

# Coaching Enrolment Form

## WELCOME!

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Thank you for choosing us. You are a valued member of our tennis community and we look forward to continuing a long and happy association with you and your family. We offer a wide range of professional coaching, fixture and social tennis programs for players of all standards and ages. In addition we have complete pro shops offering the latest equipment at the best prices, great advice and a full restringing service. If you have any questions about our programs and services please speak with our staff members. Our business has been teaching tennis and providing quality tennis programs for over a decade. Further details in relation to our programs can be found on our website or by speaking with our staff. The following pages contain some basic facts and information about our coaching programs, together with an enrolment form and payment authority. Please remember that this authority must be updated if your personal or financial details change. Further information can also be found on our website at [www.rtacademy.com.au](http://www.rtacademy.com.au). If you have any questions in relation to our programs please call or email us on the contact numbers provided below. Once again, thank you for joining us and we look forward to providing you with a world class tennis experience.

Sincerely,

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## Contact Information



**Remar Tennis Academy**

**McCullough St, MacGregor Q4109**

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**Top Tennis Academy**

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**Ph: 3281 4700**

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# Coaching Enrolment Fact Sheet

## **Programs:**

We provide a wide range of coaching programs. Our coaches are fully qualified tennis coaching professionals trained to the highest level. All our coaches are required to attend regular staff training and professional development sessions.

## **How are groups determined?**

After initially being enrolled in a class suitable for their age and skill level, students will be assessed by their coach and may be moved to a group that is more appropriate to their standard.

## **Program Length**

Our coaching program runs continuously from term to term and year to year. We do not coach on public holidays or State School holidays. We do coach on student free days at our centres, but of course, not at schools. Your enrolment and payment authority remains in place until you notify us of your intention to cease.

## **Do I need to re-enrol each year?**

No, your enrolment and place in a class remain in place from year to year or until you notify us of your intention to cease.

## **Are the students assessed?**

Yes, students are assessed against broad criteria set down by Tennis Australia every term. Students are progressed using the Tennis Australia endorsed Hot Shots system.

## **Payments**

All regular payments for lessons are charged fortnightly in advance by Direct Debit from either your nominated credit card or bank account. Alternatively you can pay by direct deposit.

## **Joining Fee?**

Yes, we require all regular coaching, Hot Shots and Fixture players to pay an annual Membership/Joining Fee. (Cost is \$10 on joining and \$10 on renewal at the commencement of each year). Membership covers your insurance and affiliation with Tennis Queensland plus other benefits. More details can be found on p 3.

## **When should I start?**

Our programs are designed to allow students to commence learning from any point within the program. Our focus is to ensure each student is grouped with players of a similar age and skill level. We use the Tennis Australia endorsed Hot Shots program to teach and grade students.

## **What age can I start?**

Players can commence lessons from aged 4. We hold special 30 minute classes "Hot Shots Blue" for players aged between 4 and 6.

## **What are "Hot Shots Leagues"?**

Hot Shots League is a specific coach supervised activity that allows students to practice what they have learned in their lesson. We highly recommend Hot Shots League for all students enrolled in tennis lessons as involvement in this program greatly accelerates skill acquisition and improvement.

Hot Shots Coaching vs. Hot Shots Leagues "Hot Shot Coaching" refers to the Tennis Australia endorsed system of coaching and grading based on using modified equipment and coloured balls red, orange and green. "Hot Shots League" is the name given to the fixture program where players are graded based on their ball colour (i.e. orange) and play against other players in a supervised environment. It is not a lesson, but it a great way to practice the skills learned in their lesson.

# Coaching Enrolment Fact Sheet 2

## **INCLEMENT WEATHER**

### **What happens if it rains?**

We will do everything possible to run our programs as scheduled. However weather may force us to cancel. Decisions to cancel lessons will generally not be made until immediately prior to the scheduled lesson commencement time.

**Who do I call?** All updates go onto our facebook page. You can also call our centre immediately prior to the lesson scheduled commencement time.

**When is the make-up for the wet weather lesson?** Two wet weather make-up lessons are scheduled each term. This vary term by term.

## **MAKE UP LESSONS**

### **Make-ups**

Due to our strict class size requirements, we do not offer make-up classes for casual absence or sickness. However if you are absent from class for an extended period of time i.e. more than 2 weeks, please contact us to make alternate arrangements.

