



SINCE 1882

GEELONG LAWN TENNIS CLUB

TENNIS, SQUASH & FITNESS

CUSTOMER SERVICE CHARTER

Like most small businesses, our success lies in our ability to provide excellent service to our customers both on and off the court. Your patronage is important to us and we will always do our best to accommodate.

OUR CUSTOMER SERVICE PRINCIPLES

- We will respond promptly to your enquiry via phone call and email.
- We aim to respond to emails within two working days.
- We aim to respond to phone calls within business hours that day.
- Voice messages left after hours will be responded to the next working day.
- We will provide accurate and up to date information.

For private lessons, our coaches can keep contact in with you as well - they aim to respond to text or voice messages within 24 hours of a working day.

PROFESSIONALISM

Our service to you will be conducted with integrity and honesty.

We will focus on helping you find solutions for your child(ren)'s and your needs.

Every customer is treated equally.

GLTC Coaching Term & Condition

1. PAYMENTS AND REFUNDS

Full **upfront** payment is due at the start of each new term or program (group lessons, privates, holiday clinics etc.), except for **Direct Debit** payments.

Direct debits should be setup at the time of enrolment. Fees are processed weekly on the Friday preceding the lesson for the duration of the term.

If payment is not made on time or an alternative arrangement made by contacting us with sufficient time prior to the first lesson, your child might unfortunately lose their place.

Lessons can be paid in person at the club (café or bar), over the phone at (03) 5243 2819 or online via your portal <https://geelonglawntc.perfectgym.com.au/clientportal2/#/Login>. Cash, and credit card payments are welcome (Visa, Mastercard). If you require a receipt, please pay in person at the club as a receipt will be generated right then.

No refunds nor make-ups will be given for non-attendance for any lesson. Refunds are only given under exceptional circumstances at the management's discretion. Our first option will always be to credit missed lessons as make-ups.

Term Enrolment Commitment

Commitment of enrolment is for the upcoming/existing term. Players will be contacted during the second half of each term and given a priority re-enrolment window to retain their place for the following term.

Full term enrolments will always have priority over casual or partial term enrolments.

Public Holidays

No lessons are run on public holidays. The specific date is therefore not charged within your term fees. As such, there is no need to schedule a makeup. For private lessons, you can however, decide with your coach to schedule a makeup during a public holiday at your mutual convenience.

Outstanding Fees

Unpaid invoices will be sent to a third party provider to collect any outstanding fees.

2. WEATHER POLICY

Wash Out Policy

If lessons are washed out, you will receive a SMS text message informing you of the wash out. In such case, a makeup will automatically be assigned on your child's/your account.

If you do not receive a SMS message, please always assume the lesson is on per its normal schedule.

Heat Policy

If the temperature on court is 36 degrees or above, you will receive a SMS text message informing you the lesson will not proceed. In such case, a makeup will automatically be assigned on your child's/your account.

When the temperature on court is between 34-36 degrees, we will apply the GLTC Tennis Heat Program. This is a safely adjusted tennis lesson to be run in these conditions accordingly with more frequent short break for proper liquid intake and adjusted intensity through the lesson.

We monitor weather conditions ahead of each session and aim to inform all customers as early as possible. As weather can be unpredictable, decisions will only be made closer to the scheduled start (giving all parents and players at least a 30min notice). Because of the large number of customers, we ask that you refrain from contacting us for updates as we do our best to let everyone know as soon as possible.

Also keep in mind on hot or wet days, our indoor squash courts can accommodate our younger players (blue ball and red ball programs) when available. On wet days, our lessons can be shifted to our porous courts which can sustain a certain amount of water before being deemed not playable; hence why lessons might go ahead on some occasion when precipitation is light.

For more details on our Weather and Makeup policy, please see our website:

<https://www.geelonglawntc.com.au/weather-makeup-policy>

3. MAKE-UP POLICY

The GLTC offers make-up lessons as a courtesy to all members who have notified us that they cannot attend one of their scheduled tennis classes:

Notice must be given prior to the absence.

- A minimum of 24 hours notice must be given (when possible). For exceptional (medical) circumstances, where this notice period cannot be provided, please contact our team to discuss.
- Make-up classes are subject to availability. Please be flexible with days, times and coaches when wanting to book a make-up lesson.
- Do not leave your make up lesson to the last week of Term. You may miss out due to full classes.
- All make-up lessons must be completed within the Term of the missed lessons or the following school holiday programs and cannot be transferred to another student.
- Make up lessons may be organised before the missed lesson if you know you are going to be away later in the term e.g. family holiday, school camp etc.
- Up to 2 makeups can be combined per term. Cancelled lessons are not included into this tally.

Please note, we are reasonable and exceptions to the above notification timeframes will always be considered.

Rules for semi-private lesson make-ups

For semi-private or private group lessons, if one of the players cannot attend the scheduled class but the other member(s) still attend, the member that is away will forfeit the lesson (no make-up).

Should all players decide to reschedule the lesson (up to 2 per term), a make-up will be assigned on all of the players' account.

Scheduling make-ups

- To schedule any group lesson make-up, please contact us at coaching@geelonglawntc.com.au. Group make-ups will be arranged in a group of similar level on a different day/time anytime during the term.
- To schedule any private/semi-private lesson make-ups, contact your coach directly. You may decide to organise your make-up on a different day and time then your usual lesson that is mutually convenient.

4. ENROLMENT CANCELLATIONS

Cancellation of enrolments (change of mind) can only be done by the end of the first week of each term.

Any cancellations after this date will incur a penalty fee of \$50.

If you wish to cancel your enrolment, please contact us at coaching@geelonglawntc.com.au. The date of the email will act as the date and time of your cancellation request.

There is no refund for remaining lessons if the cancellation occurs during the term.

If the cancellation is due to medical reasons, a credit may be given upon receipt of a Doctor's certificate.

5. TERM OF USE

Use of the Courts

You are not permitted to use the tennis courts for any purpose other than tennis. Professional coaching may not take place on our courts other than by Club coaches or other authorised persons who have prior written approval from the Club.

Damage

All users of the courts must not damage, deface or mark any part of the venue or court surfaces. You agree that you will be financially responsible and liable to the club for any damage caused by you at the venue. You agree that you must ensure all users of the venue included as part of your booking comply with these Terms and Conditions of Use. You agree you will remain fully responsible and liable to the Club under these Terms and Conditions of Use for any breach of these Terms and Conditions of Use by any user of the venue included in your booking.

Safety & Risk

It is a condition that users of the Club facilities undertake to use the facilities in a safe and cautious manner at all times.

You acknowledge that by using the tennis courts, you will be exposed to certain risks including the risk of personal injury, and that the use of the tennis courts is entirely at your own risk. You have voluntarily read and understood this risk warning and accept and assume the inherent risks in use of the tennis courts.

By taking part in lessons, you acknowledge and agree to the above terms and conditions.