



Policies, Programs & Parent Information

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Welcome to Futures Tennis Academy!

The purpose of this Information Sheet is to assist you with all aspects of our programs, services, policies and conditions. Please keep this sheet and refer to it for all your queries. "Futures" Qualified Tennis Australia coaches are passionate about tennis coaching and teach you with the most modern up to date techniques and philosophies. Our goal is for you to achieve your ambitions whether that is to play socially, or, to become the next Wimbledon Champion. We also guarantee we'll make it fun along the way! Please refer to our website for a more detailed description of our programs.

COACHING PROGRAMS - WE COACH ALL YEAR ROUND [9 week term or 18 week semester]

Hot Shots Coaching - Red, Orange, Green ball program. Modified court learning the fundamental skills in our fun games based approach. Ages 4-12 yrs.
Squad & Futures Team Squad Coaching - For pupils wanting a smaller ratio with like minded kids. Suitable for older pupils but is available for all ages.
Private Coaching - Personalized one - one classes! Available 7 days a week.
Cardio/Adult/Ladies Coaching - Set times or organise your own group!
Private Houses - We can come to you!

HOT SHOT AND TEENAGE LEAGUES

Futures conducts a Friday Night Internal Comp which is available to all pupils [and friends] at East Malvern Tennis Club. There are 13 grades of competition available catering for all standards and ages from 5 yrs to advanced players. Players are graded and move up based on results from one season to the next. Rules are modified for lower grades. There are trophies for the winner and r/up in all grades and a party night held during the presentation on the last night of comp. These comps are designed to offer players an opportunity to play in a non-threatening, social atmosphere and act as a progression to external competition.

HOLIDAY PROGRAMS - HOT SHOTS CAMPS / TEENAGE BOOT CAMPS / CHALLENGE MATCHES / ADULTS CAMPS

In addition to our regular term coaching programs Futures offer's pupils full and half day School Holiday Intensive Clinics. Our clinics are designed to accelerate learning and to sharpen up existing skills. Enrolment forms are ONLINE ON OUR WEBSITE or in our newsletter. We cater for all ages and levels of ability. Futures also organises: Adult Camps, Challenge matches [against other academies] & Mini Grand Slam Tournaments.

MEMBERSHIP & EXTERNAL COMPETITIONS

For all Club Memberships please call our office. Membership allows complete access to courts, all club facilities and competitions. Club comps are available on Sat & Sun morning for juniors and players must be available to travel to other venues. Club comps are for pupils wanting serious competition. It is highly recommended for pupils wanting to further their development, especially after experiencing our Friday Night World Tour Comp. There are also adult w/end comps, ladies comps and night comps available for members.

My TOUR [Rewards Program]

At their first lesson pupils go onto our database for our My Tour Rewards Program which is a way of tracking pupils improvement whilst learning about the International Circuit. Along the way they win fantastic sponsored rewards and great trophies as they win each tour event eventually becoming a Grand Slam Champion.

NEWSLETTER - "On the Rise"

Pupils are emailed or handed our newsletter "On the Rise" once per term on the second last week of term. The newsletter is designed to keep parents informed with what is going on at Futures. It also has our enrolment form for all our School Holidays Programs.

PRO SHOP: RACQUETS & ACCESSORIES

We sell top quality racquets at affordable prices for all ages and standards. Racquets can be bought at your coaching venue with qualified coaches who know your game and what racquet is suitable for you. Prices range from \$35-00 for a 21 inch junior to the top of the range adult racquets. We also sell Lotto clothing, bags, grips, water bottles, caps, clothing etc. Check our web site for more info. www.futurestennis.com.au or call our office.

RESTRINGS Give your racquet to your coach and have it back by your next lesson. We have all types of strings with the most common three below:
1] Synthetic string \$45-00 2] Standard ployester \$50-00 3] Professional quality Kevlar or Poly \$55-00



POLICIES



ABSENTEEISM & MAKE-UP POLICY

It is the pupil's responsibility to attend all scheduled nine classes per term or eighteen classes per semester. We do not guarantee make up classes, although if you cannot attend a lesson, we will endeavour to find a suitable alternative class. All make ups must be taken in the term that they occur and do not accrue from term to term. Please call the office to see if we can assist you with class your availability.

