

Terms & Conditions

GENERAL TERM PROGRAMS

Please note all pupils must be a club member to join a lesson/fixtures at Pure Tennis Ferny Hills. Club membership is \$35/term. This fee is included in your lesson fees at the time of booking.

1. To book your lesson day and time each term you need to log into the portal to re-enrol unless you pay by direct debit.

2. Direct Debit Pupils will be automatically re-enrolled in the same program at the commencement of each new term unless otherwise advised by the parent & Direct Debit Invoices/payment schedules will be emailed out at the start of Term.

3. Wet Weather Policy:

Your coach will send a text message to the contact details of each pupil in the class if they need to cancel a class due to rain 30mins prior to the class commencing.

All School coaching lessons go ahead regardless of wet weather apart from St Williams Primary School. Check with your coach where the wet weather venue is located at your school at the beginning of the term.

4. Make up lessons: Make Up Lesson Credits are not carried over to the new term nor do we offer credit vouchers or refunds for lessons not attended at the end of the term.

Due to Wet Weather

We offer wet weather make up lessons for all lessons cancelled by the centre due to wet weather. When your coach cancels a class due to wet weather, you will automatically receive a "lesson credit" on your account. You can then use this lesson credit to book into a make-up lesson on the portal during that term.

Due to other reasons

As many of our classes are full and the quality of our lessons suffers when the pupil: coach ratio increases, we do not guarantee make-up lessons in the event of illness, school camps, or other activities which may prevent you from attending your class. However, if you cancel your session 8hrs or more before your class a lesson credit will be automatically added to your account and can be used to book a Make-up Lesson on the portal during that term (subject to availability & limited to 2 make up sessions/term).

Private Lesson Cancellations-

Coaching staff must be notified a min of 8hrs in advance if the participant is not attending due to illness, to be eligible for a makeup lesson. Should the pupil not be available for any of the offered make up lesson days & times during the same school term than they forfeit that lesson.

Semi Private lessons –

If only one of the pupils is absent, it is up to the pupils to swap a week for a private. ie pupil A gets a private because pupil B is absent than pupil B needs to organise with pupil A to not attend one week so pupil B gets a private as their make-up. The coach will not facilitate this.

6. Refunds: All payments are non-refundable. A credit voucher will be issued should you need to cancel your enrolment. In exceptional circumstances a refund can be offered less the cost of the admin/bookkeeping fee to process it.

7. Direct Debit Cancellations: A minimum of 3 weeks' notice must be given if cancelling my direct debit authority at any time. If my child/ren does not wish to continue lessons, you agree to email leanne@puretennis.com.au to advise 3 weeks before the direct debit is terminated.

I, (or if you are under the age of 18, your parents/ guardian), hereby indemnify Ferny Hills Tennis Centre 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.

2 Permission to Photograph/Video:

I give permission for my child to be photographed and/or video recorded during any lesson or event run by Ferny Hills Tennis Centre. Those images may be used by Ferny Hills Tennis Centre on their website/social media/printed materials. Please advise via email proshop@puretennis.com.au, should you not give permission for your child to be photographed/video recorded.