Welcome to the Griffith University Tennis Centre's Coaching, Squad & Internal Jr Fixture Programs. This letter outlines some of the benefits you receive as a Griffith University Tennis Centre pupil as well as answering some frequently asked questions...

Benefits of getting involved in tennis at Griffith University Tennis Centre:
- Fun learning environment, friendship circles are encouraged through training and playing together.
- Best modified tennis coaching program in QLD. (See over leaf for progression path)
- Quality, structured, progressive coaching program delivered by fully qualified tennis coaches.
- Squad Pack Option available to pupils wanting to train and play 3 or more times a week at a reduced rate on a direct debit deal.
- Progress Reports at the completion of each semester.
- Strong focus on preparing kids to play Fixtures
- Progressive in-house Junior Fixtures program matching coaching levels to fixture divisions.
- Priority seating tickets to the Brisbane International.
- Extensive Event Calendar – Holiday Camps (5 – 13yrs), Training Camps, Club Championships, Inter club events etc.

What happens if it rains?
- For all coaching, squads and internal junior fixtures we make decisions regarding the cancellation of lessons half an hour prior to the commencement time of the program. Please contact the Pro shop (ph 3735 1177) after this time to find out if your class has been cancelled.
- We do offer wet weather make up lessons. All students will receive confirmation of the make up lesson at their lesson the following week and must advise the Pro shop if they will be attending. (We can not guarantee an alternate lesson can be offered should you miss the scheduled make up lesson)

Do you offer make-up lessons if I can't make it to one of my lessons?
- As the majority of our classes are full and the quality of our lessons suffers when the pupil: coach ratio increases, therefore we can not offer make-up lessons in the event of illness, school camps, or other activities which may prevent you from attending your class. However should there be a space in a suitable class it will be offered as a make up lesson on a first in best dressed basis.
- Students enrolled in private lessons are required to provide a minimum of 6 hours notice of any class cancellations to avoid forfeiting their lesson fees. This will make it easier for coaches to accommodate more students for make-up lessons they are entitled to. Make-up lessons will be offered a maximum of two times each term. If the coach's and student's schedules don't allow for the completion of a make-up prior to the end of the term, the lesson will be forfeited.
- For shared private lessons, we recommend the following arrangements are made with your coach and partner...
  If Student A is unable to attend but Student B can, than Student A has a one on one private lesson that week and Student B has a one on one private lesson the following week.

When do I book for each new term, and can I stay in the same lesson?
- Bookings for the new term are open four weeks prior to the end of term. The booking deadline is 2 weeks before the end of term. Bookings are only accepted with full payment of the term's coaching fees.
- Pupils who provide the Pro Shop with their email address and mobile phone number will be sent a sms/email to remind you of the booking deadline.
- All current pupils who book before the deadline are guaranteed their same lesson where applicable and will receive a $10 discount on group coaching fees. After the booking deadline, all places which have not been booked will be made available to new customers.

What is your refund policy?
- No refunds are offered at the Griffith University Tennis Centre
- Should injury or illness prevent you from completing your booked program, you will be offered credit for the weeks remaining from the time you advise the pro shop staff you are pulling out. A medical certificate must be presented before credit is given. All credit is valid for 6mths.

How do I know if my child is ready for fixtures?
- Towards the end of each semester, our coaches conduct a fixtures test during their lessons to identify children who are ready to play fixtures. If you would like to start fixtures mid-term, just check with your coach if you are ready to start fixtures yet.

Can I give feedback on my programs and experiences?
- Please feel free to pass on all feedback to our staff, both good and bad so we can continue doing the things you like and rectify any problems that may occur from time to time.
- If you don't feel comfortable approaching one of the staff, a customer feedback form can be located in the Pro Shop.

What is expected of parents/spectators during coaching lessons?
- To allow for a better learning environment for all students and to ensure the coaches are not distracted or interrupted from performing their role, spectators and parents are requested to refrain from speaking to any coach or student during supervised coaching sessions.
- At the end of each term a dedicated time for all parents to discuss their child's progress and goals will be allocated. This time will be organised by the coach. An allocation of 15minutes will be set aside for each person, similar to parent/teacher interviews at school. If additional time is needed this can be coordinated through the pro-shop.
Progression path available to our players

Tiny Tennis 3 - 4 years

Mini Tennis Red 1/4 court 5 - 7 years

Quick Start (1/4 court) 6 - 8 years

Mini Tennis Orange 3/4 court 7 - 10 years

Mini Tennis Green 8 - 12 years

Junior Tennis 11 - 15 years

Teen Tennis 14 - 18 years

High Performance 12 years - adults

Adult Programs + Social & Competitive

Coach Traineeship 16 - 20 years

also available at this level:
hotshots orange, fixtures & orange squad

also available at this level:
hotshots green, fixtures & green squad

also available at this level:
school based traineeship linked in with tennis australia courses. application criteria applies

Junior fixtures, junior squad & interclub comps

Adult fixture programs

Adult social tennis programs

Tournament touring group, performance squad, elite full time squad, australian open series prep, player management

Quick Start (1/4 court) 6 - 8 years

Invitation only tournament touring group, performance squad, elite full time squad, australian open series prep, player management

6 - 8 years