CHANGING & DISCONTINUING CLASS POLICY

It is expected that pupils will remain in the same class until the end of term/semester. If, though, you must change class mid term/semester please call our office. The booking day/time we have selected is the best class we can offer you within your availability, therefore, if you change time we cannot guarantee an alternative class can be found that is "as" suitable. If a pupil decides to discontinue coaching for any reason apart from a long term injury [refer "Credit Policy"] you will not be eligible for credit or refund.

CREDIT POLICY - Long Term Injury

Credit will only be given for pupils who have a long term injury/illnesses that prevents attendance at classes for **three weeks** or more. To be eligible we must be sent a signed Medical Certificate. Once pupils resume the pro rata amount of credit you are eligible for may be used for the following terms coaching. Credit can only be used for the same person & program that you originally booked in for and cannot be transferred from one sibling to another. Pupils who are injured for two weeks or less will be offered make up classes on other days [refer absenteeism].

FEES POLICY- Public Liability Insurance

An invoice is sent to you by post and must be paid by the due date which is the last Friday of the school term to confirm your booking. **There are no refunds under any circumstances.** Bookings are only confirmed once fees are paid, therefore, pupils who do not pay fees by the due date may lose their class time to a wait list pupil. **Only once your semester/term fees are paid in full will you be covered for Public Liability Insurance.** Your class booking is ongoing from term to term. Please call the office if you plan not to re-enrol.

GRADING / ASSESSMENT / FEED BACK POLICY

New pupils are initially graded into classes based on age & experience. We have many different programs for all standards. If after coach assessment we deem you are graded inappropriately we guarantee we will make every effort to find a suitable class subject to your availability. The more flexible you are the better the chance you have of finding the "ideal" class. Pupils graduate to more advanced programs subject to coach assessment at the end of each semester. Often the entire class progresses to a new program as all pupils are improving equally. All concerns about on-court coaching matters please speak directly to the coach. Coaches welcome and value hearing feed-back. If you would prefer to change coach, or have any other feed-back, please call or email the office.

PROMOTIONAL POLICY [AUTHORISATION]

By enrolling into our programs you also authorise Futures Tennis Academy the right to use images [photo's, video] of the participant/s in the program for strictly promotional purposes only i.e. promotional flyers and posters, Futures website, Tennis Australia database etc. If you have an objection please advice us before the term so we can delete you from any promotional photo's etc.

PRIVATE CLASSES - CANCELLATION POLICY

On your first lesson remember to ask for your coach's mobile number. If you are unable to attend please give as much notice as possible to your coach. If no notice is received the day before either by text, email or phone call direct to the coach or our office [9813 8484] class start time full fees will be charged the following week. Please understand this covers the cost of fees to coaches, court hire etc. If your class should be washed out the coach will text or call you directly.

PUBLIC HOLIDAYS NO TENNIS COACHING: you are not charged for a public holiday!

*All Public Holidays *Saturday of all Long W/Ends *Public Primary School Holidays *The Saturday to Tuesday of the Melbourne Cup Carnival.

RAIN / HEAT OUT [at 37 degrees Celsius] CANCELLATION POLICY

Our nine week tennis term [or eighteen week semester] is guaranteed against rain and extreme heat at 37 Celsius or above. The school term is often ten weeks or more. Therefore we have deliberately left one [or more] weeks to make up any classes postponed due to rain/heat within the school term. If there are no postponed classes then the tennis term may finish before the end of the school term. If there are more wash outs than weeks within the term or half year 18 week semester all pupils will be given a credit for each day missed equal to one half day at our Holiday Tennis Clinics. These are held each week of the school holiday break.

PLEASE NOTE: All classes that are rained out during coaching are completed by holding an indoor theory lesson.

