



Inside The Lines
We Love Tennis

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

Richmond Tennis Centre
Windsor Street
Richmond NSW 2753

Phone: 457 88 999

Email: tennis@insidethelines.net.au

Online: www.insidethelines.net.au

Social: facebook.com/InsideTheLinesTennisAcademy

Inside The Lines - Terms and Conditions

Thank you for choosing Inside The Lines. Please take the time to read through the Terms and Conditions that are outlined in this document. By attending your first lesson, or making a payment on your account (whichever occurs first) you are agreeing to abide by the Terms and Conditions herein.

Fee for service: Tennis fees are charged per term. Partial payments are accepted, however the term must be paid in full no later than week 4 of any term. Failure to pay your account in full by week 4 will result in late payment charges. If you are unable to meet the payment requirements, please contact Gavin or Ann-Maree on 457 88 999.

Re-enrolment into the following term will not be secured if payment is outstanding for a previous term and prior arrangements have not been made.

Tennis Camp: Fees for School Holiday Tennis Camps are payable prior to or on the first day of camp and are to be made no later than day 2 of camp. Failure to pay your account in full will result in late payment charges.

Re-enrolment: If you are currently enrolled in a lesson, you will be re-enrolled and invoiced before the end of the current term for the following term, thereby giving you first option to re-enrol before we take new enrolments from our waiting list. If you do not wish to continue with your lessons or would like to make a change, please let us know as soon as possible. If you do wish to continue, our 'fee for service' conditions apply.

Club Membership: If you are enrolled in a weekly competition or have lessons with Inside The Lines, it is a mandatory requirement to be a current Club Member. Membership is valid for a calendar year. Club Membership benefits include Tennis New South Wales Membership (with associated benefits) and free court hire at Richmond Tennis Centre (valid weekends during operating hours only).

Class Term Fees & Charges

Our fees are calculated by the number of weekly sessions conducted during the NSW Public School Term. The number of weeks you are enrolled for will be listed on your invoice, including the start date and time of the session/s.

Fees that are not paid by the due date on the invoice will;

- a) Attract penalties; and may
- b) Result in you losing your position.

The fees on your invoice may not be altered by you for any reason, if there is anything on your invoice that you are unsure of, please contact us on 457 88 999 to discuss.

We endeavour to email invoices to you prior to the end of the term or during the first week of School Holidays. **Please ensure that you provide us with a correct email address.**

Payment methods we accept can be found on our tax invoice and include: Cash, Bank to Bank transfer, EFTPOS, Visa, MasterCard, Direct Debit and Stripe. Surcharges may apply to some payment methods e.g. credit card payments - please refer to your financial institution for associated fees and charges.

Public Holidays

Richmond Tennis Centre is closed on NSW Public Holidays.

Cancelling Your Enrolment

In the event a participant must cancel their enrolment, a refund of the fees paid that are remaining in the term will be given. I.e. in a 10 week term should you cancel in week 5 and have paid for the term in full; you are entitled to a refund for the 5 remaining classes. Refunds are issued by direct deposit or can be credited to your account to be taken off another class in the future. If you choose the direct debit option you will be required to provide these details via email tennis@insidethelines.net.au - refunds are paid within 14 days of receiving the request. This decision is at the management's discretion and is assessed on a case-by-case basis.

Lessons Cancelled for Unacceptable Behaviour

In the event of a participant's lessons being cancelled due to misbehaving, unacceptable or dangerous behaviour etc. the fees are non-refundable.

This includes, but is not limited to, regular term classes, tennis camp, court hire and comp. I understand that my child/children will be under the direction and control of Inside The Lines (ITL) staff, who, at all times follow ITL's policies and procedures.

I understand that if my child/children continue to misbehave after the procedures have been followed, I will be notified by ITL staff and may be required to collect my child/children.

I agree to immediately make arrangements to collect my child/children from ITL. I acknowledge that ITL may cancel my child/children's enrolment. This decision is at the management's discretion and is assessed on a case-by-case basis.

Extreme weather

Inside the Lines 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.

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 and /or exceeds 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 adverse 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 you will be notified immediately via SMS to the mobile number you provided.

We also provide regular updates via our Facebook page and suggest that you follow us to keep up to date.

