

QTC POLICIES



QUEENSLAND TENNIS CENTRE

What should you bring to tennis?

Players should bring:

- Hat
- Water Bottle
- Sunscreen
- Non-marking soled shoes
- Required medication/s
- Racquet (the centre can provide a racquet for trials if available)

Indemnity

You acknowledge that tennis and other activities offered or conducted by TQ or under its auspices are inherently physical and dangerous activities and that you risk injury in participating in such activities. By attending the Queensland Tennis Centre, including coaching, training and court hire, you declare that you are medically able to participate in physical activity, and acknowledge that you understand and accept the inherent risks of undertaking these physical activities. You release and indemnify TQ to the full extent permitted by law in respect of any claim, loss, liability or expense arising as a result of or in connection with your participation in any TQ activity. While all efforts are made to ensure your safety, TQ takes no responsibility for injury, damage or loss of property.

Parent/Guardian Involvement

Parents/Guardians are encouraged to watch. However, we do ask that they do not enter the court unless requested by the coach (excluding Hot Shots Minis where parent participation is required for the younger age groups). QTC feels that it is extremely important that only positive reinforcement is used by players and spectators.

Public Holidays and Student Free Days

Coaching and Fixtures DO NOT go ahead on public holidays but DO go ahead on student free days.

Fees

Payment options for Group Classes, Private Lessons, and Fixture Programs held at the Queensland Tennis Centre (QTC) are as follows:

1. Direct Debit – For full terms and conditions, see Direct Debit section below
 1. Quarterly – A single deduction each term (next scheduled direct date after enrolment)
 2. Fortnightly – Fortnightly payments. QTC uses specific schedule dates, if you require alternative dates please contact us.
2. Upfront via website registration.
Alternatively you can pay upfront at the Proshop.

Please note: Transaction charges: \$0.66c for bank accounts per transaction or 1.91% (minimum of \$0.88c) for Visa/MasterCard per transaction (Both direct debit and upfront options)

Fees must be paid in full (or committed to via Direct Debit) prior to commencing any Group Class, Private Lesson, or Fixture Program. Coaches and Administration Staff reserve the right to refuse participation in any Group Class, Private Lesson, or Fixture Program if your account is not up to date.

All QTC players participating in Group Classes, Private Lessons, or Fixtures Programs must be a valid QTC Club Member (\$39 per calendar year). This will be included in your first Direct Debit, or as part of your upfront payment.

Direct debit

All Direct Debit are completed through Ezidebit. It is an Ezidebit requirement that Customers agree to their Terms and Conditions.

- Your tennis enrolment will be continuous (from term to term) unless four (4) weeks' notice is given in writing via email (bookings@qldtc.com.au) to cancel your enrolment and direct debit.
- Ezidebit transaction charges: \$0.66c for bank accounts per transaction or 1.91% (minimum of \$0.88c) for Visa/MasterCard per transaction.
- Unsuccessful payments will be automatically rescheduled for the following week unless another resolution is reached with The Queensland Tennis Centre.
- IMPORTANT: Ezidebit will charge a rejection fee of \$21.90 for all failed direct debits – if your card has expired, been lost, stolen or otherwise please notify the Club immediately to make alternative arrangements and avoid the rejection fee. Ezidebit may change their fees at any time.

Click [here](#) for Ezidebit's Terms and Conditions.

Refunds

All payments are non-refundable, subject to the coaching/membership terms and conditions. See *Make Up Lessons*.

Wet Weather

If it is raining or looks like it is going to rain, an official decision is made:

- 30mins prior to all Group Classes, Private Lessons and Fixtures.

Whilst every step is taken to arrive at the correct decision, please remember QTC has no control over the weather. In the event of a lesson being washed out, please book in for a make up lesson at the QTC.

We will be sending SMS communication to the primary contact.

Please do not make assumptions about the weather; an unexplained absence will forfeit the opportunity for a make up lesson if the session goes ahead.

Fixtures

The registered player must pay the full season fee.

