with the tennis privacy policy located at [www.tennis.com.au/privacy](http://www.tennis.com.au/privacy). Please advise us if you do not wish to become a Tennis QLD Member (note the Matchpoint Membership Fee is still required).

## Private and Shared Private Lesson Cancellations

Private and Shared Private Lesson cancellations with less than 24 hours notice will not be refunded. A credit may be issued for private or shared private lessons cancelled due to illness or injury, provided a medical certificate is presented within 48 hours of the scheduled lesson.