

Enrolment Policy

Langman and Ley Elite Tennis Academy

New Enrolments

If you are enrolling for the 1st time please fully complete the enrolment form and choose your preferred program time and day and we will get back to you as soon as we can to confirm with you. If you would like to claim a Sport Voucher of \$50 please include the child's medicare number in the comments section.

Sport Vouchers

*The Sports Vouchers program is a Government of South Australia initiative administered by the Office for Recreation and Sport. The program provides an opportunity for **primary school aged children from Reception to Year 7** to receive up to a **\$50 discount** on sports fees. The purpose is to increase the number of children playing organised sport by reducing cost as a barrier to participate in sport.*

Who is eligible for the program? *All South Australian primary school aged children, meaning if the child is attending or is eligible to attend primary school. It is one voucher for every primary school aged child per calendar year.*

If any of your details changes please let us know so we can update our database.

Annual Re-Enrolment

Current participants are to re-enrol each year so the Academy have all participant's details up to date.

Changing Program/session

If the Academy coaches feel that a participant needs to move to a different level, a coach will get in contact with them to discuss the appropriate program.

Payments and Refund Policy

Once your payment is received your place is confirmed in the Academy program and your spot is held for that day/s and time.

Full payment is required by the start of the new term. If the terms of the account exceed 7 days from the Invoice Payment Due Date, a \$10 late payment fee applies. LATE PAYMENTS - If payment is not made on time or payment agreement has not been agreed between the Academy and participant beforehand, the participant will be removed from the program and cannot take part.

No refunds will be given for non-attendance at group or private lessons. A refund or credit may be offered if you have a valid medical reason which prevents attendance for three or more classes in a row.

PAYMENT METHOD - Payment must be by Direct Debit (include name on payment) or cash.

Privacy Policy

The Academy will only store the required information for coaching and billing. For Sports Vouchers and any grants related fee discounts participant's information will need to be shared with the Glenlea Tennis Club, Tennis Australia and the Office of Recreation and Sports to be able to receive the discount.

Child Safe Environment Policy

The Langman and Ley Elite Tennis Academy (LLETA) is committed to the safety and well-being of all children and young people accessing LLETA services and the welfare of the children and young people in LLETA care will always be LLETA's first priority. All children and young people who come to LLETA have a right to feel and be safe. Everyone within the Academy has a role to play in ensuring a safe environment for children and young people. This includes coaches and administration staff working with children and young people or in close proximity to them and those with access to the records of children and young people. Academy has appointed a child safety officer as a first point of contact to provide advice and support to volunteers, employees, children, young people, and parents regarding the safety and well-being of children and young people accessing the Academy's services. The child safety officer is also responsible for monitoring the Academy's child safety policy and practices, including ongoing training needs relating to child protection issues. This is all completed in association with the Glenlea Tennis Club where the Academy is based.

The Academy abides by Tennis Australia's Policies found [here](#).

Complaints - If you feel that you have been the victim of some unwarranted behaviour or are aware of it being perpetrated on another person and would like to take the matter further, please feel free to contact the Head Coaches or Child Safe Officer to discuss the issues who will deal with any issues in the strictest confidence. All Glenlea Tennis Club committee members and coaching personnel are mandatory notified and are obliged to report anything they feel constitutes child abuse to the relevant authorities. KEY CONTACTS for complaints are below

Child Safe Officer: David McCouaig (Glenlea Tennis Club)

Phone: 0402 196 755

Head Coach: Todd Langman
Phone: 0419 902 775

Head Coach: Todd Ley
Phone: 0450 612 865

Parents/care takers

We expect all parents, care takers and supporters to abide by the Academy's policy of appropriate behaviour. It is not the parent's role to get involved in the coaching in any way, they are there to encourage and support all students of the Academy so please refrain from any unnecessary comments or noises, bad language, abuse, intimidating or negative behaviour and let the students train and let the coaches coach the students. We need the parents to support the coaches and volunteers to ensure the students play the game of tennis without any undue pressure or anxiety so they stay in the sport for life.

Tennis is an individual sports however to play the game and to improve individuals need a training partner and to train/hit with other players therefore it is in the best interest of the students and parents/care takers to encourage all students in the academy.

Supervision of Juniors

The Langman and Ley Elite Tennis Academy are not responsible for supervising children outside of lesson times.

Weather Policy

If lessons are cancelled due to wet weather or heat you will receive a SMS text message information you. If you have not heard from a coach please contact a coach to confirm.

Cancelled lessons due to weather

If lessons are cancelled due to wet weather or heat catch-up lessons will be offered. This to be confirmed with Academy coach.

Cancellation Policy

GROUP: After booking in group lessons written notice must be give of decisions not to continue. Fees are payable if notification is not provided.

PRIVATE: Cancellation must be given 24 hours in advance of lesson to have it rescheduled. All classes cancelled by the Academy will be made up at a time mutually agreed between the participant and Academy.

Late Cancellation

Cancellations made by the participant with less than **24 hours notice** will be charged the full lesson amount. No make-up lesson/s will be given for late cancellations.

Squad Policy

There are no make-up for squads. They are always on unless notified by the Academy. The Academy will undertake other relevant tennis activities if weather conditions are not suitable.

Injury Policy

Academy coaches will act according to their best judgement in any emergency. I release Langman and Ley Elite Tennis Academy (Todd Langman) from any and all liability for injury or illness and costs, incurred while undertaking a program, session or event.

Photo and Video Policy

Photographs and videos may be taken for marketing (social media, website, brochures and flyers) and coaching for technical player analysis.

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