



PLAYER'S **HANDBOOK**

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WELCOME to the Slamin Tennis & Fitness journey, we aim to provide every player from our youngest players to our most experienced a positive first and every time experience, through the sport we love so much. We are a family orientated club, and love to see families enjoying the sport together. If we can be of assistance in any way, please contact SOCA (Slamin Off Court Administration) who will happily help you.

Do you need to speak to someone in Cantonese or Mandarin to enrol your child or yourself in tennis lessons? Simply sms to: 0403 129 648 - your Name, your child's name, child's age and your school, and our translator will call you to help you enrol.

您需要和會說粵語或中文的人討論您自己或者您孩子的網球課程入學手續嗎？

現在只需要簡單的發短信到0403 129 648;

並填寫以下內容：

您的姓名，聯繫號碼和電子郵件地址;

孩子的姓名，年齡和所在學校（如果孩子是入學申請人）;所需要翻譯的語言。

我們將會有翻譯聯繫和幫助您辦理入學手續。

INCLUSION

We pride ourselves in our inclusive culture and diversity programs for everyone to learn and play the sport. Please contact us directly to obtain information on any inclusion needs. Many of our inclusion programs are NDIS funded.

Inclusions programs:

- "Advantage Autism" – our Au-tastic tennis program!
- "Changing ends – changing shifts" – shift worker tennis.
- "Evelyn's Club" – 65 years plus.
- "Deaf or hard of hearing"
- PWID – person with an intellectual disability.
- Culturally and linguistically diverse.

LET'S PLAY!

WITH THE MOST FREQUENTLY ASKED QUESTIONS.

10 Lesson - FREE Racquet & start up pack

Valid only to children in primary school enrolling for the first time with Slamin Tennis, and secondary school students playing tennis for the first time. (racquets are suitable for beginners only) In the event a child enrolls mid way through a term and wishes to receive a FREE START UP PACK, the student will be offered the opportunity to sign up to 10 lessons to be eligible to receive the FREE START UP PACK, and these lessons would continue into the following term.

When will my child receive their FREE items?

The tennis racquet and start up pack will be prepared after payment and registration is received, & will be handed to your child at their first lesson. - **FREE t-shirt link:** www.hotshots.tennis.com.au/claim. T-shirts must be redeemed online from the above Tennis Australia website. T-shirts have order deadlines and dispatch dates, you can view order deadlines and dispatch dates via this Tennis Australia website.

What to bring

All equipment is provided, simply wear general sports clothes and sport runners. (What you would go for a walk or play in the park wearing). Please also wear a hat, and bring a drink bottle, water taps are available, but your own water bottle is simply time saving.

Where to go upon arrival at the Tennis Clubs

Upon arrival, please proceed to the court allocation issued, to meet your coach. If you have not received a court allocation, please introduce yourself to the first coach you see and they will happily welcome you and direct you to your court allocation.

Where to go for lessons at school

Each individual school has a different procedure for tennis lessons at their school. Please refer to our original e-mail for directions.

Will the lesson be on the same court we the same coach every lesson?

You will have the same coach every lesson, this ensures a consistent flow of lessons one week to the next, and enables the student to build a relationship with their coach. The court allocation will remain the same, unless court maintenance is being performed or someone with a physical disability requiring different access requirements is attending. You will always be directed in this case. In the event the coach is sick, another Slamin Coach will be appointed for the lesson.

We want to use the courts / facility after the lesson or between lessons

Your tennis lesson fees cover the cost of the tennis lesson only, to use courts outside of lesson time you can hire the courts casually, or the most financially beneficial option is to become a Doncaster Tennis Club member, which you can do via this link:

<http://www.doncastertc.org.au/membership>

Competition Options

Once the player has reached a level where they can "serve, rally, score" they will be invited to participate in competition. Hot Shots competition is an entry level to club based competition, with coaches on court to assist players with how to play the game and rules. Representing Doncaster Tennis Club is the next stage, and players will be contacted and invite to participate in Club based Competition. Doncaster Tennis Club enters teams in Eastern Region Tennis Association Competition on a Saturday and Sunday morning. **Club competition information can be found here:** <http://www.doncastertc.org.au/play-tennis/juniors>

High Performance Pathways

Vicky is one of Tennis Victoria's Regional State Coaches; having taken many players on tour to both the Australian Grass Court and Australia Clay Court National Events, as well as running Player Support training sessions at Melbourne Park in preparation for these events. If your child has selected tennis as their main sport to excel in, please feel free to call Vicky directly to discuss high performance pathways for your child.

