

Tennis World Membership and Coaching application form



(1) CONTACT DETAILS

First name:	Parents name: (junior under 18 years only)		
Surname:	D.O.B:	Gender: M <input type="checkbox"/> / F <input type="checkbox"/>	
Address:			
Suburb:	Postcode:		
Mobile:	Home Ph:		
Bus Ph:	Email:		

(2A) COACHING

Day of lesson:	ANZ Tennis Hot Shots		Junior Development Squad	Performance Squad			
Time of lesson:	<input type="checkbox"/> Blue	<input type="checkbox"/> Red	<input type="checkbox"/> Orange	<input type="checkbox"/> Green	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 2
	<input type="checkbox"/> Junior Group		<input type="checkbox"/> Adult Group		<input type="checkbox"/> Private Lessons		
Players Ability Level:	<input type="checkbox"/> Beginner		<input type="checkbox"/> Intermediate		<input type="checkbox"/> Advanced		

(2B) MEMBERSHIP

Please sign me up for: (tick the applicable membership type) 10% off group coaching with any adult or junior membership

Tennis World Membership: Junior Bronze Silver Gold Platinum

I agree to pay:

(a) **Joining fee of \$** _____ **on the nominated start date of** ____ / ____ / ____ **; and**

(b) **Subsequent fortnightly instalments of \$** _____ **from my nominated credit card/bank account as set out below.**

(3) TERMS AND CONDITIONS

I understand that my instalments will continue until I give Tennis World written notification of my intention to terminate those instalments in accordance with the Tennis World Membership and Coaching Program Agreement.

I have read and accept the Tennis World Membership and Coaching Conditions (on the rear of the original application form provided).

Signed (adult member) _____ **Date:** ____ / ____ / ____

(Note: in the case of juniors, under the age of 18, parents/guardians to sign for child or children)

OFFICE USE:

Processed by: ____ / ____ / ____ **Staff Member:** _____

(4) PAYMENT METHOD

Direct debit from credit card

Payment Type Visa Mastercard

Name of credit card holder: _____ **CVV:** _____

Card number: _____ **Expiry date:** ____ / ____ / ____

Initial payment received: \$ _____ **Date started:** _____

OR

Direct debit from bank account

Branch: _____ **Account name:** _____

BSB: _____ **Account number:** _____

TW-21-001

Visit: www.tennisworld.net.au

Call: 1300 TENNIS

Tennis World Membership and Coaching Program Agreement

TENNIS WORLD CONDITIONS (MEMBERSHIP AND COACHING)

1. Tennis Australia Limited (TA) operates the 'Tennis World' business (TW) at Melbourne Park, Albert Reserve, Sydney Olympic Park Tennis Centre, Canberra Tennis Centre, Launceston Tennis Centre and Millswood Tennis Centre (Venue). These conditions govern membership packages (Membership) and tennis coaching packages (Coaching) sold by TA at the Venue.
2. At all times while you are attending the Venue you must also abide by TW's "Conditions of Use and Entry" (Venue Conditions), copies of which are posted at the Venue and at <http://www.tennisworld.net.au/terms-of-use/>.
3. At all times while you are attending the Venue you are also bound by other rules or regulations notified to you by TA from time to time, including for the avoidance of doubt, TA's Member Protection Policy (posted at <http://www.tennis.com.au/about-tennis-australia/reports-and-policies>).
4. TA may exclude you from the Venue, or deny you entry, if you breach these Conditions, the Venue Conditions or any other TA rule that applies to you.

FEES

5. You agree to pay all fees due and payable under these Conditions.
6. Unless otherwise agreed with TA, fees for Membership and Coaching are payable by:
 - (a) lump sum in advance for a fixed term of membership; or
 - (b) fortnightly instalments in advance by direct debit from a transaction account or credit card.
7. You must ensure that all non-members you invite to access the Venue pay any applicable TW casual fees (court use etc).

DIRECT DEBIT PAYMENT

8. If a scheduled payment of fees is dishonored or unable to be processed, a temporary stop will be placed on your Membership or Coaching and access to the Venue. You agree:
 - (a) it is your responsibility to arrange an alternative method of payment to ensure your Membership or Coaching and access to the Venue can resume; and
 - (b) TA is authorised to charge you a "dishonour fee" of \$10.00 (to cover TA's administrative and bank fees) and may debit this amount from your account or credit card.
9. You authorise TA to debit any outstanding balances from your transaction account or credit card. Fees will continue to be debited until you cancel your Membership or Coaching in accordance with these Conditions.

NEW MEMBERSHIPS

10. All new members are subject to a cooling off period of 7 days. You may cancel your new membership during the cooling off period by written notice. In those circumstances, TA will provide you with a refund subject to the following conditions:
 - (a) Written notice is provided within the 7 days of joining
 - (b) The customer will be refunded the full amount paid minus any TA service used (E.G. Cardio Tennis, Court Hire, Coaching etc.)
 - (c) The refund will be processed through the TA finance team and may take up to 30 days to be processed
 - (d) Any remaining FREE passes will need to be returned to TA

SUSPENSION

11. You may suspend your Membership for a minimum period of 14 days (and for no more than 90 days in any one calendar year) by providing written notice subject to the following provisions:
 - (a) You authorise TA to debit the fee for suspended Membership from your transaction account or credit card of \$4.62 per fortnight (pro-rata across the suspension period).
 - (b) Suspensions will not be backdated.
 - (c) Direct debits will recommence at the end of the suspension period (even if you have not visited the Venue).
12. TA may allow you to suspend your Membership for longer than 3 months, in its complete discretion, upon delivery of a medical certificate.
13. Coaching cannot be suspended. Refer to Conditions 17, 18 and 20 if you are unable to attend scheduled Coaching sessions.

