

# Windward Tennis Academy Policies

(Applies only to Level 2 and higher, excludes Level 1)

## General

- A flat tuition rate has been set so that your fees will be the same each month. However, some months will have more academy days than others, but it will average out over the 10 month period. Please keep this in mind when requesting credits or being out for an entire month. You will still be invoiced for the full month and only be credited back for the actual number of academy days missed in a given month (not the entire month's tuition).
- Six inclement weather days that you are not being charged for have been factored in for our academy levels. Nine inclement weather days for Southern Select & Elite (3 day options). Any "tween" days will be credited due to inclement weather. In addition, makeup days have been scheduled in October and May for all academy levels (see calendar). We will also be adding additional make-up days if necessary and provide you with those dates 2 weeks prior to the make-up date. The dates will be on our website. Credits will not be issued if a player is unable to attend the scheduled make-up days as sufficient advance notice of the dates will be given.
- One indoor session will be held on a rainy day of each month for Southern Select and Elite groups only. The website will advise when the indoor sessions will be held. (Does not apply to Levels 1/2/3/4/5 and Georgia Advanced.)

## Payment

- All Windward Academy players are required to have a credit card on file with the club. You may still pay by check, but in order to participate in the program you must provide a credit card number on the PREFERRED PAYMENT METHOD FORM. Upon enrollment we will inform you if we need a credit card number.
- You will receive an e-mail statement the first week of the month itemizing your charges at the club including your Academy tuition for the current month. If you wish to pay your monthly account balance by check, your check must be received by the 15<sup>th</sup> of each month. On the 16<sup>th</sup> of each month, all unpaid account balances will be charged to the credit card on file.
- **August tuition and non-refundable registration fees are payable upon enrollment.**

## Make-ups/Credits

- There will be no credits, reduced tuition fees, or make-ups for occasional days missed regardless of the reason. Credits will only be granted for prolonged illness or injury (**defined as 3 consecutive academy days missed**), southern or national tournaments, high school tryouts and high school matches. A CREDIT REQUEST FORM must be filled out and turned in within 15 days of the date(s) you are requesting in order for the credit to be reviewed and issued, if applicable. This form is available at the Windward Lake Club clubhouse or on our website, [www.windwardtennisacademy.com](http://www.windwardtennisacademy.com).
- Due to the large number of players in the program, make-ups or requests to come on another day for any reason cannot be honored.

### **Rainouts and Rain Make-ups**

- CHECK OUR WEBSITE, [WWW.WINDWARDTENNISACADEMY.COM](http://WWW.WINDWARDTENNISACADEMY.COM), FOR RAINOUT INFORMATION. IF ACADEMY IS CANCELLED IT WILL BE POSTED 30 MINUTES PRIOR TO START TIME.
- Six inclement weather days have been built into the schedule for the year for all levels excluding Southern Select & Elite (3 day options). Nine inclement weather days have been built into the schedule for Southern Select & Elite (3 day options). Any “tween” days will be credited due to inclement weather.
- There are mandatory scheduled rain make-up days this year. These days have already been scheduled for October and May (see calendar). If necessary, we will schedule additional days and will advise of these make-up days 2 weeks prior to the date.
- Credits will not be issued if a player is unable to attend the scheduled make-up days as sufficient advance notice of the dates will be given.
- At the end of May, the number of inclement weather or cancelled Academy days will be evaluated, and if any rain days are owed to you after the built-in rain days and scheduled rain make-ups, then your account will be credited in early June.

### **Withdrawal from the Program**

- A Windward Academy WITHDRAWAL FORM must be completed and submitted by the 20<sup>th</sup> of the prior month to ensure that you are not charged for the next month. Withdrawal forms can be found on the website, [www.windwardtennisacademy.com](http://www.windwardtennisacademy.com).
- Anyone withdrawing from the program will forfeit any potential rain day credits. This does not include high school players who withdraw during the high school season and then return to finish out the academy year.

**Annual Non-Refundable Registration Fee: due upon enrollment (Level 2 & higher only)**

1<sup>st</sup> year Academy students: \$250\*  
2<sup>nd</sup> year Academy students: \$200  
3<sup>rd</sup> year Academy students: \$100  
4<sup>th</sup> year + Academy students: \$0

All new Academy students must have an evaluation lesson to ensure proper Academy placement prior to attending the program. The cost of the lesson is \$25. Please contact our front desk to schedule your evaluation lesson.

\* 1<sup>st</sup> year Academy students will have a 30 day trial period. If after the trial period you decide not to continue in the program, we will give you a full refund of your registration fee. Please contact the Academy Administrator, Shari Gianini, at the end of the 30 days to request your refund. You will still be responsible for Academy tuition during your trial period. The tuition will not be refunded.

Registration fees may be divided as follows: ½ due upon enrollment and ½ due September 1<sup>st</sup>. You may also pay the registration fee in full upon enrollment.

Registration fees will be prorated on the following schedule:  
August – December enrollment: full registration fee stated above  
January – May enrollment: ½ of the registration fee stated above

Full Facility, Tennis Only, and Junior members will not be charged the registration fee.

**Monthly Academy Tuition (Level 2 and higher only)**

Monthly tuition will vary according to the Academy program that you are enrolled in. Full Facility and Tennis Only members will receive a reduced Academy tuition rate.

If you join any academy program after the month has begun, you will be charged a per day rate which is multiplied by the number of remaining days the player can attend in the enrolling month. The daily rate varies by month; therefore, August, December, April and May will calculate at \$55 per day. However, September, October, November, January and February will calculate at \$40 per day.