### **School Lessons**

Again we do everything in our power to ensure the lesson is held on the scheduled day. At most schools we have an undercover area that we can utilize if the courts are unplayable. Check with your coach to find out the procedure for your school. Lessons lost due to wet weather can be made up on the wet weather makeup day at any of our Centres. Remember to book your place in these classes.

## **TUITION FEES**

How are fees charged? We offer a convenient payment that provides payment of tennis tuition fees fortnightly from your nominated credit card or bank account. You can also make payment via direct deposit or bank transfer.

## **WHAT ARE MEMBERSHIP / JOINING FEES?**

It is **compulsory** that all regular players and students at our centre become a member of our Club. Becoming a member of our Club entitles you to a range of exclusive offers and benefits including automatic membership with Tennis Queensland. The most important benefit however is insurance. All players must have accident and injury cover if they wish to be enrolled in our coaching, fixtures, social and tournament programs. Membership provides automatic accident insurance cover.

### **What are the benefits?**

The offers and benefits vary from time to time and are published on our website at [www.rtacademy.com.au](http://www.rtacademy.com.au). They include accident and injury insurance cover, membership with Tennis Queensland, access to our club championships, discounts and benefits such as priority tickets to the Brisbane International and others.

### **How much is membership?**

Membership is \$10 on joining then a renewal fee of \$10 per annum and is charged annually on the commencement of each year.

### **Why do I have to pay this?**

Our centres are affiliated with Tennis Queensland. Tennis Queensland is the governing body of our sport and they charge a fee to their affiliates for membership to cover their costs in providing insurance cover, support and administration of our state tennis programs. This cost is passed on to affiliated clubs such as ours and then shared equally across our players.

### **How do I claim on the insurance policy?**

As a member of our Club you are covered for accident and injuries sustained while you are involved in tennis related activities.

### **Where can I get more information?**

For more information about the policy and inclusions please see <http://australia.marsh.com/Programs/Tennis/Home>

# EziDebit DDR SERVICE AGREEMENT

**Service Provider** Our Direct Debit service provider is Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969) herein referred to as "Ezidebit". Their name will appear on your bank or credit card statement as the debtor of the funds that you will be paying for services from the Remar Tennis Academy "the Business". This Direct Debit Request (DDR) Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority

**DDR's** DDR's are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time. The basis on which the DDR will be processed is as follows: The amount owing on account at the end of the month, processing date, or otherwise as agreed on the DDR Authority. I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/We have with the Business. Ezidebit is engaged by the business a bulk payment processing service provider and does not supply any other goods or services.

**Payment** I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement. I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/We agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

**Variations & Amendments** I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount. I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

**Cancellations in Writing** I/We acknowledge that I/We will contact the Business if I/We wish to alter or defer any of the debit arrangements and that **14 days written notice** must be given to the business to cancel this agreement. An email to the business will constitute notice in writing.

**Dispute Resolution** I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business. I/We acknowledge that any disputed debit payments will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/We agree to contact my/our financial institution.

**Returned & Dishonoured DDR's** I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to Ezidebit. The current fee charged by Ezidebit for reprocessing a returned DDR is \$15. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit or the business. I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business. I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the Business agree to pay those fees and charges to Ezidebit

**Confidentiality and Your Privacy** You appoint Ezidebit as your exclusive agent with regard to the control, management and protection of your personal information (relating to the Business and contained in this DDR Service Agreement). You irrevocably authorise Ezidebit to take all necessary action (which we deem necessary) to protect your personal information, including (but not limited to) prohibiting the release to or access by third parties without your consent. You hereby irrevocably authorise, direct and instruct any third party who holds/stores keeps your personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to Ezidebit on our written request. Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law. Further information relating to Ezidebit's Privacy Policy can be found at [www.ezidebit.com.au](http://www.ezidebit.com.au)

**Credit Card Payments** I/We acknowledge that "Ezidebit Health & Fitness Newstead" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to the Business as Ezidebit is acting only as a Direct Debit Agent for the Business. I/We acknowledge and agree that in the event that a claim is made, Ezidebit will not be liable for the refund of any funds and agree to reimburse Ezidebit for any successful claims made by the Card Holder through their financial institution against Ezidebit. I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request. I/We authorise Ezidebit to verify details of my/our account with my/our financial institution; and my/our financial institution to release information allowing Ezidebit to verify my/our account details.

**Ezidebit Contact** PO Box 3327 Newstead, QLD 4006 P: (07) 3124 5500 F: (07) 3124 5555 w:[www.ezidebit.com.au](http://www.ezidebit.com.au)