

WET WEATHER POLICY

THE BASICS

At We Do Tennis, our approach is to avoid cancellations whenever possible. However, safety is our priority, and there are circumstances where sessions must be cancelled. This guide is designed to support your decision-making, recognising that your business thrives when sessions are consistent. Frequent cancellations can lead to player dropouts, impacting your business negatively. Our goal is to maintain a committed programme where players continue to participate regardless of the weather



ALWAYS CANCEL

Premature cancellations
based on forecasts

NEVER CANCEL

Coaching regardless
of weather

WE DO TENNIS

Coaching wherever
sensible & safe

TWO STANDARDS

- 1 Even in poor weather conditions, it's crucial that you are present at the venue. Weather can change quickly, and conditions that might have required a cancellation earlier could improve. For example, a session might be canceled at 4:00 PM due to flooding, but by 5:00 PM, the courts could be playable. Players may show up expecting a session, so your presence is essential
- 2 If you haven't received confirmation from every player, stay at the venue to meet and greet any players who arrive. This shows commitment and ensures no one feels left out

CANCELLATION PROCESS

SEND AN EMAIL

Notify your players and keep the tone upbeat



SEND TEXTS OR WHATSAPP

Text players and request a reply to confirm receipt

MAKE PHONE CALLS

Calls make for great customer service and ensure the message is received

INFORM WE DO TENNIS

Inform the admin team so we can get another email out to reinforce communication from our end

ALTERNATIVE OPTIONS

If players show up despite poor weather, avoid wasting their time. You're being paid for the session, so consider alternative activities:

1. **Reduced On-Court Time:** Shorten the session to 15-30 minutes, focusing on specific technical skills like serving or volleying
2. **Use Indoor Spaces:** Indoor spaces like clubhouses can be used for technical lessons, fitness exercises, tactical discussions, or knowledge-based sessions

A POSITIVE TENNIS EXPERIENCE

We aim to provide a valuable tennis experience, even in challenging weather. Encourage players to attend sessions whenever possible by wrapping up warm. Trust your judgment—if you believe players aren't getting value for money, consider these options:

- Offer alternative days or times for the session
- Arrange extra sessions or camps to compensate

**WE DO
TENNIS**