

Private lessons

Payment & Cancellations

Our preferred payment method for all regular lessons is **Direct Debit**. You do not need to re-enrol in regular lessons for the following term - we will re-enrol you automatically unless we are advised otherwise by the final week of the current term.

A **regular lesson** may be rescheduled if Eastcourts has been provided with at least 24hrs' notice of the reason (illness, injury, absence). A make-up lesson must then be scheduled within 7 days, to take place before the commencement of the next booking/term period. Any missed lesson for which Eastcourts is given less than 24hrs' notice will not be rescheduled, as courts and coaches will have been allocated and it may not be possible for us to schedule a substitute lesson. No regular term lesson may simply be cancelled, for any reason.

Payment for **casual lessons** must be made in advance. We prefer payment via our website (credit card only). Payment may otherwise be made in person at the Pro Shop (credit card, cash or eftpos), but **MUST** be made prior to the coach and customer going on court. **Cancellations made less than 24hrs in advance incur the full lesson fee.** Cancellations made at least 24hrs before your lesson commences will not incur a fee, but must be rescheduled within seven days for an alternative day/time.

Wet Weather

If the weather is indifferent, please assume your lesson is on (we will endeavour to notify you via SMS in the event of a washout). In the event of rain while a lesson is underway, we will restart it as soon as possible. No make-up lesson time will be provided once three-quarters of the lesson has been completed. **If your regular or casual lesson is cancelled due to rain, a make-up lesson must be scheduled within 7 days.**

Coaches

All Eastcourts coaches are qualified, first-aid certified and have passed Kidsafe checks. If for any reason your regular coach is unavailable, we will offer you the choice of a lesson with a substitute coach or a make-up lesson with your usual coach on another day. Any substitute coach assigned will be appropriate to your lesson and will have been briefed by your usual coach on the lesson objectives and any other relevant information.

Court hire

Juniors enrolled in regular Eastcourts private lessons (or Eastcourts junior squads) may use courts for free during daylight hours. This is on a space-available basis (ie, a court cannot be booked in advance) and is at the discretion of Eastcourts. For an enrolled junior playing with a junior not enrolled at Eastcourts, or playing with any adult, court hire will be half-price.