



Inside The Lines Tennis Academy Pty Limited
ABN 32 608 046 297

Richmond Tennis Centre
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Inside The Lines – Extreme Weather Policy

Inside the Lines Tennis Academy values the health and safety of our customers, staff, volunteers, contractors and guests. If we feel it isn't safe to conduct any of our services, the service will be cancelled or postponed – please refer to our full Terms and Conditions for further details.

Any lessons that are cancelled due to adverse weather need to be rescheduled by you within 30 days of the last session in the term in which the cancellation occurred. This can be done by calling us on 457 88 999 or emailing tennis@insidethelines.net.au. Otherwise the class is forfeited. There are no credits, refunds or discounts given in the event of cancelled classes.

Please note that Tennis Camp and Squad are not cancelled for adverse weather.

Tennis Australia guidelines state when the temperature reaches 36 degrees Celsius and over, play will be suspended. Play will not commence until the temperature has dropped below 36 degrees Celsius.

Our services may be cancelled for any of the following reasons:

1. Rain / Wet Weather: the rain affects the surface of the court and makes it slippery. If it has rained heavily and puddles form on the court, the service will be cancelled.
2. Heat: if the temperature at the venue reaches 36 degrees Celsius
3. Smoke/Fires: if there are bush fires within the local area, your service may be cancelled if the air quality is poor. Whilst we are not Medical Practitioners, we know that heavy smoke in the air causes health risks for many people. We cannot commence a service if we do not believe it is safe for all participants.
4. Court hire will not be permitted to commence until the temperature drops below 36 degrees Celsius or during wet weather when the surface is unplayable.

Should we experience inclement weather the decision as to whether the lessons will be going ahead are made close to the lesson time, (for example if your lesson is at 4pm and it's raining at 2pm – we will not have made a decision).

As soon as a decision has been made regarding your lesson / comp etc. you will be notified immediately via SMS to the mobile number you provide - we also provide updates via our Facebook page <https://www.facebook.com/InsideTheLinesTennisAcademy/>