

Club Evolve Program Policy – Updated 7<sup>th</sup> February 2024.

Club Evolve Annual Registration Requirements	All Students enrolled in tennis programs are required to be current financial registered/members. (12-months from date of purchase) A renewal notice will be emailed to you a month prior to expiration. The annual registration fee may alter from year to year.
Coaching Term	Club Evolve tennis coaching term runs for a <b>9-week</b> duration dependent on NSW State School term. As a courtesy Club Evolve provides an opportunity to make up any lessons (no more than 2 lessons) lost, due to wet weather in <b>week 10 OR throughout the term</b> as deemed by Club Evolve Management.
Payments	Full Term Payment is required in advance to reserve a place in any coaching program. If you would like to discuss payment arrangements, please contact <a href="mailto:hello@clubevolve.com.au">hello@clubevolve.com.au</a>
Refunds	No Refunds will be given for non-attendance at any program. A credit may be offered if you have a valid medical certificate which prevents your child from attending three or more classes in a row. No refunds are given for inclement weather conditions.
Parent/Guardian Involvement	<p>Parents/Guardians are encouraged to watch. However, we take our child safety policy extremely serious, and we enforce our rule of no parents/guardian permitted on court during any of our programs. If your child is participating in a 1:1 program, then parents/guardians are permitted onto the court to assist with ball collection.</p> <p><b><i>Important</i></b>            We understand that you would like progress check ins with the coaching team, but we insist on sending us an email to arrange a suitable time to provide feedback. It is important for all students that lessons are not interrupted and that the coaching team are running to coaching program schedule.</p>
Weather	<p>If it is raining or looks like it going to rain, Club Evolve will send you an SMS if lessons are cancelled, if no message is received, lessons are deemed on, and normal charges apply. This will also apply to extreme heat.</p> <p>NB. 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.</p>
Supervision of Students	Club Evolve Team are not responsible for supervising children outside of lesson time. Although, we do encourage students to practice outside of lessons and are pleased to supply equipment and courts, but we cannot supervise during this period.
Schedule Changes	<p>Occasionally we may have to make changes to our published schedule, including cancelling a published group lesson, creating an additional group lesson, or changing the day/time of a group lesson. All schedules will be updated at <a href="http://www.clubevolve.com.au">www.clubevolve.com.au</a> as changes are made.</p> <p>If there are insufficient enrolments by the end of Week 1 of a school term for a scheduled group lesson to be viable, we may cancel that group for the term.</p> <p>Anyone who is enrolled in a scheduled lesson that is subsequently cancelled or changed will be offered alternative time slots.</p>
Privacy, media, and data policy	<p>All client data collected by Club Evolve will not be past to third parties other than.</p> <ol style="list-style-type: none"> <li>1. Tennis Australia</li> <li>2. Cessnock Tennis Club</li> </ol> <p>You acknowledge that Club Evolve may take photograph or video during programs, lessons, and events. You further acknowledge and agree that these photographs may be used in Club Evolve marketing material including leaflets, posters, the Club Evolve website and on Club Evolve social media pages. Usage is without compensation or notice. If you do not give permission for your children to be photographed or videoed, please notify us via email – <a href="mailto:hello@clubevolve.com.au">hello@clubevolve.com.au</a></p>