<https://www.facebook.com/InsideTheLinesTennisAcademy/>

Absences / Make Ups / Refunds

Relating to Private, Semi Private, Group Lessons, Squad and Tennis Camp

Private Lessons: If you are unable to attend a private lesson you are entitled to a make-up lesson, provided we are notified no later than 2 hours before your scheduled lesson. Notice may be given by phoning us on 457 88 999 or sending an email to tennis@insidethelines.net.au If you do not notify our office, you will not be entitled to a make-up lesson or a refund. The final decision is at the management's discretion and is assessed on a case-by-case basis.

Semi-Private Lessons: If you are unable to attend a semi-private lesson you are entitled to a make-up lesson, provided we are notified no later than 2 hours before your scheduled lesson. Notice may be given by phoning us on 457 88 999 or sending an email to tennis@insidethelines.net.au If you do not notify our office, you will not be entitled to a make-up lesson or a refund. The final decision is at the management's discretion and is assessed on a case-by-case basis.

Group Lessons: If you are unable to attend a group lesson you are entitled to a make-up lesson, provided we are notified no later than 2 hours before your scheduled lesson. This make up can be done in another group of the same type. Notice may be given by phoning us on 457 88 999 or sending an email to tennis@insidethelines.net.au If you do not notify our office, you will not be entitled to a make-up lesson or a refund. The final decision is at the management's discretion and is assessed on a case-by-case basis.

Squad: If you are unable to attend squad you are not entitled to a refund. The final decision is at the management's discretion and is assessed on a case-by-case basis.

Tennis Camps: If you are unable to attend Tennis Camp you are not automatically entitled to a refund. However, if you know in advance that you will not be able to make a particular day/s, we may deduct the cost of the day/s absent from the current invoice or apply a credit to a future invoice. The final decision is at the management's discretion and is assessed on a case-by-case basis.

Supervision

I agree that Inside The Lines is not responsible for the supervision of my child/children before their session has commenced or once it has finished. Supervision is provided at Tennis Camp from 8:45am till 3:15pm – requests for supervision outside of these hours should be made by calling us on 457 88 999.

Consent to Use Image

In consideration of my/child/children's participation in tennis programs or tennis camp, I agree to Inside The Lines taking and retaining and reproducing the registered applicants image or likeness obtained during their participation in tennis programs by way of photographs, electronic images, sound recording, clips and video footage to be placed on our website, social marketing associations or brochures and other forms of media without notice and without any fee being paid to you, for the purpose of Inside The Lines promotional, advertising, research or marketing materials.

Safety and Medical

Medical

Entrants authorise Inside The Lines to obtain medical assistance, treatment and transport as deemed reasonably necessary by Inside The Lines and acknowledge that they will be personally responsible for any costs associated with any such medical treatment and/or transportation.

I understand that I/my child/children should not participate in this event/events unless responsible, educated and social and in a fit state to complete the event safely. I acknowledge that if I am aware of an existing medical condition and uncertain of my state of fitness then a medical practitioner should first verify my physical condition.

I have provided or completed the medical form, available on our website, advising the details of any medical or physical conditions from which I/my child/children suffer that might affect my/their performance or be relevant if medical treatment is needed. I accept the risk of participating despite these conditions. I have supplied an emergency contact name and number; this person is contactable both during and after the event and is not another participant.

Suppliers

Inside The Lines has no liability for any act, omission or default, whether negligent or otherwise of any supplier. We have no liability for any loss or damage occasioned by the negligence, act or omission of any supplier or other third party.

Your Coach

Has obtained a current and satisfactory NSW Police check and a working with children check.

Insurance

1. Marsh Advantage Insurance, in conjunction with Tennis Australia, arranges an insurance program that suits the needs of tennis clubs which aims to provide a unique set of tools that help with the distribution and management of insurance information.

Details of their insurance program is available on their website <https://marshadvantage.com.au/tennisau/Insuranceprograms/Clubs.aspx>

2. I understand that insurance cover may not cover me for all injury, loss or damage sustained by me. Inside The Lines is not liable for any damages. You/your child participates at their own risk.

Property and Entry

Security Cameras

Security cameras operate within Richmond Tennis Centre. Entrants acknowledge that they may be filmed and this footage may be provided to the NSW Police force and related entities if necessary.

