

Published Date	27/02/2022
Review Date	24/03/2025
Version Number	5



QUEENSLAND TENNIS CENTRE

QTC POLICIES

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)

Enrolment

All players who pay via direct debit will be automatically re-enrolled in the same program at the start of each new term, including the beginning of a new year, unless the parent or guardian provides alternative instructions in accordance with our cancellation policy.

Players from the previous term's program will have the opportunity to re-enrol in the upcoming term's program through the "QTC Loyalty Window." For example, students in Term 1, 2025 will have the chance to enrol in Term 2, 2025 before registration opens to the public. This initiative is designed to give our members priority in continuing their tennis journey at our world class facility.

Fees

Payment options for group classes, private lessons, and fixture programs held at the Queensland Tennis Centre (QTC) are as follows:

Direct Debit

- Fortnightly - QTC follows a set schedule of dates, which will be provided at the start of each term. If you need alternative dates, please reach out to us.
- Quarterly - A single deduction is made at the start of each term, based on the next scheduled Direct Debit date for that specific term.
- For full terms and conditions, please refer to the Direct Debit section below.

Online Enrolment

- By using our online registration, you can view the scheduled and available classes. Payments can be made upfront, or you can choose the Direct Debit option, which will be set up separately for you.
- Please note: if you are a new customer, we may contact you to confirm your suitability for the selected class, and an alternative class may be recommended. For more details, please refer to the Hotshots section of our website before enrolling.

QTC Pro Shop

- Enrolments and upfront payments can be made at the Pro Shop.
- If you prefer to enrol and pay via Direct Debit, we have forms available for you to complete.

Special Conditions

- 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)
- If paying via Direct Debit, arrangements must be made prior to the commencement of any group class, private lesson, or fixture program. Coaches and administrative staff reserve the right to deny participation in these programs if your account is not up to date.
- If paying upfront, payment must be received within 24 hours of enrolment. Failure to do so may result in losing your spot in the class, which will then be offered to another person. Payments can be made over the phone or at the pro shop. Payment is preferred at the time of enrolment.
- All QTC players participating in group classes, private lessons, or fixture programs must maintain valid QTC Club Membership (\$50 per calendar year, effective from 2025). This membership fee will be included in your first direct debit payment or as part of your upfront payment.

Direct Debit

- Please note that Ezidebit may adjust their fees at any time. For more information, please refer to Ezidebit's terms and conditions.
- Your tennis enrolment will automatically renew each term unless written notice of cancellation is provided at least four (4) weeks in advance via email to bookings@qldtc.com.au. Upon receipt of your cancellation, we will process the termination of both your enrolment and direct debit.
- Ezidebit transaction fees are as follows: \$0.66 per transaction for bank accounts, or 1.91% (with a minimum fee of \$0.88) for Visa/MasterCard payments.
- In the event of an unsuccessful payment, it will be automatically rescheduled for the following week unless an alternative resolution is agreed upon with The Queensland Tennis Centre.
- **IMPORTANT:** Ezidebit imposes a rejection fee of \$21.90 for all failed direct debits. If your card has expired, been lost, stolen, or otherwise compromised, please notify the QTC immediately to arrange an alternative payment method and avoid the rejection fee.

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

Refunds/Credits

All payments, including coaching and court hire, are non-refundable and subject to the terms and conditions of the coaching/membership agreement.

- QTC does not provide credits or refunds for missed sessions.
- If you have credits on your account, these can be used at our Pro Shop, Café, and Court Hire. **Credits will not be refunded.**
- All credits have a 12-month expiry from date of issue.
- Upfront payments and direct debit payments for coaching classes are non-refundable. If you wish to cancel, four-weeks notice is required. During that time, you can still attend lessons, as these will not be credited or refunded. Any remaining classes for the term will be credited to your account and can be used at the pro shop, cafe, or for tennis court hire.

Credits can be applied to your account for the following reasons:

- Rain out session (please contact the centre if you think your session is rained out).
- Individuals who sustain injuries preventing them from attending (medicate certificate on official letterhead is required).

Wet Weather

An official decision regarding weather conditions is made 30 minutes prior to all group classes, private lessons, and fixtures if it is raining or looks likely to rain.

While every effort is made to ensure the correct decision is made, please remember that QTC has no control over the weather. If a lesson is cancelled due to weather, the registered player will receive a credit on their account for use at a later time.

We will communicate via SMS or email to the primary contact regarding any changes.

Please refrain from making assumptions about the weather. If you are absent without explanation and the session proceeds, you will forfeit the opportunity for a credit.

Cancellation/s

To permanently cancel your sport in a class, a four-week written notice is required, regardless of the payment method (upfront or Direct Debit). All cancellations must be submitted in writing to: bookings@qldtc.com.au

Cancellation notice periods are as follows:

- Group classes, private lessons, and fixtures programs: 4 weeks
- One-time private lessons: 6 hours

If you inform us that you cannot attend a lesson and do not provide a medical certificate, you will be marked as absent for that lesson, and no credit will be issued.

Fixtures

The registered player is required to pay the full season fee on enrolment.

Fill in players

- If the registered player is unavailable for a match, every effort will be made to find a fill in player.
- The fill in player will not incur any fees, and the registered player will not receive any credits or refunds for missing the match.
- If the fill in player completes the match on behalf of the registered player, the points scored will be added to the registered player's point tally.

Wet weather

- In the event of a rainout or match cancellation by the venue, the registered player will receive a credit on their account, which can be used at the pro shop, cafe, tennis court hire or future enrolments.
- Please avoid making assumptions about the weather. An unexplained absence will forfeit the right to a fixture credit.

Transfers

- Transfers between group classes must be requested in writing to bookings@qldtc.com.au. Participants are allowed up to 2 class transfers per term.

- Transfers from group classes to private lessons are considered cancellations and require four weeks' notice, in accordance with our cancellation policy.
- Transfers from private lessons to group classes are treated as cancellations and require two weeks' notice, as per our cancellation policy.

Public Holidays and Student Free Days

Coaching and fixtures do not go ahead on public holidays but do go ahead on student free days.

Club Membership

All QTC players participating in group classes, private lessons, or fixtures programs must be a valid QTC Club Member (\$50 per calendar year).

See the full list of [benefits for Club Members](#).

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 lesson, or fixtures program at the Queensland Tennis Centre or affiliated sites you are automatically agreeing to our [company's policies](#). 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.

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 welcome to watch, but we kindly ask that they refrain from entering the court unless invited by the coach (except for Hot Shots Minis, where parent participation is required for the younger age groups). QTC emphasizes the importance of ensuring that only positive reinforcement is used by both players and spectators.