

# JUNIOR TENNIS ACADEMY POLICIES

Effective 7/31/2024

## Payment Policy:

- Tuition is due on the 28th of each month to secure participant's spot for the upcoming month.
- If tuition is not paid in full by the 3rd of the month, there will be a \$20 late fee added to your account.
- Payments may be pro-rated under the following conditions but will be a subject to determine by Planet Swim Tennis Club: clinics start after the 1st of the month; holidays; emergency.

## Refunds, Enrollment & Withdrawal:

- Enrollment is recurring on a monthly basis; your spot is secured until you notify us otherwise.
- To discontinue your enrollment for the upcoming month, please send an email to [billing@planetswim.org](mailto:billing@planetswim.org) requesting to place a hold on your account **BEFORE** the 27th of the month. This request will prevent us from charging your account and will allow us to offer your spot to another child that may be on our waiting list.
- If you fail to notify us before the 27th of the month and your account has already been 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
- There are NO refunds for any reason. Should you wish to withdraw from your clinics prior to their end, a class credit will be placed on your Planet Swim Tennis Club account in the value of the remaining clinics.

## Make Up & Cancellation Policy:

- If your child is unable to attend a clinic, please call or email us at your earliest convenience so we are aware of any scheduling changes! Due to high demand and limited availability, last minute cancellations (less than 24 hours prior to the class) will **NOT** be eligible for a make-up!
- Make-up eligibility for personal absences (Beginner clinics **ONLY** – Red Ball; Orange Ball; Junior Development):
  - 1-time a week enrollment allows ONE make up per month
  - 2-times a week enrollment allows TWO make ups per month
  - 3-times a week enrollment allows THREE make ups per month
- There are NO personal make-ups offered to Junior Elite and Tournament Teams.
- Parents are responsible for scheduling make ups due to absences and cancellations.
- Make ups will expire at the end of the month and WILL NOT roll over to the next month unless scheduled otherwise with our staff!
- There will be NO make up lesson for a missed make up.
- In case of inclement weather our staff will contact the parents via phone & email to cancel the clinics about 20-30 minutes prior to their start. Please understand the weather is often unpredictable and that we do our very best to notify you in a timely manner.
- Weather cancellations will either be made up or credited to your Tennis account.
- If a class gets interrupted by the weather and we're able to accomplish at least half of the clinic (30 or 45mins), this does not count as a weather cancellation.

**5<sup>th</sup> Week Enrollment (Beginner Clinics ONLY):**

- Your tuition is based on a monthly fee for 4; 8; 12; or 16 clinics per month with certain months having 5 weeks. 5th weeks are used exclusively for make-ups.
- If your regular clinic falls on the same day as the 5th day, please don't assume you will automatically have a spot for a make up class on the extra week! Always check with the Front Desk for make-up availability.
- If you complete your prepaid number of lessons before the month is over, you can either add an additional lesson (MUST contact our Office to do so) OR you can restart your enrollment again the following month at your regular time.
- Junior Elite and Tournament Teams run throughout the entire month regardless of how many weeks the month has.