



Welcome to Team Hippa Tennis Academy

Thank you for considering Team Hippa Tennis Academy! We are excited to have you join our tennis community. To ensure a smooth experience for everyone, we have outlined key rules and policies that all participants must follow. These guidelines are designed to maintain fairness, consistency, and the highest quality of coaching.

Our Booking System

Our **booking system is now live!** After signing up for our portal, you'll have access to all class details, including locations, schedules, durations, and pricing. This system allows us to stay organized and provide a seamless experience for you and your family.

Packages, Subscriptions, and Sign-Ups

- We offer flexible options for participation, including package deals and subscription plans.
- To ensure proper planning and staffing, **advance sign-up is required** for all classes.
- If you attend a class without prior sign-up, our system will automatically charge you the **drop-in rate**, which is the highest rate.
- Advance sign-ups help us allocate coaches effectively, ensuring your child receives the best coaching experience possible. Last-minute additions may result in reduced attention for players if we are short on coaches. So please be mindful of players and coaches and sign-up in advance, to ensure a tailored practice for your child.
- Our monthly subscriptions are based on a 4-week cycle (28 days)
- Payments will automatically be set on **autopay** when purchasing a subscription. For a refund after payment has been processed, a credit-card processing fee may apply.

Private Lessons

- Private lessons are available and are scheduled directly with our coaches. For more information reach out to Patrick.

- You can request a coach online. Scheduling the time will be communicated directly with the coach

Cancellations and Refunds

- **Cancellations must be made by 11am the day of the class** to qualify for rescheduling or class credit. Late cancellations will not be accommodated. Any refund will be issued in form of a class-credit

Subscription Policies

- Package deals expire **four months** from the date of purchase.
- Subscriptions are non-transferable and can only be used by the individual they are registered to. They cannot be shared.
- Subscriptions and/or packages cannot be combined. Only one subscription/package can be applied to the account at the same time.

Rain Policy

We do not offer refunds for rain-related cancellations. If a class is canceled due to rain, the following policies apply:

- Package Holders & Individual Class Purchasers: You will receive a class credit that can be used for a future session.
- Subscription Holders: Since subscriptions are structured based on a fixed number of weekly classes, rain cancellations will not result in class credits or make-up sessions.
- If the class is in session and gets rained out, we will decide on a case-by-case basis to determine a solution

Referral Program

- Refer a friend and earn rewards! If your referral signs up for a class, you'll receive a **coupon** for a discounted class as our way of saying thank you.

General Guidelines

- Advance sign-ups are essential for effective planning and coaching.
- Respect the rules and policies to help us maintain a positive and professional environment for all players and families.

Consent and Media Policy

By registering for any of our programs, participants (or their legal guardians, in the case of minors) acknowledge and agree that photos and videos taken during classes, events, or activities may be used by Team Hippa for promotional purposes, including but not limited to our website,

social media channels, marketing materials, and press releases. This consent is granted without compensation and applies to both group and individual media captured during participation.

Participants who prefer **not** to be photographed or filmed may withdraw this consent at any time by sending an email request to info@teamhippa.com. Upon receiving such a request, we will make every reasonable effort to exclude the participant from future promotional materials.

By enrolling, participants also confirm that they have read and understood all program policies, including our safety guidelines, liability waiver, and refund terms. Continued participation in our programs constitutes ongoing acceptance of these terms.

By following these guidelines, you help us create a thriving tennis community that benefits everyone. We're thrilled to have you with us and look forward to seeing you on the court!

For any questions or additional information, please feel free to contact us.