



"Building a Better Community, and Enhancing Lives Through Tennis & Education"

PRIVATE LESSON POLICY

Prior to starting private lessons we need the following completed and returned to the Tennis Memphis Business Office at Wolbrecht Tennis Center 1645 Ridgeway Rd, Memphis, TN 38119 or emailed to tpope@tennismemphis.org.

- Private Lesson Policy signed
- Payment Policy signed
- Private Lesson Request Form completed (for new lesson only)

Please read and agree to the policies and information below:

Type

Private Lesson 1 player
Semi-Private Lesson 2-4 players
Hitting Lesson 1 player

Duration

Lessons are typically scheduled for 1 hour (30 minutes, 1.5 hours, 2 hours may be scheduled accordingly)

Rates

Lesson rates will vary depending on the seniority and experience of the teaching professional.

Scheduling

- Lessons may be scheduled on a one time basis or recurring weekly at the same day and time.
- Lessons are scheduled through the Tennis Professional.

Lesson Packages

Discount pricing for pre-paid lesson packages. Five lesson packages must be used within 3 months of purchase and ten lesson packages must be used within 6 months of purchase.

Lesson Check-In

- All lessons must check-in at the tennis center front desk before proceeding to the court
- Be sure to arrive 5-10 minutes early to allow time for check-in and walking to the courts
- Lesson payment is due prior to the start of the lesson before going on court

Arriving Late

- Students are expected to be on time to all lessons
- If you are running late, notification to your coach is needed
- Lessons will start and end at the scheduled time, even when students are late
- No make up time will be guaranteed at the end of lesson to make up for the students delay

Tennis Memphis aims to provide the best customer service; however, if a situation arises in which our Pro is running late,

- The missed time can be tacked on to the end of the lesson if the Pro and court are available
- If not, the missed time can be added to a future lesson: no refund, no pro-rate.



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Incomplete Outdoor or Indoor Lessons Due To Inclement Weather, Electrical Outage or Unforeseen Circumstances

- If an issue of this nature occurs in the first 3/4 of a scheduled lesson time, the lesson may be rescheduled with no charge, no refund. If it occurs after the 3/4 lesson, no refund or reschedule.
- If a court is available, lessons may move indoors or outdoors. No guarantee a court will be available.

In the event that the court is unplayable due to inclement weather, the lesson will be cancelled. Determination of whether the lesson is cancelled will be made by the Pro and in some situations will happen up to 2 hours before the lesson actually occurs if a change in weather forecast is expected. It is common for tennis courts to dry after 1.5 hours of sun/wind exposure, after being completely wet.

- Tennis Pro can cancel a lesson up to one hour before start time, based on their judgement of the weather forecast. All lessons are deemed as 'on' unless cancelled by the Pro.

Cold Weather - Lesson Scheduled Outdoor

Cold exposure can be uncomfortable, impair performance and even become a serious health issue. A wet and windy 30-50 F degree exposure can be as serious as a sub-zero exposure.

- For this reason our cold weather guidelines use the wind chill factor instead of the ambient temperature.
- When the wind chill factor is less than 35° F there will be no practice. That equates to 49° F and winds of more than 12 mph.

Hot Weather - Lesson Scheduled Outdoor

No practice when temperature exceeds 100° F and/or heat index is 105° F or higher at time of lesson.

I/We acknowledge to have read, understood, and agree with all the terms in Tennis Memphis Private Lesson Policy.

Name: _____ New Lesson Current/Former Lesson

Pro: _____

Cell Phone: _____ Other Phone: _____ Email: _____

Signature _____ Date: ____/____/____

Junior Player New Lesson Current/Former Lesson

Student Name: _____

Cell Phone: _____ Other Phone: _____ Email: _____

Parent/Guardian Signature _____ Date: ____/____/____



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PRIVATE LESSON PAYMENT POLICY

Tennis Memphis operates on a strict lesson payment policy.

Lesson Cancellations

- **All cancellations must be made AT LEAST 24hrs prior to the scheduled lesson time to avoid being charged the full price of the lesson whether rescheduled or not. For example: if your child's lesson starts at 9am Sunday, you must notify us by 9am on Saturday.**
- This policy also applies to lessons booked less than 24 hours prior to the scheduled time.
- **Late cancellations or no shows will be charged the full price for the lesson.**
- Cancellations must be done in writing by emailing or texting the Tennis Professional
- Late cancellations (less than 24hours) for medical emergencies must provide a doctor's note or official document as proof of emergency cancellation.

NOTE: This policy is necessary to help our Tennis Professionals that are paid only for the hours they actually teach. If you do not show or cancel late for a lesson you have taken that hour of earnings opportunity away from the professional and tennis center. Your understanding is appreciated.

Prepaid Lesson Package

- **Prepaid Private lessons cancelled less than 24 hours ahead of time or no show will have the lesson deducted from their package.**
- In unusual circumstances (i.e. long term injury), a refund of the unused portion of the package fee may be approved with documentation of the circumstance.

Discounted Fees & Refunds

- There are no discounts or negotiating the fees, all prices are final.
- Private lessons are non-refundable and not pro-rated.
- In order to take advantage of a private lesson package, payment must be received in advance prior to the first lesson.

Method of Payment

- **Payment is due prior to the start of the lesson before proceeding to the court.**
- **Lesson payment transactions are run through the tennis center welcome desk. Therefore, payment must be made online in advance or at the tennis center.**
- Payments for lessons are to be paid at the welcome desk and NOT to the Tennis Pro.
- **Presently, due to the pandemic, we are only accepting credit cards.** However, during normal times Tennis Memphis accepts checks (payable to Tennis Memphis), credit/debit cards and cash.

Returned Checks

Payments made by check to Tennis Memphis that are not honored by the bank will incur a returned check fee of \$36.



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Credit Card On File

A credit card will need to be kept on file, and ONLY charged in the event of a late cancellation or no show.

I authorize the use of my credit card to pay private lesson charges for late cancellations, no shows as indicated below for

Signature _____ Date: ___/___/___

I/We acknowledge to have read, understood, and agree with all the terms in Tennis Memphis Private Lesson Policy.

Adult Player: Player Signature _____ Date: ___/___/___

Parent/Guardian Signature _____ Date: ___/___/___