

WE DO TENNIS & WEATHER POLICY



45 weeks of tennis – players benefit from more opportunity

We Do Tennis are really pleased to offer a comprehensive – 45 week all year programme. Players will get more benefit from this by playing more tennis and keeping active all year round. Keeping healthy and developing skills all year will make a much more positive impact than a typical summer only season. We charge players for 40 weeks per year meaning that all players receive 5 weeks free to cover missed sessions.

Yes – It rains a lot in this country

Our scheme has 45 weeks scheduled and we know that players will miss some sessions due to rain, other weather situations, holidays, illness etc. We monitor attendance and we know that 5 weeks free works out as a fair system. We look at weather forecasts, but it is amazing how often these are just not accurate.

We do not cancel sessions (well – nearly never!)

Our philosophy and starting point are that we do not cancel lessons – our coaches will aim to be at the venue, providing it is safe to do so.

Why – we have four main reasons:

1. **The weather forecast is never reliable** – we all know that they get it wrong very often
2. **The weather is changeable** – because a 4pm lesson is cancelled, by 5pm or 6pm it can be ok
3. **It is difficult to communicate** – someone will always not get the message, turn up and be disappointed
4. **Commitment to our players** – we can always get something done to help improve our players

Safety comes first

Clearly the most important factor must always be player, parent & coach safety. We will not run sessions on courts that are unsafe for play. In some cases, we will limit the on-court work to static technique work rather than our usual style of movement and point play. However, the coach will decide times where lessons must be cancelled. We will use the ClubSpark email system to notify you as soon as possible.

What our coaches are trained to do in bad weather

It amazes us every wet day how many players wrap up warm and turn-up for their lessons. Our coaches will teach in the rain and if a full on-court session is not possible our coaches have been asked to deliver reduced or adapted lessons that could look like this:

1. **Reduced time** (15-30 mins) on court with specific technical goals
2. Use of **small indoor spaces** near to deliver technical lessons, fitness related exercises, tactical information, knowledge-based sessions – anything to ensure our players continue to improve their tennis

It is not ideal to run these reduced sessions. But we believe strongly in finding ways to ensure players continue to be engaged in their tennis and a journey to the tennis club is never wasted.

Value for money and a great tennis experience

To conclude – we want you to wrap up warm and continue to attend your lessons whenever possible. Clearly, there are days where it is just better to stay at home and keep warm! We appreciate that and thank everyone for their support (especially our coaching team!).

Together – we are passionate about providing a great experience.

If you feel that you are not getting value for money, please get in touch.

Our coaches have options to make sure you are happy including:

- Offer other days / times
- Add additional time to sessions
- Run extra sessions / camps
- A reduction in next month's fees

THE WE DO TENNIS TEAM

