

Welcome Pack

Thank you for choosing us. You are a valued member of our tennis centre and we look forward to continuing a long and happy association with you and your family.

We would like to share some information concerning our programmes for coaching, fixtures, our staff, our business and our coaching progression path.

History

Shaw Park Tennis Centre: Our 10 court Shaw Park Tennis Centre was only opened in the middle of 2008. It was a joint venture between the Brisbane city Council and Tennis Queensland to build the centre. Our business Tennis Gear was chosen to operate the centre on behalf of the BCC and Tennis Queensland under a long term lease arrangement. Shaw Park Tennis centre has grown to become one of the best tennis facilities in Queensland.

Everton Tennis Centre has been operating for the past forty years providing coaching, social and fixture programs for juniors and adults with Tennis Gear purchasing the Centre in the year 2000. The coaching program at Everton Tennis has grown over the years and now includes a network of school based programs serviced by our tennis professionals from Everton Tennis. The centre is well known for its outstanding pro-shop stocking a comprehensive range of racquets, shoes and tennis apparel. Tennis players from around the state are familiar with Everton Tennis as Queensland leading supplier of specialist tennis products.

Morningside Tennis Centre was added in January 2012. Tennis Gear was appointed the operator of the facility under a long term licence agreement. We have implemented our range of coaching and fixture programs and a pro-shop in similar size to that of Everton and Shaw Park.

School Based Coaching Programs has allowed us to take our classes directly to students on their school tennis courts before and after school. Tennis Gear operate a number of successful tennis coaching programs at schools in and around Brisbane.

Management

Our coaches work under the supervision of Mark Bloomfield, the owner of the business. Other key personnel are as follows:

Shane Mikic - General Manager & Centre Manager Everton Tennis.

Gareth Keating - Director of Coaching & Centre Manager Shaw Park.

Rob Daley – Centre Manager Morningside.

Ross Orford – Head Coach Morningside.

Brenda Higgins – Accounts Administrator.

If you have any questions in relation to any aspect of our service please feel free to call any member of the management team listed above or alternatively, email Mark Bloomfield directly on mark@tennisgear.com.au.

We also employ a range of dedicated staff who work in our centres as administrators, pro-shop staff and tennis professionals. All our coaches are experienced and able to coach beginners through to adults. Our centres are affiliated with Tennis Queensland and hold public liability insurance. In addition, our coaches are required to have their own separate public liability insurance and all have government suitability cards (Blue Card).

Program Aims

We have designed innovative coaching programs that follow a game based approach to learning new skills. The coaching programs are tailored to suit the age and ability of the class. The aim of our coaching program is to bring out the best in all of our students whilst creating a fun and safe learning environment.

Our junior group lessons follow the Tennis Australia Hot Shots program as outlined below.

Hot Shots



MLC Tennis Hot Shots is just for kids. Smaller courts, lighter racquets and low compression balls that don't bounce too high make learning tennis fun and easy for primary school-aged children. This means that kids are able to start rallying and having fun right from their first lesson!

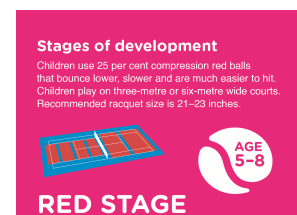
There are three stages – **Red**, **Orange** and **Green** – that help to develop children's skills and confidence. Children are taught by our qualified Tennis Australia coaches and progress at their pace, moving on to the next stage when they are ready. The stages are as follows:

The **Mini-Red** Launch Pad stage introduces children to tennis through games and fun activities. Children learn the basics of tennis including how to rally. There are a number of program options at this stage, including the official Launch Pad program

- Court size: variable
- Tennis ball: red ball (25% compression)
- Recommended racquet size: 19–23 inches

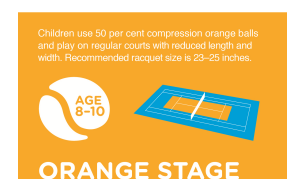
The **Red** stage is for beginners. The red ball is larger than a yellow ball and doesn't bounce as high (just 25 per cent compression), making it a breeze for even the youngest players to hit it comfortably. The courts and nets used in the Red stage are much smaller and easier for kids to move around.

- Court size: 3 m × 8.23 or 6 m × 10.97 m
- Tennis ball: red ball (25 per cent compression)
- Recommended racquet size: 21–23 inches



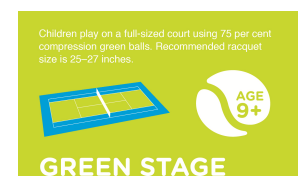
After mastering the Red stage, children move on to the **Orange stage** where the ball bounces a little higher (50 per cent compression) and the court is a bit bigger.

- Court size: 6.4 m × 18.29 m
- Tennis ball: orange ball (50 per cent compression)
- Recommended racquet size: 23–25 inches



The ball used in the **Green stage** has a higher compression (75 per cent of a yellow tennis ball) and children play on a full-size court.

