

Q: What does enrolling my child in Junior Development entail?

A: After your child is enrolled in a class they are automatically enrolled and billed for their respective class the following month. All participants are required to sign a contract and have a form of payment on file in order to enroll.

Q: How am I billed every month?

A: Tuition is posted to your account on the 1st of the month. We require a working debit/credit card on file that is set on an automatic payment schedule. Payment for Members is taken out on the regular recurring date. Payment for Non-members is taken out the 5th of every month. No refunds are issued after auto pay is processed. If payment is declined your account is assessed a \$40.00 fee for automatic withdrawals resulting in non-sufficient funds (NSF). You are also sent a notification via email and must make arrangements to pay by another method. If payment is not received by the 20th your child loses their spot in the class.

Q: What if my child graduates to the next level class which may have a different day/time/cost, do I have to sign another contract?

A: If your child achieves the necessary skills to advance the teaching pro will let you know to register them for the next level. Contact the tennis director, T Khounnala at t@pacific.clinic and he will check if there is room in the class. If there is room, a Change Form is completed and signed by you to adjust any necessary rates. If there is no room you will be added to the waitlist.

Q: What if my child is sick during one or more of the classes?

A: Please contact the tennis director, T Khounnala at t@pacific.clinic to let him know your child is sick. Credits are applied to your account for missed sessions. One sick day per session is permitted. More than one sick day would require a doctor's note.

Q: How can I opt out of this?

A: Enrollment continues monthly until withdrawal. To withdraw, submit a cancellation form to the service desk by the 20th of the preceding month. Fees, once charged, are non-refundable, irrespective of attendance or early withdrawal within the month.

Q: What if I want to take a break and restart at a later date?

A: You may put your enrollment on hold for up to 3 months. To put your participation on hold you must complete a Change Form at the service desk by the 20th of the preceding month. If you haven't contacted us your contract automatically restarts after your hold time. If you want to cancel you must complete a Cancellation Form.

Q: What if I'm a few days late into a new session and I forgot to cancel?

A: Fees, once charged, are non-refundable, irrespective of attendance or early withdrawal within the month.

Q: What if there is no room in a class?

A: Your child will be placed on a waitlist. When an opening becomes available the Tennis Director contacts you via phone and/or email. You have 72 hours to respond and let us know if you want to enroll in that class before we move onto the next person on the waitlist. You are not charged to remain on the waitlist. Once enrolled in a class, you are charged at that time for current fees. We prorate the current month's fees based on your start date, if necessary.

Q: Can parents and siblings watch classes?

A: Of course! Parents are welcome to view classes anytime, but all spectators must stay in the viewing area. This allows for the best teaching environment. Please do not talk to your child during classes. Let teaching pros do their job. You may be asked to leave the tennis area if it is inhibiting the students ability to learn.

Q: What should my child bring/wear for classes?

A: The only items required are non marking tennis shoes and clothing fit for movement. It is encouraged to bring a water bottle. Tennis racquets are recommended but not required. We have racquets to borrow during classes if you need! Long hair is recommended to be pulled up so the child doesn't have to worry about it getting in their face while playing. No chewing gum.

Student's shoes and belongings need to be kept out of walking areas. Please do not bring valuables to the facility. PC is not responsible for any missing belongings. We do have a lost and found, we encourage you to check periodically. Unclaimed items do get donated on a regular basis.

Q: Where should my child meet their teaching pro?

A: Students are expected to meet the teaching pro on the regularly assigned court and to be prepared to participate in class.

Q: Does my monthly fee change if there is a month with fewer classes (holidays/closures)?

A: Junior Development is a year round program with a flat monthly fee based on an average of 4 weeks per month. If 5 weeks are available we do not increase tuition. If only 3 weeks are available, for example during the holidays, we do not decrease tuition.

“No Class” / No Make-up Days - 2024

The following days are days that Junior Development does NOT hold classes:

- New Year's Day (The PC is closed this day)
- Spring Break (Monday through Friday)
- Memorial Day weekend (Friday through Monday)
- Independence Day
- Labor Day weekend (Friday through Monday)
- Halloween Day
- Thanksgiving Break (Thursday through Saturday)
- Christmas Eve
- Christmas Day
- New Year's Eve