If the registered player is unavailable for a match, every effort will be taken to find a fill in player. The fill in player does not pay fees. The registered player will not receive any credits or refunds for missing the match. If a fill in player completes the match (on behalf of the registered player), the points scored will go towards the registered players points tally.

In the event of a rain out or match cancellations made by the venue, the registered player will receive a credit voucher at the pro-rated value of 1 week (or 1 match).

Please do not make assumptions about the weather; an unexplained absence will forfeit the right to a fixture credit.

Make Up Lessons

The Queensland Tennis Centre wants to make sure that you get the most out of your time with us, and as such we utilise make up lessons for any missed Group Classes, and/or Private Lessons.

You are allowed up to two (2) make up lessons per term. Make up lessons are only approved into the same lesson type, or to a different lesson type only to the discretion of Management.

We require 2 hours' notice via phone (3214 3800) to advise that you or your child will be unable to attend the booked lesson. Insufficient notice for an absence will forfeit the opportunity for a make up lesson.

Make up lessons are required/approved for:

1. Illness or an unforeseen circumstance and QTC has been given at 2 hours' notice (via phone 3214 3800)
2. Weather Conditions (rain, heat, lightning storms etc.), where less than half of the lesson has been completed
3. Tournaments held at the centre (for example Brisbane International or Davis Cup)

We may be able to place you in another squad/ session (only if spaces are available). Make ups are only available to be booked 14 days in advance and must be completed by week 2 of the following term. We DO NOT offer any credits or refunds for sessions missed.

Enrolment

All players paying via direct debit will be automatically re-enrolled in the same program at the commencement of each new term (including a new year) unless otherwise advised by the parent/guardian as per our cancellation policy (below).

Cancellation/s

All cancellations must be made in writing to: bookings@qldtc.com.au for Group Classes and Private Lessons. Notice required for cancellation/s of enrolment is 4 weeks for all group classes, private lessons & Fixtures Programs. Any outstanding make up lessons must be completed within the four week cancellation period. Any remaining make up lessons will be forfeited.

Transfers

Transfers between group classes must be made in writing to bookings@qldtc.com.au. Participants can make up to 2 class transfers in any term.

Transfers from group classes to private lessons are treated as cancellations and require four weeks' notice (as per our cancellation policy).

Transfers from private lessons into group classes are treated as cancellations and require two weeks' notice (as per our cancellation policy).

QTC Staff

All staff at the Queensland Tennis Centre are committed to working with you in a professional and courteous manner and have the right to work in a safe and supportive working environment.

Aggressive behaviour and any form of verbal or physical abuse to our employees will not be tolerated. The Queensland Tennis Centre has a zero tolerance policy towards such behaviour and steps will be taken by QTC Management and/or the police to deal with any incidents.

We have CCTV to monitor and survey the premises. This is visible in the Pro Shop as well as the Venue Manager's office. The system can be used to focus on a potentially abusive individual. It can also be used by the police to identify perpetrators.

Club Membership

All QTC players participating in Group Classes, Private Lessons, or Fixtures Programs must be a valid QTC Club Member (\$39 per calendar year). To see the full list of benefits for Club Members, please click [here](#).

Court Allocation

Court allocation for Group Classes, Private Lessons, and Fixtures Programs are subject to change without notice. Participants are welcome to make requests for specific courts, but this allocation may change without notice depending on court requirements (e.g. tournaments, weather, availability etc.).

Policies

By participating in any Group Class, Private Lessons, or Fixtures Program at the Queensland Tennis Centre or affiliated sites you are automatically agreeing to Tennis Queensland's policies as outlined in this document, including but not limited to the Tennis National Policies (available [here](#)). Management reserves the right to alter/update policies without notice.

Consent to use of Imagery

During the course of our Tennis programs some imaging may take place. This is in light of our players' performances, achievement and participation throughout our programs. Should you not wish for your child to be a part of this, please put this request in writing to: bookings@qldtc.com.au.

The Queensland Tennis Centre is using CCTV within this area for the purpose of venue security and public safety. All personal information is handled in accordance with the Information Privacy Act 1988 (Cth) and Tennis Australia Privacy Policy. Further information is available at www.tennis.com.au/privacy.