



## Frequently Asked Questions

FAQ's about the KDV Kids Junior Tennis Programs

Below is a list of some of our most common queries. If you have a question that isn't listed below give us a call on 55960404 and we'll fill you in.

### **Tennis Programs**

We provide a wide range of tennis coaching programs. Our team of tennis coaches are fully qualified professionals trained to the highest level. All of our coaches are required to attend regular staff training and professional development sessions.

### **What should I bring along?**

Comfortable enclosed sports shoes, a hat, water bottle and racquet. If you do not have a racquet, our coaches will be able to lend you one temporarily. They can also help recommend what size to buy.

### **How are groups determined?**

After initially being enrolled in a class online for a free trial suitable for their age, students will be assessed by their coach and may be moved to a group that is more appropriate to their standard.

### **What is the class size ratio?**

The tennis class sizes vary depending on the coaching program. It is important for our players to have a similar skill level and age across all of the players within a group. Average class size ratios are listed below. Please note these can fluctuate slightly depending on the session and level of the students.

30 min Groups – average 5:1

60 min Groups – average 6:1

90 min Groups – average 8:1

### **Program Length**

Our coaching programs run for 40 weeks per year. We do not coach on public holidays or State School holidays. We do coach on student free days at our centres, but not at the school locations. Please remember, your enrolment and payment authority remains in place until you notify us of your intention to cease. No need to re-enrol each term. Your child's place in the class and membership will stay active each term.

**Put simply, if you want to stop lessons we need 14 days notice in writing** – just write us a quick email and it will be taken care of for you!

### **Are the students assessed?**

Yes, our tennis students are assessed against broad criteria set down by Tennis Australia every six months. We try to communicate with parents regularly regarding their children's progress. Students are progressed using the Tennis Australia endorsed Hot Shots system.

### **Can parents watch?**

Yes, parents are encouraged to watch, however we ask that parents do not enter the court unless requested by the coach. Please also refrain from standing up against the fence or calling out during the sessions. If you have concerns please address them with the coach after the session.

### **Payment?**

Payments for lessons are charged weekly during the week of your session from your nominated credit card or bank account. **You are free to stop lessons at any time by providing 14 days written notice.** We do not issue accounts, or accept ad-hoc payments over the counter. All regular

coaching programs are charged by Direct Debit and **your commitment to the program you enrol in is limited to 14 days.**

### **Joining Fee?**

No, we do not charge a set up or joining fee

### **When should I start?**

Our coaching programs are continuous. They are designed to allow students to commence learning from any point within the year. Our focus is to ensure each student is grouped with players of a similar age and skill level. We use the Tennis Australia endorsed Hotshots program to teach and grade students.

### **What age can I start?**

Players can commence lessons from age 3. We hold special 30 minute classes "Hot Shots Blue" for players aged between 3 – 5 years.

### **What is "Hot Shots Social Play & Leagues"?**

Hot Shots Social Play is a specific coach supervised activity that allows students to practice what they have learned in their lesson. We highly recommend Hot Shots Social Play for all students enrolled in tennis lessons (even if they have just started out) as involvement in this program greatly accelerates skill acquisition and improvement.

Hot Shots Leagues are a coach supervised and organised match play session including singles and doubles formats. Run over an 8 week league there is a medal and trophy presentation at the end of each term. There is a minimum playing level requirement for these. Please ask your coach if your child is ready for this stage.

### **Hot Shots Coaching vs. Hot Shots Match Play**

"Hot Shot Coaching" refers to the Tennis Australia endorsed system of coaching and grading based on using modified equipment and coloured balls red, orange and green.

“Hot Shots Social Play & Leagues” is the name given to the program where players are graded based on their ball colour (i.e. orange) and play against other players in a fun, supervised, team environment. It is not a lesson, but it a great way to practice the skills learned in their lesson. Coaches will be on court to assist the kids with tips with scoring & tactics.

### **Fees for “Hot Shots Social Play & Leagues”?**

Social play fees are \$10/ session. It is an 8 week season each term charged over the ten weeks with your weekly fees. The weekly addition to your fees will be \$8 if you choose to sign up.

Leagues Fees are \$15/ session. It is an 8 week season each term charged over the ten weeks with your weekly fees. The weekly addition to your fees will be \$10 if you choose to sign up.

To enrol please ask your coach to help you get in touch with the program manager to add this to your weekly package.

## **WET WEATHER**

### **What happens if it rains?**

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

### **Who do I call?**

You can contact our centre immediately prior to the lesson scheduled commencement time. Please call the reception team on 55960404. Alternatively, you can check for regular weather updates on the KDV Kids Facebook page.

### **When is the make-up for the wet weather lesson?**

Make up lessons can be arranged by joining into another class on a different day/ time of the same level (dependent of class size and availability). To book a make-up session please speak to your coach about what other days/ classes are available with room to attend. Make up

session must be booked in advance. Alternatively, if a makeup cannot be arranged during the term, credit from missed sessions can be used towards our holiday programs. Make ups and credits must be used within one school term and do not carry over to the next term.

### **Make-ups for other reasons**

Due to our strict class size requirements, we do not offer make-up classes for casual absence or change of plans. However, if you are absent from class for an extended period of time i.e. more than 2 weeks, please contact us to make alternate arrangements.

## **TUITION FEES**

### **How are fees charged?**

We offer a convenient payment that provides payment of tennis tuition fees weekly from your nominated credit card or bank account. You can 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.

### **Any transaction fees?**

No. KDV Sport absorbs the transaction fees for you. Our program fees listed in the on the tennis enrolment form which can be downloaded and viewed on our website.

### **How do I cancel my enrolment?**

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 Michael.mitchell@kdvsport.com

### **When are payments made?**

Payments are charged to your nominated bank account or credit card weekly. Further information can be found on the DDR Payment Authority. If there is a particular day that you want your debit to occur please leave it either in the notes when booking online or on your enrolment form.

### **Who is Ezidebit?**

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

### **What about public holidays?**

We do not run our normal tennis coaching lessons on public holidays. If you are enrolled in a class that falls on a public holiday, you will be not be charged for that lesson.

### **How much is membership?**

Your weekly debit fee is your membership fee. There are no extra fees on top.

### **MORE QUESTIONS?**

You can speak with your coach at the conclusion of the lesson, speak with the office counter staff or you can visit our website [www.kdvsport.com](http://www.kdvsport.com)