

SCAA TERMS & CONDITIONS

Please note, all participants in SCAA tennis programs must be SCAA members.
To join SCAA, please click [HERE](#).

GENERAL

- Our Group Lessons are invitation only by our Tennis Director.
- Sign up only when your child is injury free and ready to commit to all sessions.
- Coaches can make a decision to remove your child from the program if his/her mental or physical skill level or maturity level is too high or low for a specific group.
- Students (and parents of students under the age of 18) acknowledge and agree that students should obey all reasonable directions of Coaches for their safety and accept all inherent risk of accidents that can occur in sports participation of this kind without liability on the part of SCAA/TennisAsia Ltd.

PAYMENT

- ALL payments will be made through the SCAA website portal prior to the course starting.

CANCELLATION

- Please make sure you register for the correct class schedule and class level.
- Once payment is received, there will be NO refunds.
- We will follow government guidelines and venue policies strictly with regards to extreme weather conditions, civil unrest or virus outbreaks.

CREDITS

Credits will be provided for prepaid monthly sessions ONLY in the following situations:

- The government or venue enforce class cancellation.
- Sessions are forced to cancel because of extreme weather conditions (T8, T10, Black Rain), civil unrest, or virus outbreak. We follow government guidelines and venue policies only.
- HKCTA or school tournament matches.

WET WEATHER

- In the event of inclement weather, all classes will continue as normal under cover with fitness.

TOURNAMENT CLASHES

- We provide credits for prepaid monthly classes if sessions are missed because of tennis competition at school, national, or international level only. Internal club events do NOT count.
- If a match takes place – in Hong Kong – on the same day as training, we expect players to attend training as a warm-up before their match.
- If a match finishes before the training session starts, we expect players to return to training.
- Please inform us not later than 24 hours before the start of your prepaid session about match scheduling conflicts.

SICKNESS & INJURY

- No make-ups/credits for sickness & injury.
- Please DO continue to inform us if you cannot make it to any prepaid session (24 hours in advance) to help coaches plan sessions professionally.

SCHEDULE ISSUES

- No credits for schedule issues including a variety of appointments, school activities, other sports activities, hobbies, etc.

COACHES

- We employ internationally qualified professionals only.
- Tennis Director, Pepe Caballero, will coordinate with all professionals to ensure consistency in delivery in all classes.

FITNESS

- Strength and conditioning will take place in a professionally structured manner, and designated covered area (when raining) with our Fitness & Strength Professional.
- Classes will incorporate fitness components during each session.

LEVEL

We look at various factors to determine appropriate levels and subsequently invite players to join:

- Attitude and Effort
- UTR Levels
- Fitness Levels
- Potential
- Parental support

COMMUNICATION

- To ensure more efficient communication, we encourage players and parents to visit tennisasia.com.hk (or SCAA link) for all information on programs, schedules, venues, coaches, UTR etc.
- Emailing admin@tennisasia.com.hk rather than WhatsApping coaches for all non-urgent matters. (matters that can be solved in more than 24 hours).
- Coaches will refrain from using phones during sessions except for urgent matters (matters that must be solved in less than 24 hours).
- Call the Tennis Director of a specific venue directly for emergency situations or urgent matters (matters that must be solved in less than 24 hours).

YOUR INFORMATION

- It is your responsibility to ensure that the contact information that you provide to us and SCAA is accurate and up to date. You may update your contact information at any time. Should you have issues updating your information, you must notify via email to admin@tennisasia.com.hk of the appropriate change.
- TennisAsia will sometimes be taking photos during sessions which will be used for marketing purposes such as our social media platforms or the press. We may also share photos with members of our TennisAsia community for their personal use. If you prefer for you or your child not to be photographed, please email info@tennisasia.com.hk.
- TennisAsia Limited may update these Terms and Conditions when necessary; we will do our best to notify of changes by email and it is your responsibility to familiarize yourself with these terms and any changes.
- Once you have paid it is assumed you have accepted TennisAsia's terms and conditions.

tennisasia.com.hk