If at any time you need guidance on your child's playing progression pathway, please allow Vicky to make a time to discuss further with you.

Coach and parent communication

All parents will be expected to introduce themselves to their child's coach, and speak with their child's coach at least once per term, to gain insight to the child's development and playing pathways.

Enrolling and payment

New Students must make payment of coaching fees prior to their first class. Continuing students will receive re-enrolment prior to the end of each term, via email. Please note by enrolling into a coaching program you give permission for you or your child/ren's photo to be used in advertising material without compensation. Should you wish to not consent to the use of photography please inform the Director prior to commencement. Any student who enrolls and change's their mind will be expected to complete the term.

** Credit Card Payments: incur merchant fees which is governed by the RBA.*

** Private lesson Price: Private lessons consisting of more than 2 or more people, incur an additional \$5 fee per player per session., when members are NOT from the same immediate family.*

** Prices are subject to change without notice.*

Attendance

It is the responsibility of the student to attend all classes at the time of their group. For any lessons missed there will be no refund however there may be the opportunity to make up missed classes if places are available. We cannot guarantee students will be able to make-up missed classes. At least 12 hours notice must be given for an absence. If you arrive late, parents MUST take their child in personally to the coach, and inform the coach you have arrived, to ensure a late arrive child does not go unnoticed.

Injury

No refunds will be issued for injuries a credit note will be issued for the remaining sessions. There is no expiry on sessions, you can enroll again once your GP has approved your return subject to class availability.

Medical conditions

If a student suffers from a medical condition, such as Asthma, the student should bring their medication to every session.

Personal belongings

All participants are responsible for their own belongings. We strongly encourage all valuables including mobile phones and electronic devices be left at home. Lessons will progress through drizzle and wet conditions, where there is not protection from the elements for electronic devices. Any belongings brought along by players, are the responsibility of the player, Slamin Tennis & Fitness, and all it's staff assume no responsibility for personal items. In the event a player requires the use of a mobile telephone, all coaches have a mobile phone the players have use of any time.



GET OUT & PLAY!

Weather

Lessons may from time to time be cancelled due to poor weather. I.e. Rain, extreme heat or bushfire warnings. In the event a lesson is cancelled your coach will send an sms notification to your registered mobile number 15-20 minutes prior to the start of the lesson. If you do not receive an sms message, lessons are unaffected and proceeding as normal.

<https://slamintennisandfitness.teamapp.com>

Public Holidays / School Excursions / Curriculum days

If your lessons falls on a day that is a public holiday, school excursion or school curriculum day, the lesson will be re-scheduled. All players will receive the same amount of lessons, and on court time regardless of which day you actually attend. We do ask parents to inform us of school excursions, as not all school excursions/field trips are placed in the newsletter, so unless a parent informs us coaches will turn up. Please wait for the e-mail to arrive as sometimes it does take time for the school to confirm availability, to ensure we don't clash with another school event or field trip. Additionally on site at our Club it does take time to schedule court and facility availability.

Weather, Public Holiday, School excursions / Curriculum day Replacement classes

In the event a lesson is cancelled due to weather or not held due to public holiday, school curriculum day or excursion and the session has not be re-allocated to another day, or the allocated replacement class day does not personally suit you, a replacement class is stored on your customer file. To book a replacement class simply click: "Classes" then "book make ups" in your customer file, and select from the days and times listed.

Why don't you simply pro rata fees instead of replacement classes for public holidays?

When we pro rata fees over an entire year, we have determined a player depending on their selected day of the week, and potentially if they change days can miss up to 7 lessons a year, plus any individual absences. This can equate to missing almost an entire term of lessons, even though the students has been enrolled for a whole year. This of course effects the progress of a student, and we are unable to complete player competency grading and reporting. Therefore every player regardless of their selected day will receive the exact same amount of on court time each term.

