



TENNIS POLICIES AND PROCEDURE



If you have any questions, please do not hesitate to contact us at 6739-4409 or email tomasb@amclub.org.sg.

Please also be informed that classes are **not** conducted on Singapore Public Holidays:

New Year's Day*: January 1 | Chinese New Year*: January 28 & 29 | Good Friday: April 14 |
Labour Day*: May 1 | Vesak Day: May 10 | Hari Raya Puasa*: June 25 | National Day: August 9 |
Hari Raya Haji: September 11 | Diwali/Deepavali**: October 18 |
Christmas Day: December 25

*The following Monday will be a public holiday.

**Subject to change. Deepavali date on October 18, 2017 may be subject to change and will need to be reconfirmed when the Hindu Almanac.

ENROLLMENT

- Members must complete the enrollment form.
- Enrollment procedures are dependent on the current term status.
- Enrolling Members are to contact the Tennis department for clarification.
- Members may choose to come to multiple sessions per week or the same day once a week.
- Placement in a second class per week is dependent on space availability.
- Classes are **not** conducted on Singapore Public Holidays.
- Make-up classes are **not** available.

PAYMENT

- Members are charged on a monthly basis based on the number of enrolled classes per month.
- The Club reserves the right to obtain payment for places reserved by those enrolled regardless of attendance.
- Members joining a class during the month will be charged on a pro-rata basis for that month based on the number of enrolled classes.

PERMANENT CANCELLATION BY MEMBERS

- All permanent cancellations must be submitted to the Tennis department in writing via email or by filling in a cancellation form at least two weeks prior to the date of permanent cancellation.
- Failure to give two weeks' notice will result in full charges for that month. (*Verbal cancellation will not be accepted.*)
- Members on leave for an extended period of time may choose to cancel, but the enrolled place will not be reserved.
- Full charges will apply to reserve enrolled places during Member absence.

CANCELLATION OF CLASSES BY THE CLUB

- The Club may cancel classes without notice in the event of heavy rain and/or thunder and lightning or haze. This procedure is for safety reasons. In the event of such weather, please contact the Sports Counter thirty minutes prior to the class to confirm (where possible) whether or not the class has been cancelled.
- Players who live further away (e.g. Woodlands) may choose to call 45 minutes ahead, but no guarantee can be given on the accuracy of the weather forecast at that time.
- In the event of heavy rain and/or thunder and lightning during the class, there will be no charge for the class if less than half of the lesson is conducted. Full charges will apply for classes in which over half of the lesson is conducted.
- In the event of haze due to 3-hour PSI or 1-hour PM2.5 concentrations exceeding the good and moderate readings during the class, there will be no charge for the class if less than half of the lesson is conducted. Full charges will apply for classes in which over half of the lesson is conducted. Readings for outdoor activities are taken at –
 - 7:00 a.m. reading for outdoor activities up to 11:00 a.m.
 - 10:00 a.m. readings for outdoor activities between 11:00 a.m. and 2:00 p.m.
 - 1:00 p.m. readings for outdoor activities between 2:00 p.m. and 5:00 p.m.
 - 4:00 p.m. readings for outdoor activities from 5:00 p.m. onwards
- Click http://www.amclub.org.sg/files/PDF/Club%20Services/TAC_Haze_Decision_Matrix.pdf for The Club's Haze Matrix.

- If the number of enrolled participants in the class falls below the minimum requirement (3 students), the class may be postponed, rescheduled or cancelled until further notice.
- If the class is to be cancelled for a reason other than weather, all efforts will be made to advise Members. To enable us to contact you, please ensure that all contact details are accurate when completing your registration.
- Members will not be charged for classes cancelled by The Club.

WET WEATHER PROGRAM

- All Junior classes from Monday through Friday between 4:00 p.m. and 6:30 p.m. will take place in Studio 1 or other available indoor facilities if it is raining or the courts are too wet to play on.
- Juniors should assemble at the Squash Courts prior to the class to be taken to Studio 1, or other available indoor facilities, and will be dropped off again at the Squash Courts after the class.
- There is **no wet weather program** available to the **adults** at the moment.

ILLNESS

- Members will not be charged for the class upon receipt of a medical certificate. To avoid full charges applying, the certificate must be received at the Sports Counter within a week of the original lesson, or before the end of the month, whichever is first.
- In the case that a Member is on Medical Leave for 3 weeks or more, the Tennis department reserves the right to offer that spot to another Member who is on the waitlist.

INSTRUCTOR CHANGES

- Whilst effort is made to provide consistent instructors, please be aware that instructors may change without notice.

PRIVATE LESSON ADDITIONAL PERSON

- For each additional person coached, \$10 will be charged on top of the private lesson fee.

PRIVATE LESSON CANCELLATION POLICY

- A 24-hour cancellation policy applies to all private lessons.