As soon as a decision is made to postpone coaching we will text you a message on your mobile - therefore there is no need to call the office or coach direct. If you do not receive a text message please assume lessons are going ahead as usual.

We take our duty of care seriously and will not jeopardise safety. Please make sure we have your correct mobile number! Sun Smart Policy BELOW 37 Celsius: A] Regular drink breaks B] Hose down pupils C] Conduct non-physical lessons. E.g. serving. D] Provide sunscreen/cap. E] Use shade areas.

ONCE A DECISION IS MADE WE CANCEL THE ENTIRE NIGHTS COACHING. Please remember you are not charged for this class.



CASUAL Private Bookings - pay by the week

Casual Private class fees: 30min \$55 / 45min \$75 / 60min \$95

If you desire some flexibility to your coaching casual pay as you go private classes may be for you! *Clients who choose to make a casual booking pay by the week and pay their fees direct to the office before class begins.*

Classes may continue through-out the school holidays as the class is of a casual nature i.e. you pay by the week [as opposed to a Permanent Private Booking which pay in advance for a nine week block].

[1] One Weeks Notice

As the commitment to coaching is weekly FTA reserves the right to replace casual bookings with term bookings with just one weeks notice.

[2] Late Cancellation Fee - Prior days notice

If you cannot attend a lesson please call your coach, or the office, prior to the day of your class or full payment will be paid. Don't forget to put your coach's mobile number into your mobile.

[3] Rain/Heat Out [at 37 Celsius or above]

In the event of rain or a heat out you will be notified by text message or called to your mobile phone that your class is postponed. You may choose to re-organize the class with your coach.

[4] Coach Absence

In the event your coach cannot attend a class due to illness etc we reserve the right to provide another coach as a replacement or to postpone the class to the following week.

We believe our policies are fair, flexible and reasonable. If you think you may struggle to commit to our policies then you may be best advised to book for a group/squad class which may allow for greater flexibility.

Thanks Futures



PERMANENT Private Booking - paid for nine week block [term] discount

Permanent Private Bookings,

If you are committed to learn to play then a permanent block of nine week private classes receiving a discount may be for you. Clients who choose to make a permanent booking for the term receive nine *discount* rate classes per school term and make a commitment that they will be a regular client for the time/day they have booked for a nine week block. Once you book a time for the term it is your time slot to use as you wish. *The person intending to have the class may swap it with a sibling, parent, friends etc if unable to attend.*

[1] Prior days notice of ALL cancellations

If you cannot make a class you need to call, email or text your coach directly, or the office, prior to the day of your class. *If no notice is received you forfeit the entire payment of that class.* Don't forget to put your coach's mobile number into your phone. Your coach will try to call you but if unable to contact you he/she may leave the venue after 15 minutes. You may invite another person to attend a class which you are unable to attend.

[2] All nine classes must be held in the same school term

All nine classes must be completed before the start of the next term. If you do not complete all classes within this time frame you forfeit all outstanding classes. [E.g. You book for term two - all nine classes must be completed by the last day of term 2 school holidays]. We therefore encourage all private classes to consider having another family member, friend etc attend your class in the absence of the regular pupil. Your coach will try to accommodate classes that you have missed within the term time frame but since these classes are held outside of your usual time slot they must be held at a mutually satisfactory arranged time.

Please note: Our court hire, lights, coach wages and other over-heads are paid in advance therefore if you miss a class FTA still incur the costs of conducting your class.

[3] Coach Replacement

In the rare event your coach is unavailable to attend your class due to illness, holidays etc FTA reserves the right to provide another coach as a replacement, or, to postpone the class to the following week if no replacement coach is available.

[4] Rain/ Heat Out [at 37 Celsius]

You will be notified by text message or called direct to your mobile phone if your class is postponed. Please attend if you receive no message. Wash outs are not charged.

We believe our policies are fair, flexible and reasonable. If you think you may struggle to commit to our policies then you may be best advised to become a Casual Private Booking which allows for more flexibility.

Please call the office for more information 9813 8484.

Thanks
Futures Tennis Team