



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)

Class Locations

- During the high school tennis season, some classes will temporarily move to another location on select Tuesdays and Thursdays.
- You will be notified of any location changes via email, so please check your inbox regularly for updates.

Private Lessons

- Private lessons are available and are scheduled directly with our coaches.
- You can request a coach online. Scheduling the time will be communicated directly with the coach

Cancellations and Refunds

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

Subscription Policies

- Subscription plans include a set number of classes per week. **Unused classes do not carry over** to the next week.
- Package deals expire **three months** (6-months for adult classes) 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.

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.

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.