

# CHILDCARE SERVICE

## POLICY

The Club provides childcare service for pre-school children during the 33-week 'season court' time for customers who are using the courts.

- A childcare attendant is available on-site, in the 'nursery room,' Monday through Friday, 9:00 a.m. to 2:00 p.m. during season-court time. (Check season court brochure for season start/end/off dates.) No childcare is offered during the spring or summer months *unless* arranged by management in conjunction with a specific program.
- Reservations are not required and the charge is \$4.00 per child per hour.
- Children of any age are accepted.
- All children under 7 years of age **must** be left in the nursery with the childcare attendant. Club assumes no responsibility for children left unattended.
- Children may bring simple snacks to the nursery. A microwave, toaster and refrigerator are available in the kitchen to use if needed.
- A child with a fever or contagious disease should not be in the nursery. The attendant will not accept a child who is sick.
- If a child becomes very upset for an extended period of time or becomes sick, the nursery attendant will ask the parent to attend to their child.
- The childcare attendant will change diapers.
- Parents may bring amusements for the children. A VCR and DVD are available in the nursery room.
- The childcare room will be kept locked when the attendant is not on the premises. No one may use the room unless the YTC attendant is present.

# JUNIOR PROGRAM

## POLICY

- **ENROLLMENT:** Junior clinics are open to all persons age 4 through 17, from beginner level to advanced level.  
More advanced juniors may qualify for our Development Squad program. Special recommendation is required from professional staff. See brochure for details.  
Before a junior registers for a program, they must be evaluated for proper placement.
- **REGISTRATION:** A junior is not officially in a program without a completed and signed registration form and full payment of the required deposit.
- **PAYMENT:** Payment is due in full upon enrollment unless the customer has opted for the auto-pay plan. Our Auto-Pay plan (at no additional cost to the customer) allows the customer to pay in 10 installments September-May. Visa or Mastercard accepted only.
- **CREDIT CARDS:** If your credit card information changes please update the club. An invalid card that is run will result in the customer incurring a \$25 fee.
- **PLAYER COMMITMENT:** The junior program is a 38-week commitment unless your clinic ends after 7:00pm (33 weeks).
- **REFUNDS/CREDITS:** There are no refunds or credits for missed classes except for the following reasons:
  - The player is injured and unable to continue in the clinic. A doctor's note is needed to process the credit.
  - Relocation
- **DROP OUTS:** To drop out for any reason, YTC must be given a 3 week written notification prior to the drop out date. Drop outs for medical reasons require a physician's note at which time the 3 week notification period will be waived. No drop outs will be refunded after May 1<sup>st</sup>. Our drop out form can be found on the website under the regulations section.

- **MAKE-UPS:** There are no make-ups (within other existing clinics) for missed classes during the session. A make up week is offered at the end of season. The sign up board will be displayed in the lobby one month prior to the make ups commencing. There is no guarantee of day and time. Make ups are on a first come, first serve basis.

Exception: The club sets a specific day and time during the session for make-ups.

- **CLOSINGS:** Please be aware that we do not follow the school closing policy in terms of holidays or snow cancellations. You should always call the club. If the club does close, all clinic participants will be notified by phone in plenty of time. You may also find an update on our website. A letter will then be sent with the rescheduled makeup date.
- **STUDENT TO PRO RATIO:** The ratio is 5:1.
- **POINT BOARD WHEEL:** Students may spin the wheel when they accumulate a pre-determined amount of points. Points are awarded on a weekly basis by your child's teaching pro based on effort, behavior, attentiveness and sportsmanship. Players are given a number between 1 and 5.

## **ADULT PROGRAM**

### **POLICY**

- **ENROLLMENT:** Before an Adult registers for a program, they must be evaluated for proper placement.
- **REGISTRATION:** A player is not officially in a program without a completed and signed registration form and payment of the full amount of required deposit.
- **PAYMENT:** Payment is due in full upon enrollment unless the customer has opted for the auto-pay plan. Our Auto-Pay plan (at no additional cost to the customer) allows the customer to pay in 5 installments September-December (session 1) and January-May (session 2). Visa or Mastercard accepted only.
- **CREDIT CARDS:** If your credit card information changes please update the club. An invalid card that is run will result in the customer incurring a \$25 fee.
- **PLAYER COMMITMENT:** An adult clinic is one 19 week commitment. We offer two 19 week sessions per season.
- **REFUNDS/CREDITS:** There are no refunds or credits for missed classes except for the following reasons:
  - The player is injured and unable to continue in the clinic. A doctor's note is needed to process the credit.
  - Relocation
  - Pregnancy
- **DROP OUTS:** To drop out for any reason, YTC must be given a 3 week written notification prior to the drop out date. Drop outs for medical reasons require a physician's note at which time the 3 week notification period will be waived. No drop outs will be refunded after May 1<sup>st</sup>. Our drop out form can be found on the website under the regulations section.
- **MAKE-UPS:** There are no make-ups (within other existing clinics) for missed classes during the session. A make up week is offered at the end of season. The sign up board will be displayed in the lobby one month prior to the make ups commencing. There is no guarantee of day and time. Make ups are on a first come, first serve basis.

Exception: The club sets a specific day and time during the session for make-ups.

- **CLOSINGS:** Please be aware that we do not follow the school closing policy in terms of holidays or snow cancellations. You should always call the club. If the club does close, all clinic participants will be notified by phone in plenty of time. You may also find an update on our website. A letter will then be sent with the rescheduled makeup date.
- **STUDENT TO PRO RATIO:** The ratio is 4:1.

# PRIVATE LESSONS

## POLICY

- **SIGN-UP:** Single lessons require a reservation.
- **CANCELLATION:** Single private lessons require 24-hour notice of cancellation. No-shows or anyone not giving 24-hour notice of cancellation will be charged.
- **PAYMENT:** Private lessons are paid the day of play. They may be house charged. You may keep a credit card number on file to use as payment each time you take a lesson.