CANCELLATION

14. If you paid a lump sum in advance for a fixed term Membership or a term of Coaching, TA will not refund any pre-paid amounts if you cancel your Membership or Coaching.
15. If you are paying for by Membership or Coaching in fortnightly instalments by direct debit you may cancel your Membership or Coaching by providing written notice.
16. Following receipt of such notification your Membership or Coaching will be cancelled 14 days from receipt of the request, subject to the following provisions:
 - (a) All outstanding accounts must be settled upon cancellation of your Membership or Coaching
 - (b) A pro rata direct debit may be taken during this 14-day period
 - (c) You may continue to access your Membership or Coaching until your cancellation is finalised (i.e. until the end of the 14-day period)

RESCHEDULING COACHING

17. Subject to Condition 20, TA will not refund or adjust your pre-paid fees if you are unable to attend a scheduled group coaching session. TA may offer alternative sessions for scheduled private lessons only (provided written notification is received at least 24 hours prior to the session)
18. If you are unable to attend three or more consecutive Private Coaching lessons on medical grounds, TA may provide you with more than one substitute lesson in a later Coaching term, in its complete discretion, upon delivery of a medical certificate. Substitute lessons do not apply to group coaching.
19. From time to time, TA may reschedule or modify Coaching sessions due to wet weather. TA will either
 - (a) relocate your session indoors, possibly in a modified format
 - (b) contact you and reschedule the session; or
 - (c) conduct the session as an 'off court' Coaching session (no more than twice per term).

PERFORMANCE PROGRAM

20. If your Coaching is provided under the 'High Performance Program' and you are unable to attend a scheduled Coaching session due to your participation in a TA-endorsed tournament, you must notify TA at least 7 days prior to the session. After you so notify, an alternative arrangement can be made for a substitute lesson.

BOOKINGS

21. To participate in workout classes (e.g. Tennis Workout, Cardio Tennis, Boot camp, Spin) (Classes) you must pre-book. Do not book yourself in for multiple Classes scheduled to run at the same time. If you are unable to participate in a Class, you must notify TA at least 24 hours prior to the session.
22. You must cancel any tennis court bookings at least 24 hours prior to the scheduled booking.
23. If you fail to provide TA with 24 hours' notice that you will not attend Coaching sessions, Classes or court bookings on three separate instances in a three month period, TA may terminate your Membership or Coaching under Condition 27.

TERMINATION BY TA

24. TA may terminate your Membership or Coaching:
 - (a) immediately and without warning if you behave in a way that is dangerous, intimidating or contrary to law, such as threatening or harassing others, damaging equipment or using illegal drugs;
 - (b) if you breach these Conditions, the Venue Conditions or any other TA rules and you do not rectify the breach within a reasonable period after we inform you of the breach in writing; or
 - (c) if you repeatedly breach these Conditions, the Venue Conditions or any other TA rules.

INDEMNITY

25. You acknowledge that tennis and other activities offered or conducted by TA or under its auspices are inherently physical and dangerous activities and that you risk injury in participating in such activities. By purchasing Membership or Coaching, you declare that you (or, if signing as a parent/guardian, your child) are able to participate in physical activity, and acknowledge that you understand and accept the inherent risks of undertaking these physical activities. You release and indemnify TA to the full extent permitted by law in respect of any claim, loss, liability or expense arising as a result of or in connection with your (or your child's) participation in any TA activity. While all efforts are made to ensure your safety, TA takes no responsibility for injury, damage or loss of property.

YOUR IMAGE

26. By using the Venue, you consent to your (or your child's) image being taken, retained and reproduced. You acknowledge that all photographs, electronic images, sound recordings, video footage and other records obtained by TA (Records) shall remain the property of TA. You consent to use of the Records by TA in any way, including but not limited to, printed publications and visual media including but not limited to DVD's, the Internet and other electronic formats, without any compensation or notice to you. You understand that there will be no restriction as to which Records are used, when those Records are used, or the number of times the Records are used.

PRIVACY

27. To assist us in the provision of products and services, we need to collect personal information about you (or your child). When you provide personal information, you agree that this will be used by TA and other Australian Tennis Organisations under the terms of this statement, and our privacy policy located at www.tennis.com.au/privacy which contains information about how you may access and seek correction of your personal information or complain about a breach of your privacy, and how we will deal with that complaint. If you do not agree, you must not provide your personal information, and you may be unable to access all of our products and services. We may disclose your personal information to other parties, including our related companies, other Australian Tennis Organisations, and third parties who provide us services. From time to time, these third parties may be located (and therefore your personal information may be disclosed) overseas, including to the USA and the Netherlands.

GENERAL

28. TA may change your fees regarding Membership or Coaching at any time. Adjusted fees will take effect 30 days after TA provides you with written notice of the adjustment.
29. TA reserves the right to modify these Conditions and any other rules relating to your Membership, Coaching or access to the Venue. TA will provide you with reasonable notice (by email) of such changes and display modifies rules in and around Venue and on the TW website (<http://www.tennisworld.net.au/>).

INITIAL: Date:

For any queries in relation to these Conditions please contact your TW venue by:

Phone: 1300 TENNIS (836 647) or Email:

Victoria twcoaching@tennis.com.au
twmemberships@tennis.com.au

Sydney tennisworldsop@tennis.com.au

Canberra tennisworldcanberra@tennis.com.au

Launceston tennisworldlaunceston@tennis.com.au

Millswood tennisworldmillswood@tennis.com.au