

JDP Policies & Operations

The tennis junior development program (JDP) at Future Stars Southampton is a set of group sessions for tennis players age 4 to 17, from learning the fundamentals to improving the skills of experienced players. Each class is broken up by age and ability with no more than five athletes per class, so each child will get the most out of their sessions.

The session runs for usually about 15 weeks per session, although it may be less or more depending on the school calendar, length of the indoor or outdoor season, holidays, and other factors.

Our tennis pros coordinate a specific lesson plan week-by-week to ensure the continued growth and improvement of your athlete's skills over the course of the season.

1. Enrollment

a. Registration

- i. To register for the JDP, a registration form must be completed in full. We also ask that you use the registration form to update any personal information (email, billing address, phone number, etc.) in case anything has changed or is different than what we have in your member file
- ii. Parents can cancel enrollment up to two weeks prior to session commencement without penalty. After that, any cancellations will result in a credit on the account. Refunds will not be issued

b. Full-session enrollment

- i. When a parent or guardian enrolls their child in the program, they are enrolling them for the entire length of the session

2. Payment

- a. Payment for participation in the JDP is due in full upon registration
- b. If a participant is joining the program after the session has already started, we will prorate the cost of tuition, plus the cost of one class as an administration fee. For example, if your child is joining for 10 classes in a 15-week session, they will be charged for 11 classes
- c. All payment questions or concerns should be addressed to the desk staff and management only, never the pro staff
- d. If there is an outstanding balance on the household account, the JDP participant will not be allowed to attend classes until the balance is settled
- e. If the payment is being settled between two or more parties, the credit card information, cash, and/or checks must be delivered to Future Stars simultaneously and must equate to the total balance due. It is not the responsibility of the Future Stars desk staff to contact a separate party to track down payment

3. Attendance

a. Make-up classes

- i. To be eligible for a make-up, you must tell the front desk staff at least 24 hours in advance that the athlete will not be attending their class. If the athlete does not attend a class and the club is not told about their absence, they are not eligible for a make-up class
- ii. It is the parents' or guardians' responsibility to schedule a make-up class
- iii. Make-up classes not used by the end of the JDP season will not roll over. If you do not use your make-up classes by the end of the season, they will be lost
- iv. We do not schedule separate make-up classes for JDP participants unless the club has to cancel a class due to inclement weather or other circumstances. The participant will be placed into another class during the week. Future Stars cannot guarantee make-up classes because getting an athlete into one requires flexibility on the parents' or guardians' end and the availability of space in another class of the same or similar age and level

b. Partial session enrollment

- i. We cannot prorate for athletes who only intend to participate for a portion of the JDP, as it is taking a space away from another athlete. If you know that there will be certain dates that your child will not be in attendance, you should treat those days as make-ups

4. Drop-ins and Guests

a. Drop-ins

- i. While the JDP requires full-session enrollment, we can allow athletes into classes on a drop-in basis as long as there is space available. You should never drop your athlete off at the club without verbal or written confirmation from the desk staff that there is space and that they are able to join the class. Fees apply, however costs can vary depending on the length of the class, the day of the week, etc. so please call the club for details if you'd like to bring your athlete for a drop-in class

b. Guests

- i. Future Stars happily welcomes guests on a drop-in basis as long as there is space available. However, we ask that you please remain courteous of the class participants and coaches if you plan on bringing a guest. That means that you should call in advance and make sure that there is space, indicate how payment will be covered, and keep in mind the age, level, and

behavior of any guest that you plan on bringing. You should never bring a guest to join your athlete in the JDP unless you have called the club first and your guest has been confirmed. If you are told that there is not space, you should not bring the guest anyway. If there is not space in the class, we cannot add any guests to the class as we must maintain a 5:1 athlete to coach ratio.

5. Club Cancellations

a. Snow days and inclement weather

- i. Future Stars Southampton's junior programs are based on the Southampton public school schedule
- ii. In the event of inclement weather, we will wait until the public school has made a decision on snow days, early dismissals, etc. We will always communicate cancellations via email, so please always keep an eye on your inbox and make sure that you filter emails from going to your spam folder. Please always keep an eye on your inbox in case the club needs to close for the safety of our staff and there is no one at the front desk to answer a phone call.
- iii. If, for whatever reason, you did not receive an email, you can go to the Future Stars Southampton website or check the Southampton public school website for updated information regarding snow days.
- iv. In the event of a cancellation due to weather, Future Stars will provide a make-up class. We will alert parents and guardians via email of the scheduled make-up class. If you cannot make the scheduled class, please try to get your athlete into another class during the week appropriate for their age and level

b. Other club cancellations

- i. If the club ever needs to close due to issues other than weather that may make playing conditions dangerous for our clients (issues with heat, bubbles, etc.) we will let any impacted client know either over email or by calling the phone number that we have on file. We will schedule a make-up class for JDP participants and let parents and guardians know via email once it has been scheduled

6. Communication with Parents and Guardians

- a. Future Stars's main form of communicating bulk updates to JDP families is through email. Please make sure that you have an updated email on file. If you believe that you may not be receiving email updates, please check your spam folder and then call the club to update your email.

- b. Administrative questions (i.e. payments, scheduling, make-up classes, etc.) should be directed to the desk staff only
- c. Switching classes with go through both the desk staff and the coaches. Tennis specific questions should be directed to the coach of your athlete's current or prospective class, or the JDP director

7. Behavior

a. JDP athletes

- i. In the rare case that a child's behavior negatively impacts a class, Future Stars reserves the right to terminate the athlete's participation in the program. Refunds or credits are not guaranteed, but will be determined on a case-to-case basis

b. Parents and guardians

- i. The staff and members of Future Stars have a right to work and visit our facility without physical or emotional harm. If a parent or guardian's behavior compromises that safety by physically or emotionally threatening or harming an employee or client, or otherwise creates a feeling of unrest, management reserves the right to terminate the membership of the parent or guardian in question along with any dependents or household members associated with their account. Refunds or credits are not guaranteed, but will be determined on a case-by-case basis