



MATT OWENS

TENNIS SCHOOL

CATCH-UP CLASS POLICY

FROM 1ST OCTOBER 2025

Matt Owens Tennis School – 8-Week Coaching Program

Each term, Matt Owens Tennis School offers an 8-week coaching program. This schedule allows for up to two additional weeks (Weeks 9 and 10) at the end of each term to make up any classes **we cancel** due to inclement weather, extreme heat, or pandemic-related shutdowns.

We make every effort to hold all scheduled lessons. If we need to cancel a class, you will receive a notification via text message. **If you do not receive a cancellation text, please assume the lesson is proceeding as scheduled.** Weather conditions can vary between locations, so if you are unsure, feel free to text us for clarification.

Attendance and Catch-Up Policy

If you are unable to attend a class, we ask that you notify us **prior to the lesson** to be eligible for a catch-up class:

- **Weekday Lessons (Monday to Friday):** Notify us by 12pm on the day of the lesson.
- **Weekend Lessons (Sunday):** Notify us by 8am on the day of the lesson.

Catch-up classes are offered as a **courtesy** and are not guaranteed, as many classes are at capacity.

- We will do our best to arrange a **maximum of one (1)** catch-up lesson per term (this does not include lessons cancelled by us).
- Notifying us of non-attendance in advance helps free up class spots, allowing others to attend a catch-up and increasing the likelihood of a space being available for your make-up class.
- It is the responsibility of the parent/carer to arrange a catch-up class within the current 8-week term.
- If you are booked in for a catch-up lesson and do not attend, lessons will be lost.

Important Notes:

- Catch-up classes cannot be carried over to a new term unless the absence occurs in the final week of the term.
- In the case of a longer absence due to injury, we are happy to discuss arrangements on a case-by-case basis.
- No refunds or credits will be issued for lessons not made up within the term (unless it is cancelled by us and we are unable to hold a catch-up class).
- You are only eligible for a Catch-up class if term fees have been paid in full or if a payment plan is in place at the time of absence.

Absences without prior notification will be marked as **“Unexplained,”** and a catch-up class will not be offered.

Public Holidays and Long Weekends

Lessons scheduled on public holidays will proceed as usual, except during Easter, when lessons will not be held on Good Friday, Easter Sunday, or Easter Monday.

For regular long weekends, Sunday lessons will continue as scheduled. If you will not be attending, please notify us as early as possible