

TENNIS WORLD AUSTRALIA COVID-19 (CORONAVIRUS) FREQUENTLY ASKED QUESTIONS

Is my regular coaching class still on?

At this time, there is no government directive in relation to cancelling grassroots sport. Tennis World will be continuing as normal however if you or your child feel unwell, we encourage you to stay home. For those who are not attending due to feeling unwell, please email your local venue to advise them so they can apply a credit to your account.

Are Hot Shots Play & Match Play, Junior Match Play and Adult Social Play & Leagues still on?

Tennis World will be continuing as normal however if you or your child feel unwell, we encourage you to stay home. For those who are not attending due to feeling unwell, please email your local venue to advise them so they can suspend your membership or credit your account. We will then do our best to find another player to take your place for that week.

Can I suspend my membership?

Yes. You can suspend your membership without being charged a suspension fee. To suspend your membership, you need to email your local venue advising of how long you wish to suspend for. Note, you can always extend the suspension if needed but you can also resume earlier if needed – both instances just require an email to your local venue.

Can I borrow a racquet?

Unfortunately, not. We advise all participants to bring their own racquet as we have postponed our hire racquet and demo racquet service to reduce the spread of the virus. You can purchase a racquet from any of our pro-shops and receive a 10% discount.

What happens if my coach is unwell?

Tennis World have a number of staff across our venues and will endeavor to arrange another coach to run the session in the event of your regular coach being unable to do so. If another coach cannot be arranged at short notice, we will contact you and cancel the session, applying a credit to your account (or returning a visit to your visit pass if it is a Cardio Tennis session).

Can I still use the gym?

We have temporarily closed our gyms to promote social distancing practices. Consider booking a court instead.

Are you still accepting cash for purchases?

Yes. At this stage, we are accepting cash however our preference is Tap & Go / Paywave.

Will Tennis Camps be on in April?

At this stage, our camps are open and enrolments are being accepted. In the event of anything changing and camps being needed to cancel, we will refund every enrolment in full within 7 days of the decision to cancel the camp.

What will happen if the Government close sporting venues?

We are hopeful that this will not occur however, in the event of this happening, Tennis World will cease all Direct Debits and credit anyone who has been charged for a service which has been cancelled. All students will keep their current positions in classes and both students and members will be contacted 7 days prior to resuming payments.

Can I refund my Active Kids / Sports Voucher (some states)?

No. Your voucher will remain in credit on our system and resume when you resume. This is in accordance with the governing bodies of each state that have these vouchers.

Is the café still operating?

Our cafés are still open but we are instigating social distancing measures, currently do not accept keep cups and cannot fill up customer drink bottles. We are still toasting and are taking further health and safe precautions to protect our staff and customers.

Can I still watch my child play or practice?

We are strongly discouraging parents from sticking around any longer than they are required to drop off and pick up their child. Parents or carers will no longer be able to the court during the child's lesson and will not be able to handle any of the equipment including ball tubes, balls or racquets.

Are you still stringing racquets?

Right now, yes we are. However, please disinfect your racquet before dropping it off. Stringers are taking extra precautions when it comes to racquets (ie wearing gloves) and as such may take longer than usual to string a racquet. Please demonstrate patience in this time.

ACCURATE AS OF MARCH 20, 2020 BUT SUBJECT TO CHANGE.