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# DVTC POLICIES

## What should you bring to tennis?

Players should bring:

- Hat
- Water Bottle
- Sunscreen
- Non-marking soled shoes
- Required medication/s
- Racquet (the centre can provide a racquet for trials if available)

## Indemnity

You acknowledge that tennis and other activities offered or conducted by DVTC or under its auspices are inherently physical and dangerous activities and that you risk injury in participating in such activities. By attending the Dorothy Vest Tennis Center, including coaching, training and court hire, you declare that you are medically able to participate in physical activity, and acknowledge that you understand and accept the inherent risks of undertaking these physical activities. You release and indemnify DVTC to the full extent permitted by law in respect of any claim, loss, liability or expense arising as a result of or in connection with your participation in any DVTC activity. While all efforts are made to ensure your safety, DVTC takes no responsibility for injury, damage or loss of property.

## Parent/Guardian Involvement

Parents/Guardians are encouraged to watch. However, we do ask that they do not enter the court unless requested by the coach (excluding Pee Wee where parent participation is required for the younger age groups). DVTC feels that it is extremely important that only positive reinforcement is used by players and spectators.

## Public Holidays and Student Free Days

Coaching and Programs DO NOT go ahead on public holidays but DO go ahead on student free days.

## Fees

Payment options for group classes, private lessons, and fixture programs held at the Dorothy Vest Tennis Center (DVTC) are as follows:

1. Direct debit – Not offered at this time.

2. Upfront via website registration.  
Alternatively you can pay upfront at the pro shop or online.

Please note: Fees must be paid in full (or committed to via Credit/Debit) prior to commencing any in group class, private lesson, or fixtures program. Coaches and Administration Staff reserve the right to refuse participation in any group class, private lesson, or program if your account is not up to date.

All DVTC players participating in group classes, private lessons, or programs must be a valid DVTC Facility Member (\$50 per calendar year) to receive discounts towards your participation. This will be included in your first Credit/Debit, or as part of your upfront payment.

## **Court Rentals**

Court rentals is available to everyone for social and match play only. No coaching is allowed unless by a DVTC coach.

## **Refunds**

All payments are non-refundable, subject to the coaching/membership terms and conditions. DVTC do not offer credits or refunds for sessions missed.

Persons sustaining injuries that prohibit them from attending booked classes may be offered lesson credits upon receipt of a medical certificate on official letterhead.

## **Wet Weather**

If it is raining or looks like it is going to rain, an official decision is made:

- 30mins prior to all group classes, private lessons and fixtures.

Whilst every step is taken to arrive at the correct decision, please remember DVTC has no control over the weather. In the event of a lesson being washed out, the registered player will receive a credit voucher at the pro-rated value of 1 week.

We will be sending SMS or email communication to the primary contact.

**Please do not make assumptions about the weather; an unexplained absence will forfeit the opportunity for a credit if the session goes ahead.**

## Programs

The registered player must pay the full season fee.

If the registered player is unavailable for a match, every effort will be taken to find a fill in player. The fill in player does not pay fees. The registered player will not receive any credits or refunds for missing the match. If a fill in player completes the match (on behalf of the registered player), the points scored will go towards the registered players points tally.

In the event of a rain out or match cancellations made by the venue, the registered player will receive a credit voucher at the pro-rated value of 1 week (or 1 match).

**Please do not make assumptions about the weather; an unexplained absence will forfeit the right to a fixture credit.**

## Enrollment

All players paying via credit/debit will be automatically re-enrolled in the same program at the commencement of each new term (including a new year) unless otherwise advised by the parent/guardian as per our cancellation policy (below).

## Cancellation/s

All credit/debit cancellations must be made in writing to: [bookings@ace2deucecta.org](mailto:bookings@ace2deucecta.org) for group classes, private lessons and fixtures. Notice required for cancellation/s of enrolment is 4 weeks for all programs.

From time to time we may be required to cancel a booking, including due to a DVTC or Dorothy Vest Tennis Center @ /Battlefield Park event. If this occurs, we will offer you a credit or a full refund of any booking fees already paid.

## Transfers

Transfers between group classes must be made in writing to [bookings@ace2deucecta.org](mailto:bookings@ace2deucecta.org). Participants can make up to 2 class transfers in any term.

Transfers from group classes to private lessons are treated as cancellations and require four weeks' notice (as per our cancellation policy).

Transfers from private lessons into group classes are treated as cancellations and require two weeks' notice (as per our cancellation policy).

## **DVTC Staff**

All staff at the Dorothy Vest Tennis Center are committed to working with you in a professional and courteous manner and have the right to work in a safe and supportive working environment.

Aggressive behaviour and any form of verbal or physical abuse to our employees will not be tolerated. The Dorothy Vest Tennis Center @Battlefield Park has a zero tolerance policy towards such behaviour and steps will be taken by DVTC Management and/or the police to deal with any incidents.

We have CCTV to monitor and survey the premises. This is visible in the Pro Shop as well as the Venue Manager's office. The system can be used to focus on a potentially abusive individual. It can also be used by the police to identify perpetrators.

## **Club Membership**

All DVTC players participating in group classes, private lessons, or fixtures programs must be a valid DVTC Facility Member (\$50 or \$80 per calendar year). To see the full list of benefits for Facility Members, go to membership page.

## **Court Allocation**

Court allocation for group classes, private lessons, and programs are subject to change without notice. Participants are welcome to make requests for specific courts, but this allocation may change without notice depending on court requirements (e.g. tournaments, weather, availability etc.).

## **Policies**

By participating in any in group class, private lesson, or program at the Dorothy Vest Tennis Center you are automatically agreeing to Dorothy Vest Tennis Center's policies as outlined in this document. Management reserves the right to alter/update policies without notice.

## **Consent to use of Imagery**

During the course of our Tennis programs some imaging may take place. This is in light of our players' performances, achievement and participation throughout our programs. Should you not wish for your child to be a part of this, please put this request in writing to: [bookings@ace2deucecta.org](mailto:bookings@ace2deucecta.org).

The Dorothy Vest Tennis Center is using CCTV within this area for the purpose of venue security and public safety.