



FREQUENTLY ASKED QUESTIONS (FAQs)

PRIVATE LESSONS



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01 - CANCELLATION (COURT FEE)

For private lessons, there are two ways to confirm your lessons with your coach.

1. **Securing Court on a monthly basis**

Coach will check with students if they would like them to secure the court bookings for lessons on a monthly basis (e.g. 4-5 weeks in advance). TAG Tennis has the privilege to help our students to secure court for their lessons way in advance without any advance booking surcharge fee incurred.

However, please note that once we confirm the court booking for your lessons, you shall pay the **full court fee** for any confirmed lessons cancelled by the student for whatever reason. Coach will bear the court fee if lesson is cancelled by the coach.



01 - CANCELLATION (COURT FEE)

2. Securing your court on a weekly basis

You can also consider confirming lessons with your coach on a weekly basis.

However, there is a chance that for certain weeks the court is no longer available.

This means there is a possibility your regular lesson with coach might get disrupted.



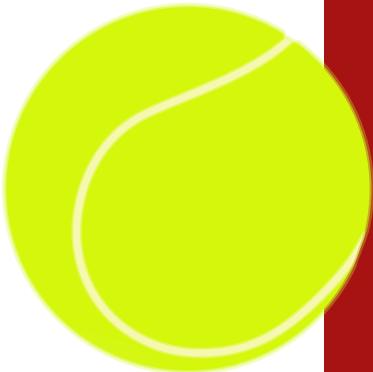
01 - CANCELLATION (COURT FEE)



Court fees for lesson cancellations are as follows:

1. **Winchester Tennis Arena - Weekdays** (Monday to Friday): **\$35**
2. **Winchester Tennis Arena - Weekends** (Saturday and Sunday): **\$40**
3. **TAG Venues: \$25**

TAG @ One North, Novotel, St Joseph Institution International (SJII), National University of Singapore Society (NUSS), Chinese Swimming Club (CSC) •



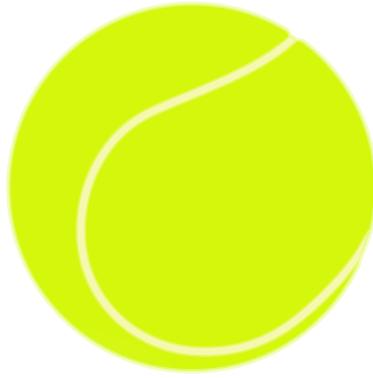
01 - CANCELLATION (LESSON FEE)



Full lesson fee shall be incurred for any cancellation made on actual day. This is because our coach had reserved his time slot, and/or the coach is already on the way to the court for your lesson.



02 - WET WEATHER - OUTDOOR COURTS



If it rains within 30 minutes into the lessons:

The lesson will be cancelled and postponed

If it rains any point in time after 30 minutes into the lessons:

The full lesson will be charged

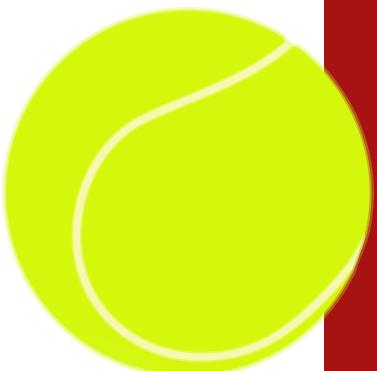


03 - VALIDITY OF VOUCHERS



Please note that all our lesson packages come with validity periods as follows:

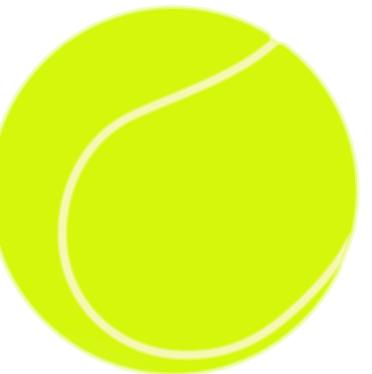
- 10 hours: 3 months
- 20/25 hours: 6 months
- 30 hours: 9 months
- 50 hours: 12 months





04 - PHOTOGRAPHS AND VIDEOS

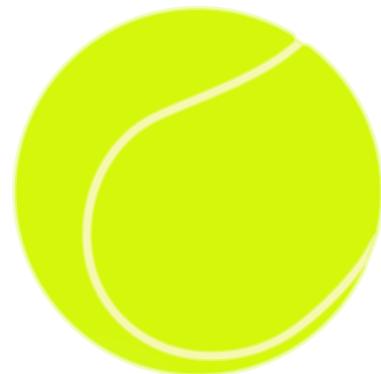
TAG may use any photographs of videos taken during the training sessions for publicity materials unless otherwise indicated by the student in writing along with the submission of the registration form.





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

