

LTC Private Lesson Waitlist Rules

1. Purpose

The purpose of this waitlist is to manage the demand for private lessons with LTC's NCCP Level 3 certified teaching professionals, Denise Fernandez and Marek Nehasil, in a fair, transparent, and efficient manner. This policy applies specifically to the weekly lesson slots designated as waitlist slots.

2. Eligibility

The waitlist is open to all active club members in good standing. Members must have a valid tennis rating or skill level on file with the club to ensure appropriate placement. This value can be set in a member's CourtReserve profile.

3. Waitlist Structure

There is one waitlist. When a member registers for the waitlist, they will indicate their preferred instructor or they can indicate they have no preference. If a member obtains a lesson through the waitlist, they will be removed from the waitlist. They can then register again and will be added to the bottom of the waitlist.

If, while on the waitlist, a member arranges a separate private lesson with either instructor at LTC, they will be moved to the bottom of the waitlist.

4. Confirming Availability

Waitlisted members must confirm availability within 24 hours of being offered the lesson slot. If no response is received within 24 hours, the spot will be offered to the next person on the waitlist. If they decline, they keep their spot on the waitlist for future weeks. If they accept but later cancel, the above policy applies based on timing. If they repeatedly fail to respond, they will be removed from the waitlist. Members must inform the club of any changes to their availability (e.g., "I'm going on vacation in July, please pause my name"). The club will contact the member via phone call and text message (primary) and email (secondary).

5. Removal from Waitlist

A member may be removed from the waitlist for the following reasons:

- Three (3) instances of failing to respond to an offer within 24 hours.
- Two (2) no-shows within a 12-month period.
- Requesting removal from the list.

6. Lesson Structure

The lessons may be private (one student) or semi-private (two students) lessons. If the member wants a semi-private lesson, both students must be named at the time of waitlist registration. The member should be aware that the price differs between private and semi-private lessons.

7. Member-Initiated Cancellations

If a waitlisted member has been scheduled for a lesson and cancels with more than 24 hours' notice, the lesson will be offered to the next person on the waitlist and the canceling member will keep their waitlist spot. If no waitlisted member is found to fill the slot with 24 hours left before the lesson, the instructor may use the slot for a student of their choice.

If a member does not show up for the lesson or cancels with less than 24 hours' notice, they will be charged the full lesson fee and will be moved to the bottom of the waitlist.

8. Weather and Other Conditions

In the case where weather or other conditions prevent the lesson from taking place, the student can arrange for a make-up lesson directly with the instructor. If no lesson can be arranged within two weeks, the student should contact the LTC office to ensure their name is kept at the top of the waitlist for the next available opening.

9. Payment

The student should pay the instructor directly. The amount to be paid is listed on the LTC website. Any dispute between the instructor and student on price should be brought to the club for mediation.

10. Member Responsibilities

Assigned students are expected to arrive on time and be ready for the lesson at the assigned time. If the student arrives late, the lesson will still end at the scheduled time to respect the coach's next commitment.

11. Coach's Rights

The coach reserves the right to refuse to start a lesson or to stop a lesson in progress if, in the coach's professional judgment:

- The member is behaving in a manner that is abusive, disrespectful, or threatening toward the coach, other members, or club staff.
- The member is under the influence of alcohol or drugs.
- The member is engaging in unsafe behavior that risks injury to themselves, the coach, or others on the court.
- The member is willfully ignoring the coach's instructions to the point that the lesson cannot be productively conducted.
- The member is physically unable to participate safely due to an injury or medical condition, and continuing would pose a health risk.

If a lesson is stopped by the coach for any of the reasons above:

- The lesson is forfeited and will not be rescheduled or refunded.
- The incident will be reported to the club management immediately.
- The member may be removed from the waitlist and potentially suspended from future club-assigned lessons pending a review by club management.

12. Amendments

The club reserves the right to amend this policy as necessary to ensure the smooth operation of the private lesson waitlist program. Members will be notified of any significant changes via email.