



# **FREQUENTLY ASKED QUESTIONS (FAQs) JUNIOR GROUP LESSONS**



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# 01 – LEVELS OF GROUP LESSONS

At TAG International, the level of group lesson is determined by your child's age and the coaches' recommendation.

**Pee Wee:** 3-4 years old

**Learners:** 5-6 years old

**Grippers:** 5-8 years old

**Junior Novice:** 7-14 years old

**Junior Players - Level 1 to 3:** 8-14 years old



# 02 – PAYMENT SCHEDULE + WET WEATHER



Lesson Fees will be collected before the beginning of each month.



## **In the event of rain and the lesson is called off by the coach:**

The affected lesson will be credited and will be deducted from the trainee's invoice for the following month.

## **In the event of rain during the lesson:**

The coach will lead the students in physical training in a sheltered area.

Only  
applicable to  
outdoor courts





# 03 - CANCELLATION



**NO refunds** shall be given and **NO make-up lessons will be conducted** if the participant has requested to miss any of the lessons for any reason.

However, we understand that falling sick is unexpected and unavoidable. Thus if any participant is feeling unwell and is able to provide an **official medical certificates issued by the GP or Hospital** on the date of the lesson, we would credit the lesson in the same way as if there were a rain out.





## 04 - **WITHDRAWAL**

If you wish to withdraw your child from a group lesson, the withdrawal form will need to be submitted to us **by the 15th of the month** in order for us to withdraw the participant from 1st of next month onwards.



# 05 – PUBLIC HOLIDAY



Please note that all group lessons will still carry on even if it falls on a public holiday except Chinese New Year & Year-End.  
In the case of a cancellation, you will be informed closer to the date.





# THANK YOU

Please let us know if you have any further questions and we will be glad to assist you



## CONTACT US:

WhatsApp Us at (65) 9029 8400