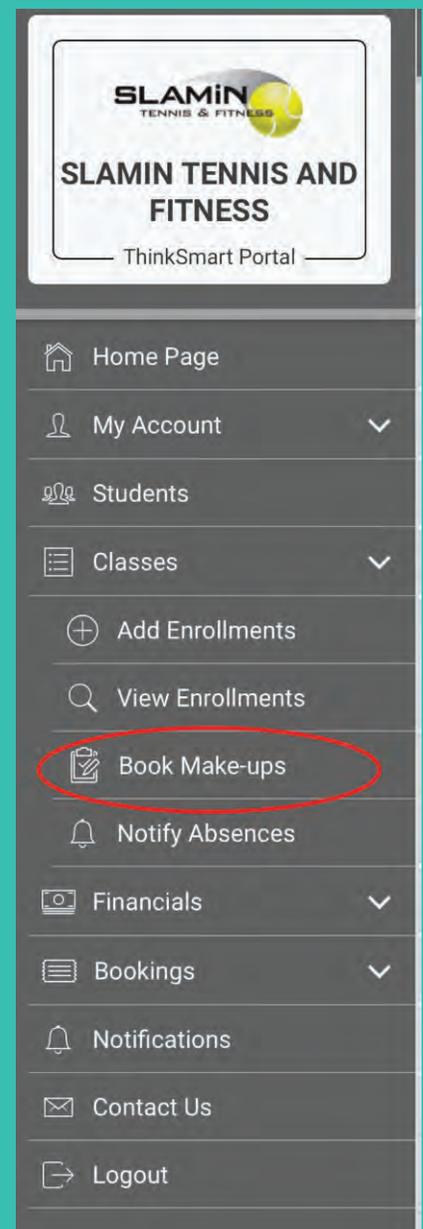
Individual Group Absence Replacement Classes

We understand players do get sick, tired or take a holiday during a school term, and the odd lesson may be missed. We offer a no expiry ever police on lessons where at least 6 hours notice has been provided.

- To notify absence for a group session, simply click "notify absence" in the customer portal, located under the "classes tab."
- To book a make up, simply click "book make up" in the customer portal under the "classes" tab.

Please note we cannot pro rata fees according to individual absence.

There is no expiry ever on replacement class.



Private Lesson Absence Replacement classes

In the event you will be absent from a private or semi private lesson please email to: accounts@slamin.com.au DO NOT use the customer portal to notify absence, this is for group session only. Upon receipt of your private lesson absent to the email address above, a replacement session will be arrangee for you at a mutual agreebale time.

Insufficient notice (less than 4 hours before the scheduled start time) or after 2:00pm week days will result in the player only being able to replace a session via a group class in the customer portal. This is simple due to the court hire, light hire and coached being booked and financed in advance.

Rain abandoned lessons and re-commencement?

Lessons will continue through rained, however may be abandoned during sessions, if the coach deems the rain to heavy. When the coach deems the rain to have lightened all ceased play will be recommenced.

When players compete and they encounter rain, players play through the rain, until the official deems it too heavy and play is abandoned. Play is recommenced as soon as the rain ceases. This could be 2 minutes later, 10minutes later or 30 minutes later. Players perform a 2 minute warm up again every time play is stopped and resumed.

It would be unprofessional of us as coaches not to equip our players with the skills necessary to:

A) know the rules of abandoning play, resuming play, where the score starts at, what's side players re-commence on, what the rules are with news balls and warm up rules.

B) teach players tactical of the following elements.

- *How rain effects the ball bounce, and the court and how the courts wetness effects the ball bounce.*
- *Whether to use spin or power and what the advantages and disadvantages are of both when it is wet. As it is the complete opposite on a hot day for example.*
- *Use of the shallow area of the court and angles due the gravity of the ball, which is impacted by the rain.*
- *Due to the dampness of the court the important of getting to the net and hitting volleys to take time away from the opponent.*
- *What to change on the serve to take advantage of the conditions.*
- *Also the "flow" of play is interrupted, as players "stop/start." Players must mentally focus and re-focus each time play is "stopped and started." Being in a lesson under these conditions gives coaches the opportunity to teach players how to re-focus and how to take advantage of the situation strategically.*

If we simply cancel lessons, which for us would be easier and also cost effective as we naturally replace our coaching balls sooner, as ball life is greatly decreased in wet conditions and Winter. I believe we would not be equipping our players for the realistic game and placing our players in a position of embarrassment of not knowing the rules of the games during wet weather. When anyone does not have the knowledge to compete people naturally feel helpless and unmotivated. Our players will be motivated and skilled to work successfully under wet conditions, knowing the rules of play and also tactical play.

