



HILLS TENNIS PROGRAM POLICIES & WAIVER

Lesson Policies for ALL Players:

- Bring your own tennis racquet. If you do not have one, please contact your coach ahead of time.
- Wear court shoes or athletic shoes with light colored soles.
- Bring your own water bottle.
- Please silence your phones while tennis lessons are in progress. Players under 18 years old are not permitted to use cell phones on breaks, except for emergencies.
- Please arrive as close to your lesson time as possible and be respectful when entering the court as there may be a session in progress. Group classes are asked to wait outside of the fence until the court is clear of previous players.

New Player Protocol:

Based on previous tennis experience and/or injuries, new players may be asked to begin their tennis training with a private lesson where they will be introduced to the core skills that will be built upon in clinic and/or group lessons.

Players 5 years old and younger are required to schedule a 30-minute assessment before registering for private or group lessons.

Payment for clinics is due upon registration. Payment for private lessons is due when session commences.

Tardy Policy:

Any Private, Semi-Private and Private Small Group session is officially canceled after 15 minutes of no show and the client is charged full price for the session.

Player Cancellation Policy:

Private, Semi-Private and Private Small Group Cancellation policy

Cancellation 24 hours ahead – receive credit for full cost of session or class

Cancellation less than 24 hours ahead – full charge for session or class

Clinic Cancellation Policy

Cancellation 7 days notice before first class – receive credit for the full cost of the clinic.

NO credit or refund for cancellations with less than 7 days notice from start of first class.

Weather Condition Cancellations for Clinics

In the event of a cancellation due to weather conditions, players will participate in a tennis focused strength and conditioning session during their regular clinic time in either the club house, tent, gym or Peak Fit studio. This aims to increase consistency in a player's tennis development. There may be cases where the coach chooses/needs to reschedule instead of hosting a strength and conditioning session.

Cancellation due to Coach Sickness/Emergency

In the event of a clinic being canceled due to a coach being sick or being unavailable due to an emergency, a makeup class will be offered. There will be only 1 makeup class offered, if a player is unable to attend, they will not receive a refund/credit.

Enrollment and Cancellation of Clinics:

Players are required to register for all clinics they wish to participate in. You can sign-up on the Hills app, online at <https://cachstc.clubautomation.com/calendar/programs> or via email with Coach Sydney.

In the event that there are only 2 students registered for a clinic 24 hours prior to the start of the first lesson, the clinic will be canceled. Players will be offered the option of booking a private/semi-private lesson if the clinic is canceled.

Parent/Guardian Policy:

The Hills tennis staff values the relationships we establish with both our juniors and their guardians. We feel a great responsibility to help our juniors be the best that they can be both on and off the court. Meanwhile, we do our job better if we have the support and help of our players' family. If you keep these guidelines in mind, you will be helping your child's development in the best way that you can.

- Keep things in perspective: ALL players have good days and bad days. Remember that a bad loss may be a good win for another player. You will find yourself on both sides eventually.
- Encourage independence, focus, and confidence. Tennis players must learn to think for themselves.
 - Never coach your child during lessons or matches.
 - Encourage independence by not sitting on the court during drills or private lessons.
- Work with your child's coach(es). We are here to help your player grow, learn, and develop.
 - Encourage your player to ask questions of their coaches and of you. This behavior will reduce confusion and encourage taking responsibility for their own development.
- Be involved. You and your player benefit when you are in the loop of their development.

- Watch a lesson and/or clinic now and again.
- Include your player in deciding their tennis schedule and commitment.
- Make sure you are on the same page as your player with periodic goal setting.

Liability Waiver:

I agree that the Hills Tennis Program is in no way responsible for the safekeeping of my personal belongings while I attend class. I understand that classes may be physically strenuous and I voluntarily participate in them with full knowledge that there is risk of personal injury, property loss or death. I agree that neither I, my heirs, assigns, or legal representatives will sue or make any other claims of any kind whatsoever against or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise.

Photo Release:

At times the tennis instructor may wish to take photos in the studio during class and/or training session. The photos may be shared on The Hills social media and may be used for promotional purposes. Please choose one of the following:

- I agree to have my photo taken
- I prefer not to have my photo taken

Acknowledgement

I have read and agree to abide by the policies provided:

Participant Name: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____