

## ■ BOOKING LESSONS

- Private lessons are to be enquired through the administration office unless you are already in contact with one of our SITA coaches.
- Lessons are based on coach and court availability.
- When available, our coaches will contact you directly.

## ■ PAYMENT OPTIONS

### 1. **Advanced Payment** (for those with regular lessons i.e. weekly)

- Lessons can be paid in bulk packages.
- Discounted packages of 10 and 20 lessons are available on a pre-paid basis.
- Once all pre-paid credits have been used up, you will need to top up for additional upcoming lessons.
- Unused pre-paid lessons can be **credited** to your next sessions.

### 2. **Pay Per Lesson**

- Payment for private lessons must be made on the day of the lesson.
- Failure to pay on the day itself will result in the management not allowing the student to book another lesson until they have settled the outstanding balance.
- You may send a confirmation screenshot of payment to the coach for record purposes.
- In the remarks section, please indicate client's first and last name+coach name as reference.

### **For Bank Transfers:**

Swift Code: OCBCSGSG  
A/C Name: SITA Pte Ltd  
A/C Number: 626-006324-001

Paylah/Pay Now/Pay Anyone  
UEN Number: 201117268M  
SITA PTE LTD

SCAN  
TO PAY ▶



## ■ IMPORTANT NOTES

- All private lessons must be paid in advance before the commencement of the lesson.
- The packages have a **validity of 6 months** from the date purchased.
- (Please redeem the credits before expiry)
- Please note that all bookings purchased are non-refundable.
- All packages purchased can now be shared with immediate family members.
- Payment mode: Please indicate client name+coach name as reference.

▶ **SITA reserves the right to amend any of the terms and conditions herein at any time.**

## ■ WEATHER POLICY

- Please understand that cancellation of classes due to weather is based on SITA's discretion.
- Classes cancelled/interrupted due to weather can be credited to your next session.
- If more than half of the lesson is complete: The lesson will be **charged in full**.
- Anything of the lesson is less than half complete, the lesson will be pro-rated according to the time completed.
- Please refer to the table below:

DURATION PLAYED	CHARGE
0 - 15 minutes	No Charge
15 - 30 minutes	30 minutes billed
30 minutes - 1 hour	1 hour billed
1 - 1.5 hours	1.5 hours billed
1.5 - 2 hours	2 hours billed

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- Cancellations by students within less than 24 hrs. of the lesson will result in full charge.
- If you are unable to make it for your regular session, please let the coach know at least 24 hrs. in advance.



# SITA TENNIS ACADEMY

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