This is witnessed and experienced on an international scale with Grand Slam tennis events Roland Garros (French Open) and most famous for rain interrupted play Wimbledon. On a local level our club competition and secondary school sports competitions all follow the same rules of "stop and starting play."

You decision for your child's participation will always respected, but it's a shame if parents exclude their child from the learning opportunities available such as participation during rain, and the "stop/start" flow. The biggest learning occurs by experience and the children gain the knowledge when it's wet how to structure and change their style of play to match the conditions that everyone must play under.

If you elect to not permit your child to participate, then the lesson is deemed as an individual absence, and you can book a replacement class under the individual absence protocol.

Technique Coaches and Squad Coaches

Technique Coaches:

- These coaches work exclusively on the biomechanics of stroke production, and efficient movement patterns to react and respond to various directions of balls, and recovery to the next shot. These coaches teach players how to impart spin on the ball, why we use spin and when. Sounds simply enough, but a child must be taught racquet face angles for the impartment of spin and direction, and why? Children don't automatically know the net is the lowest in the middle and higher at the side, or that cross-court is the longest direction, thus taking the most time, ie giving them the most time to recovery between shots. This means players learn when they are defending to hit the longest direction to give them the most time and when attacking hit the shortest distance to take maximum time away. (Is one example). Hence "technique lessons" set players up for long term success in the sport, and this is the first learning platform a player is invited to join.

Squad Training Coaches:

- These coaches work completely on rallying skills, change of direction, strategy, training principles, and the three overall components of being a competition / tournament player:

- 1) Build better weapons than your opponent.
- 2) Use your weapons effectively.
- 3) Use you weapons consistently.

- This is an additional learning platform players are invited to join.

Once players reach a certain level skill wise, and maturity wise (ie they really want to be the best they can be), children are invited to attend squad training in addition to technique coaching.

All players Under 12 years remain in technique coaching and squad training together, those who don't wish to take part in a squad training, simply remain in technique coaching. Remembering Squad Training Coaches do not teach technique, hence why those in squad training MUST complete a technique lesson to have the appropriate understanding each week to take a squad session.

Once players reach yellow stage, players will either engage in private or semi private lessons (usually due to time restraints of secondary school) or because they want to complete their technique coaching with a friend. Players also complete at least (1) if not 2 squads a week to facilitate their capacity to peak at major tournaments.



Photography/video footage

Slamin Tennis & Fitness strictly prohibits the taking of photo's or videoing any participants (children or adults) whilst engaging in one of our programs. Should you wish to take photo's/video of your child personally, a written request **MUST** be submitted to Vicky Lee directly for approval. Approval **MUST** be granted prior to commencing taking photo's or videoing.

Vicky personally and all of her staff **DO NOT** consent to their photo being taken, nor any filming of their lessons. Please consider if it was your child who was photographed by another parent and ended up on one of the social media platforms such as Facebook. Several children/adults have court orders in place, (i.e child custody / witness in court hearings) taking photo's or filming can jeopardize these court cases.

Annual lesson payment option

Students are invited to enroll for the full year and as a bonus any player who makes payment for the entire year in advance receive a **FREE** 30 minute private lesson. If a student enrolls for the entire year and changes their mind, the student will be expected to complete the term, and will be refunded the remaining term, less the value of the private lesson bonus. Students will be permitted to change days if need be.

Slamin Tennis Off Court Administration team (SOCA)

We are here to help you, please contact us anytime Monday to Friday 6:00am to 2:00pm, outside these hours please do leave a message or send an e-mail, and we will reply in the above times. Please note the Off Court Administration team is unavailable on week-ends and public holidays.



CONTACT US

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