

# **Rules & Policies**

Welcome to the San Dieguito Tennis Club and MO Tennis Academy!

We are excited to have you join our family. Below are important rules and policies to help ensure an organized, professional, and enjoyable experience for all players.

## **Private Lessons Policy**

### **Cancellation Policy**

24-hour advance notice is required to cancel or reschedule a private lesson.

If less than 24 hours' notice is given, the full lesson fee will be charged. This ensures availability for others and allows the coach to manage their schedule efficiently.

By scheduling a lesson, you agree to this cancellation policy.

### **Rescheduling**

If you need to reschedule a lesson, every effort will be made to accommodate your request.

However, rescheduling is subject to coach availability. If a suitable time cannot be found, the lesson will still be charged.

### **Inclement Weather**

Lessons will not be conducted on wet courts or unsafe surfaces, even in light drizzle.

In case of weather cancellations, lessons will be rescheduled to a mutually agreed time or carried over to the following week.

Assume lessons are on unless you are notified otherwise.

### **Coach Absence**

If the coach needs to cancel a lesson, at least 24 hours' notice will be provided and a reschedule will be arranged at a convenient time.

### **Payment**

Lessons must be paid for at the time of service or in advance.

There are no cash refunds. If a lesson is cancelled or rescheduled appropriately, any payment will be applied to a future lesson.

### **No-Shows**

Missing a lesson without notice is considered a "no-show." No-shows will be charged the full price of the missed appointment.

### **Late Arrivals**

If you arrive late, your lesson may be shortened to end on time to respect the next scheduled

players. Players arriving more than 15 minutes late may forfeit the lesson without a refund or credit.

## **Junior and Adult Classes**

### **FAQs**

#### **How will I know when my child is ready to move to a different ball?**

Our progression plan is based on the principle that players must master technical skills before advancing. Moving too quickly can lead to bad habits. Coaches monitor each child's development closely and will communicate when it's time to move to the next ball level.

#### **How long are the sessions? Can my child join in the middle of a session?**

Sessions typically run 6–8 weeks. Students are expected to sign up for the full session.

If space is available, mid-session enrollments are allowed and the price will be prorated accordingly.

#### **When to Pay?**

Payments must be made before the new session starts.

There are no automatic payments unless otherwise specified. Spots are only guaranteed after payment is received.

#### **Make-Ups and Refunds**

There are no refunds or class credits for missed classes.

We offer make-ups for missed classes if space allows during the same session only.

- Make-ups must be scheduled with the Academy in advance.
- Make-ups cannot be carried into the next session.
- In cases of heavy rain, additional make-up options may be offered.

Missed classes without notice will not be eligible for a make-up.

#### **What to Bring?**

All students must wear athletic clothing and tennis shoes.

Students should bring their own tennis racquet. If you need recommendations or a temporary loaner racquet, please contact us. If you need assistance selecting equipment, we are happy to provide recommendations.

#### **Can my child attend on a non-registered day?**

Students may only attend on their registered days.

If you need to switch days for a make-up, it must be requested and approved by the Academy in advance, and is subject to availability.

#### **Club Usage**

Facility use is limited to participation in MO Tennis Training programs only. Access to other areas of San Dieguito Tennis Club requires a separate SDTC membership.

#### **Cancellations of Group Classes (Weather, Holidays, etc.)**

In the event of rain, fires, holidays, or unsafe conditions, classes may be cancelled.

If questionable, it is the student's and/or parent's responsibility to check for class updates by calling or texting 858-533-2295.

#### **Parents on Court**

- Parents are welcome to sit in the designated seating areas near the courts.
- Please avoid coaching, shouting, or distracting players during lessons.
- Keep kids close to you outside of the courts for safety.
- Please pick up trash when you leave.
- No dogs allowed on club property.
- Please turn off headlights when parked near courts at night to avoid distracting players.

## **Summer Camp Policy**

#### **Cancellations**

- Cancellation before May 31st: Full credit or refund (minus a 3.5% credit card fee).
- Cancellation after May 31st but more than 7 days before camp starts: 75% refund or 80% credit.
- Cancellation within 7 days of the start of camp: No refund provided.

#### **Moving Weeks**

Changing your week of attendance is based on space availability.

If you move from an Early Bird Discount spot to a regular spot, you must pay the price difference.

#### **Behavior Expectations**

All participants must show respect to coaches and peers.

Disruptive behavior may result in dismissal without refund.

#### **Contact Information**

Phone: 858-533-2295

Address: San Dieguito Tennis Club, 1414 Tennis Club Dr, Encinitas, CA 92024

**By booking any class, lesson, or camp, you agree to the above Rules and Policies.**