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Proactive Tennis Group Policy – 2026
(Private Schools)

By accepting a coaching session, parent/guardians of the player/s or a player consent to the following

1. GENERAL

1.1. Clothing and equipment: The student must wear tennis attire including the correct clothing and tennis shoes. The student is advised to bring along accessories such as a hat, sunscreen, and water-bottle.

1.2. Punctuality: Students must be on time for lessons to avoid disrupting a session. If a student is more than ten minutes late for a lesson without an arrangement, the student will not be allowed to attend the lesson.

2. FEES

2.1. Administration fee: All students are subject to a yearly administration fee.

Contracts automatically renew for the following year unless we receive notice of cancellation in writing, by 1 December.

Your current lesson package will renew every term unless changes or notice of cancelation is received in writing at least 30 days before the end of that term.

2.2. Each term's fee is calculated by multiplying the number of weeks in the term with the cost per session.

The fee is a fixed fee for the term and any lessons cancelled timeously by coach or student can be re-scheduled with the coach.

2.3 Payment method**: EFT payments are preferred.** Payments made by cash deposit or cash will attract a 2% transaction fee of the total payment amount will be added to your account. Cash or cheque payments: If you hand cash to a Proactive coach, please send an e-mail immediately to info@proactivetennis.co.za so we are aware of the payment, and to which staff member the fees were paid.

2.4 Invoicing: The lesson structure chosen will be the standard package (see 3.1 below) charged per term and invoiced within a week before or after, the start of the new term.

2.5 Payment in advance is required, either in full or a 3rd of the invoice amount monthly, in the first week of every month over the first 3 months in the term.

2.6 Statements: You will receive a statement monthly, detailing your account balance.

2.7 Penalty for outstanding fees: The outstanding balance will incur 5 % interest penalty monthly. Your account will be handed to legal if your account is arrears for more than 90 days. The parent / guardian will be held responsible for any costs arising to collect outstanding fees.

2.8 We reserve the right to change the pricing on rate cards at any time due to inflation and external factors.

3. CONTRACT

3.1. Contract cancellation policy: The contract entered into is effective indefinitely until Proactive Tennis receives notice of cancellation. Written notice of cancellation is to reach us at least 4 school weeks before the end of a school term (adjacent to the private school calendar, via e-mail for lessons and accounts to be stopped. The notice period is still payable. Upon termination of the agreement, all outstanding fees will be payable immediately. The parent / guardian will be held responsible for any costs arising to collect outstanding fees.

3.2. If no timely notice is given as outlined above, the full fee for the new term is payable. Such fees will be payable immediately with termination of the agreement.

3.3. Changes to lesson structures: The lesson package chosen by the student/parent, will be the standard package for which the student will be invoiced every term, indefinitely, until which point, we receive changes or cancellation in writing, you will be billed according to your current lessons package every term. Any changes in lesson structures must be communicated to your coach before the last week of the term, to initiate the change for the new term. If this is not done, you will be liable for your current lesson package.

4. LESSONS

4.1. Lessons are conducted when private schools are in session. Scheduled lessons are conducted from the first full week (unless otherwise specified) to the last week of the school term, excluding public holidays and mid-term break. Per year, 3 terms with an average of about 12 weeks per term.

4.2. Lesson cancellation: If a lesson is not cancelled 6 hours prior to the scheduled time by the student, it will be forfeited and will not be redeemable. Morning lessons need to be cancelled the day before by 5pm, allowing the coach sufficient time to re-schedule.

4.3. Re-schedule/ catch up lessons: If a lesson is cancelled by the coach or student, the coach will offer their availability to the student and try their best to accommodate the catch-up lesson. Coaches have a full, back-to-back schedule and catch-up lessons will have to be scheduled where the coach has an open timeslot or cancellation. **Please note: Regretfully no refunds.**

4.4. Lessons lost due to bad weather are not refundable. However, if more than 2 lessons per month are lost due to rain, coaches will do their utmost best to re-schedule. Please note: Regretfully no refunds.

4.5. Lessons cancelled by players due to prolonged sickness or injury will be credited to the players account on the discretion of the coach.

4.6. Missed squads can be made up by joining alternative sessions on other days at discretion of the coach, please note that discounts are also offered on more than one session to cater for the unfortunate situation when squads are missed.

5. RISK

5.1 Although safety is a high priority during lessons, Proactive Tennis Group, Proactive staff of Proactive affiliates will not accept any responsibility for any loss or injury.

5.2 If the student breaks or damage any equipment of Proactive Tennis Group, or of its affiliates, the parent / guardian will be held responsible for the costs arising from its replacement.

5.3 During the covid-19 pandemic all regulations must be adhered to and the coach/venue/club/Proactive tennis group or its staff cannot be held liable for the transmission of, or any outbreak of, the virus at any lessons or squads.

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