

Junior Development Program Policies

Effective as of January 2023

Payment Policy

- Tuition is due on the 1st day of the session for new and recurring participants
- Reminders will be sent out 2 weeks prior to the beginning of the next session to summarize your upcoming charges
- Failure to pay your tuition in full by the first week of the new session may result in a \$20 late fee or losing your spot
- All participants in our Junior Program are required to keep their credit cards on our secured file as the tuition is processed automatically
- Payments may be prorated under the following circumstances: starting date after the session begins; holidays; out of town for an extended period (2 weeks or more) but must be notified in writing prior to the beginning of the session

Refunds/Enrollment and Withdrawal

- There are NO refunds for any reasons
- Should you wish to make any changes to your enrollment schedule for the current or upcoming session please contact Chandler at chandler@planetswim.org
- Should you wish to withdraw from our Junior Program prior to the end of the session, a class credit will be placed on your Tennis account in the value of the remaining clinics
- In order to discontinue your enrollment for the upcoming session, please send an email to billing@planetswim.org requesting to place a hold on your account **BEFORE the last day of the current session!** This request will prevent us from charging your account and will allow us to offer your spot to someone who might be on the waitlist
- If you fail to notify us by the last day of the current session and your account was already charged, you will receive a class credit in the full amount to your Tennis account
- Class credit can be used at any time within a one-year period towards any programming at Planet Swim Tennis Club
- Potential move-ups will be handled in the last 3 weeks of each session, therefore all new enrollment will be put on hold until schedule is finalized. All move-ups are under the discretion of our Coaching Staff.

Absences/Cancellations/Make-up Options

- If your child is unable to attend a clinic, please call or email at your earliest convenience at 904-285-7545 or info@planetswim.org. This notification will allow us to offer your spot to someone in need of a make up
- Make-ups are only allowed for sickness; injury; or tennis related conflicts (ex. High School Match) IF notified prior to your scheduled clinic. A doctor's note is required for sickness or injury cases, and tennis related conflicts must be approved by Junior Tennis Coordinator (Chandler at chandler@planetswim.org)
- If there is no availability for make-ups, a class credit will be given instead
- In case of inclement weather our staff will contact the primary contacts via email about 20-30 minutes prior to the start of the clinic. Please know we cannot control the weather and that we will do our best to notify you in a timely manner
- All weather related cancellations will be credited to your Tennis account
- If weather interrupts an event (lesson, clinic, etc) before half of the allotted event time is used, then full credit will be applied. If more than half of the allotted time is used, it is counted as a full and no credit is applied