Conditions of Entry

Entrants must behave appropriately and follow the lawful directions of Inside The Lines at all times. Derogative comments, abusive language and inappropriate or disruptive behaviour will not be tolerated. Inside The Lines reserves the right to refuse entry to any person or remove any person from its tennis centres/venues/facilities.

Damage

If an entrant causes any damage to Inside The Lines property/facilities/equipment they will be held responsible for all costs associated with replacement or repairs whichever is decided by Inside The Lines.

Personal Property

Entrants are responsible for their own property at all times. Inside The Lines does not accept any responsibility for any property that is stolen, lost or damaged in the Inside The Lines centres/venues/facilities. We recommend that clothing, drink bottles and school bags etc. are labelled enabling the owner to be identified and contacted.

Persons Permitted on Tennis Courts

During all group classes, there are to be *no additional people* on the tennis court. Parents/Guardians and non-playing children are not permitted. No one is permitted to collect tennis balls during group tennis lessons. During private lessons, a maximum of *one* person is permitted to collect tennis balls but this is at that person's own risk. During Competitions, only the players on the score sheet are permitted on the court. Under no circumstances are parents permitted to 'coach' their children during tennis lessons – this is the coach's responsibility and what they are qualified to do. Positive reinforcement is always encouraged.

Sun care

Whilst Inside The Lines promotes sensible sun care, we will not be held responsible for sunburn. Sunscreen is provided in the Clubhouse and we recommended for it to be applied before all lessons and according to the directions on the bottle. All participants should bring a hat and bottle of water.

Competition Tennis

All players competing in Competitions with Inside The Lines and/or Hawkesbury District Tennis Association do so at their own risk.

Players that enter into a competition with Inside the Lines accept they are *committing* to every week of the competition for the duration of the term.

Players that are unable to compete for a particular week are required to contact our office on 457 88 999 no later than 24 hours before the match start time. **Players are responsible for finding their own replacement; this is not the responsibility of Inside The Lines; Hawkesbury District Tennis Association or its staff, volunteers and contractors.**

All Competition players must be financial members of Hawkesbury District Tennis Association Inc. membership is an annual fee charged and payable at the time of your first match and is valid for the calendar year – this charge will be automatically added to your invoice.

Reserves can be used for semi-finals and finals only if they have; either:

- a) Played two matches in your team in the current competition: or
- b) Played three matches in your division or the division below during the current competition.

Players that have reached semi-finals or finals in their own team are not permitted to reserve for other teams i.e. teams that do not qualify for semi-finals or finals are permitted to reserve for teams that do qualify providing they have met the requirements above.

Until they reach the age of 16, juniors are only eligible to play adult competitions if they are enrolled and playing the Junior Competition in the same term. If a junior pulls out of the junior Comp, they also lose their position in the adult comp.

We ask that you enter the competitions if you are committed and reliable. Your partner does not enjoy playing with a different person every week - it's not fair on them or your opponents.

An enrolled player will be charged the full match fee for every match that is missed or that your team is withdrawn from, i.e. if a reserve is found the enrolled player the reserve is replacing pays the fee for reserve.

Waiver & Release of Liability

I acknowledge that coaching, competitions, camps and all other events conducted by Inside The Lines Pty Limited, expose my child/children/myself/enrolled member/guest to certain risks when using the facilities, including but not limited to physical injury and death, psychological abuse or permanent injury, arising from various causes such as overexertion, equipment, food consumption, transport, dehydration, accidents with other competitors, spectators or road users, weather conditions and other causes. All entrants enter Inside The Lines programs at various centres/venues/facilities at their own risk.

In consideration of the applicant's participation in Inside The Lines programs, you agree to release, defend, hold harmless and indemnify Inside The Lines and its directors, officers, employees, and volunteers from any actions, claims, demands, expenses howsoever arising from any injury, loss or damage incurred in connection with my participation at Inside the Lines.

This release shall extend to and include Hawkesbury District Tennis Association Inc, Tennis New South Wales and Tennis Australia, event organizers and their respective directors, partners, managers, officers, agents, contractors, employees and volunteers including event medical and paramedical personnel. This release and indemnity continues forever and binds my heirs, executors, personal representatives and assigns.

Privacy Policy

Inside The Lines Tennis Academy is strongly committed to protecting your privacy. We will only store information relevant for coaching and billing purposes. This information is only accessible by Inside The Lines management. We will never share your private information with a third party.