



Policies

Payment Policy

- Tennis camps at SITA Tennis Academy are very often oversubscribed with long waiting lists.
- Registration does not guarantee a spot - Successful applicants will be notified via email.
- Payment **must** be made within 24 hrs of confirmation email for that month of camps.
- **Confirmation of enrollment in camps will be processed upon payment. Failure to do so will automatically open up your spot to those on the waitlist.**
- Please also note that priority will be given to those who can attend the full camp duration.

Wet Weather/Haze Policy

- Please understand that cancellation of classes due to weather is based on SITA's discretion
- WhatsApp notifications will be sent out in the event of any delays/cancellations due to the weather.
- Classes cancelled due to weather can be **credited** in the next camp's invoice (if you are signing up for the next camp week). Alternatively, a make-up session can also be arranged on another camp week (subject to the availability of vacancies).
- If you have been notified that classes are ongoing but decided not to come, this will be considered a **no-show (NS)** and no make-ups or credit transfers will be arranged.
- **If more than half of the lesson is complete:**
The lesson will be charged in **full**. Anything less than half complete, the lesson will be pro-rated according to the time completed

Duration Played	Charge
0 - 15 mins	No charge
15 - 30 mins	30 mins billed
30 mins - 1 hrs	1 hr billed
1 - 1.5 hrs	1.5 hrs billed

Credit Transfer Policy

- Credit transfer can only be made as mentioned in our **Wet Weather/Haze Policy**.

Withdrawal Policy

- A refund can be issued for withdrawals made at least a week before the first day of camp. Withdrawals after that will be considered a last minute withdrawal.
- **Last minute withdrawals will not be eligible for a refund.**
- **Mid-camp withdrawals will also not be eligible for a refund or credit transfer.**

