



Payment Policy

Dear Valued Client:

Thank you for your interest in participating in a tennis program / event offered by Silvia Tennis Academy (STA). In efforts to ensure appropriate student/pro ratio and prompt check-in, we request that all payments be received in no less than 48 hours in advance. We encourage you to take advantage of our convenient online registration at silviatennis.com.

Methods of Payment

All payments to STA (with the exception of Team payments) are to be made online via our website www.silviatennis.com. We accept major credit cards such as VISA, MC, Discover and American Express. Any other payment, with prior approval, will incur a 5% processing fee.

Online Payment/Registration

You must be a registered member on the STA website, and logged in using your username and password in order to enroll in a program or event through Club Automation. By default, the system assigns every "new" user registering online to the "guest" status. Make sure that you provide your home address to help us determine your correct status. Once verified, a member's status will be changed to "resident" or "non-resident" no later than the following business day. If you forgot your password, please use the "forgot password" link on the Club Automation website. To register on the STA Club Automation website please send an email to accounts@silviatennis.com.

Please be advised that unless your status is confirmed and you use the same login information, you will not be offered "resident rates". Any overpayment due to improper logging in will not be refunded. However, the overpaid amount will be credited to your STA account and can be used toward future payments. We must be notified in advance about your intent to use the credit in order to apply it toward your next payment.

Returned Checks

Payments made by check to STA that are not honored by the bank will incur a returned check fee of \$30 or five percent (5%) of the check amount, whichever is greater.



Late Payments

Outstanding balances 30 days past due will incur an automatic 5% late fee.

Prorated Fees

In unusual circumstances, depending on space availability, late registration will be permitted. An additional 5% will be added to prorated fees if registered after the second class in the session.

Programs that occur two or more times in a week are designed around attending all classes. Under special circumstances, it will be allowed to reduce the program to one day a week. The daily rate for a shortened week or class is higher than the daily rate for the full program.

Private Lesson Package Payment Policy

If payment for a private lesson package is received on or before the first lesson, you will receive the 5% discount. Otherwise, charges will not reflect a 5% discount and the lesson will not be a part of your "package." You will need to pay for that lesson individually without the discount. Packages may not be broken up to less than 5 hours of private classes, instead less than 5 hours will be charged the regular hourly rate. Private packages cannot be shared between players. Private packages will expire 6 months after the purchase date.

If you decide to cancel a private lesson, STA must be notified at least 24 hours in advance.

Cancellations with less than 24 hours notice will still be charged for the lesson and billed to your account or removed from your package.

NOTE: This policy is necessary to help the pros that are paid only for the hours they actually teach. If you do not show for a lesson you have taken that hour of earnings opportunity away from the professional. Your understanding is appreciated.

League Coaching Policy

STA schedules 8 weeks of seasonal coaching for all ALTA teams and 7 weeks for all USTA teams. This ensures that your team receives the proper preparation prior to the start of a season and ongoing coaching throughout the season. **The captain of the team will write STA one check for the full amount prior to the first lesson. Checks may be mailed to STA c/o Annie Metcalfe, 13877 Portside Cove, Alpharetta, GA. Payments may also be made by credit card by calling Annie at 678-591-1184.**

STA does not provide refunds for lessons missed in a regular series of pre-paid weekly lessons. This applies to ALTA / USTA Team Coaching, Seasonal Junior Programs, Specialty Clinics, etc.



Drop-In Lesson - LOW RATIO Policy

All drop-in lessons such as Cardio Tennis, Beginner Tennis, Stroke of the Week, Men’s Drills, Ladies Drills, etc. with a low ratio of student to Pro will be handled as follows:

Drop-In Lessons LOW RATIO POLICY	
1 HR CLASSES	
➤ Two Players or less	30 Minute Lesson
➤ Three Players	45 Minute Lesson
➤ Four or more Players	Full 1 Hour Lesson
1.5 HR CLASSES	
➤ Two Players or less	45 Minute Lesson
➤ Three Players	1 Hour Lesson
➤ Four or more Players	Full 1.5 Hour Lesson
2 HR CLASSES	
➤ Two Players or less	1 Hour Lesson
➤ Three Players	1.5 Hour Lesson
➤ Four or more Players	Full 2 Hour Lesson

Savings and Discounts

Certain programs are offered on the ‘Pay As You Go’ basis. Payment is expected on the day of class. Special savings (up to 10%) will be offered to participants paying in full for the whole session.

Parents of 3 or more children participating in Junior Programs can take advantage of a “sibling discount” offered to the 3rd child. The 10% discount will be applied to the lowest program fee only if all fees are paid in full prior to or at the time of the first lesson.

In order to take advantage of private lesson package discounts, payment must be received in advance prior to the first lesson.

Scheduling, Cancellations and Refunds

If payment was already made and participant decides to stop attending the program, STA reserves the right to retain up to 50% of the fees paid to cover lost income for the Pros scheduled and any other expense associated with the program.

In unusual circumstances (i.e. injury or illness), STA will credit a participant’s account for the unused portion of the payment with approved documentation of the circumstance.

If payment was not made, the participant will be billed for classes attended at a pro-rated rate plus a 5% fee.

All lessons cancelled due to inclement weather or other scheduling issues will be re-scheduled at the earliest possible time. STA does not offer refunds for missing make-up lessons.