- Court size: 10.97 m × 23.78 m (full court)
- Tennis ball: green ball (75 per cent compression)
- Recommended racquet size: 25–27 inches



Other Programs

We also operate a number of other programs as follows:

Yellow Ball Group Lessons

These classes are designed for players who have progressed from the Hot Shots classes. Using a full pressure ball and a full sized net, players in these classes are usually competent players who can rally and serve consistently while still requiring some basic technique correction.

Squads

All our centres schedule a number of Squad Classes aimed at players of various ages and abilities. The aim of squad classes is to create a small group of similar standard players who have a common goal with their tennis. Typically these players are involved in fixtures or tournaments. The focus of these sessions is coach assisted hitting, drills and point play, rather than technique correction.

Private Lessons

Many students prefer individual attention and a class tailored specifically to their needs. Private lessons can be arranged with any of our coaching staff for 30 minutes to 1 hour in duration on a casual or permanent basis.

Adult Classes

All our centres now offer adult group coaching for players of all ages and abilities. These classes are excellent way to brush up on your skills and learn new pointers from our coaching staff.

Cardio Tennis

Cardio Tennis is a fun, social, group tennis-fitness program for people of all ages and abilities. It's more about getting a great, high-energy workout than pure tennis technique. Cardio sessions are a regular feature at all our centres and some of our school locations.



Hot Shots Gameplay

Hotshots Gameplay is a specific coach supervised activity that allows students to practice what they have learned in their Hotshots lesson. We highly recommend Hotshots Gameplay for all students enrolled in tennis lessons as involvement in this program greatly accelerates skill acquisition and improvement.

Gameplay sessions are run at all our centres and allow our Hot Shots players an opportunity to play matches against other players from the same ball colour as them in a supervised environment. It is the name given to the fixture program, it is not a tennis lesson, but rather a great way to practice the skills learned in their lessons.

Policies

Safety

Safety is our highest priority. We are only responsible for you and your child whilst the lesson is in progress. If you are not able to collect your child at the conclusion of the lessons, we suggest that they wait outside the office until you arrive.

Make-up Lessons

We do not provide make-up lessons for lessons missed due to casual absence or sickness. If you are going on extended holidays (i.e. more than 2 weeks) or your child has a long term illness, please contact the office to discuss alternatives. If your child cannot attend their scheduled lessons we are happy for them to send a friend or sibling of similar age and standard.

Policies (cont.)

Wet Weather Policy

We will do everything possible to run our programs as scheduled. However weather may force us to cancel. Decisions to cancel lessons will generally not be made until immediately prior to the scheduled lesson commencement time.

All group classes, squad and private lessons lost due to inclement weather will be made up on the Wet Weather Make-up Day. These are scheduled at each centre on the first Saturday of every State School Holiday break. To book into the make-up class, simply visit the office and list your child's name in the appropriate class. Booking for these classes is essential.

School Lessons - Please note that we generally have arrangements in place at our schools to conduct classes under cover. Therefore these classes will proceed as normal if it is raining. Your coach can give you further information regarding these arrangements during your class.

Behaviour

Rude and disruptive behaviour will not be tolerated. The process for students who persistently disrupt the class, do not take instructions or are disrespectful to their coach or other students in the class is as follows:

1. Initially a five minute cooling off period on the side of the court; then
2. Asked to leave the court for the remainder of the lesson; then
3. If further disruptive behaviour persists, then contact with the parents will be made.

Payments

Our coaching program runs for 40 weeks per year and payments for coaching fees are charged to your nominated credit card or bank account fortnightly by direct debit pay as you go system.

This payment system eliminates the requirement for students to commit to a 10 week block of classes and make up front lump sum payments for lessons. The system is flexible and allows you to start your lessons at any time throughout the year and finish at any time; our only requirement is that you provide **14 days written notice** of your intention to do so.

You can cancel your enrolment and payment authority at any time by providing **14 days written notice**. Your instructions must be in writing, it is not sufficient to tell your coach, call our counter staff or leave a message. Cancellation & amendment forms are available from our office or you can email your instructions to accounts@tennisgear.com.au.

Payments are charged to your nominated bank account or credit card fortnightly. Further information can be found on the DDR Payment Authority.

We have engaged Ezidebit to process the credit card and bank account transactions on our behalf. The name **Ezidebit Health & Fitness Newstead** will appear on your bank statement or credit card statement as the billing agent for your tennis tuition fees.

We do not coach on public holidays or during State School Holiday periods. However we **do** coach on Student Free Days at our centres (but not at schools of course). A calendar that clearly shows our coaching days and payment dates is displayed on our website and also attached to our coaching enrolment forms.

Lessons falling on public holidays and state school term holidays are not charged. We do not offer refunds or credits for missed classes or failure to notify us of your intention to cease lessons. Private lessons cancelled within 24 hours of the scheduled lesson time will be forfeited.

If you have any questions regarding our billing system please email Brenda our accounts administrator on accounts@tennisgear.com.au.