



FREQUENTLY ASKED QUESTIONS (FAQS)

This FAQ sheet is intended to provide general information. For specific enquiries or details about AO Holiday Programs presented by Weet-Bix™, please refer to the program's official website or contact the program organisers directly.

What is AO Holiday Program presented by Weet-Bix™?

If you are looking for something for your child to do during the school holiday period, what better way to get them outside AO Holiday Program presented by Weet-Bix™. AO Holiday Programs provide a great opportunity for your child to have fun, learn some tennis skills, play games and different activities – all while being outside and active. Programs may vary from location to location but AO Holiday Programs presented by Weet-Bix™ will ensure your child is in a safe, fun environment throughout their school holidays.

What is the cost of a program?

The cost of AO Holiday Programs varies depending on the duration and location of the program. Some coaches offer AO Holiday Programs as half day, full day or week long sessions. Please refer to the specific program details and the deliverer's website for pricing information. Typically, program fees begin from \$30 per session.

How can I book a spot for my child?

Bookings for AO Holiday Programs can be done online through the deliverer's website. Simply navigate to the booking section on the AO Holiday Programs website, search for your desired program venue or provider, and follow the prompts to complete the registration process on the coach's website or contact details. Please note not all coaches offer the option to book online and a phone call directly to the coach or club may be required.

What safety measures are in place during the program?

Safety is our top priority. We ensure a safe environment for all participants through measures such as:

- ★ All coaches have a registered WWCC or state equivalent.
- ★ Supervision by qualified coaches and staff.
- ★ First aid trained personnel available on-site.
- ★ Regular equipment checks and maintenance.
- ★ Emergency protocols and procedures in place.
- ★ Venues are secure and a risk assessment has been conducted by the deliverer.

What qualifications do the program deliverers have?

Our program deliverers are highly qualified and experienced coaches who hold relevant certifications from recognised tennis associations. They undergo rigorous training and background checks to ensure they provide a safe and enriching experience for all participants.

What are the program times?

Program times may vary depending on specific program and club locations. Generally, programs will run:

- ★ Half day (9 am–12 noon)
- ★ Full day (9 am–3 pm)

Please refer to the program details on the coach's website for the exact timings of the program you are interested in.

Are there any discounts or promotions available?

Coach providers occasionally offer discounts or promotions for AO Holiday Programs such as bring a friend for free or family deals. Please ask your coach provider when booking your sessions to stay updated on any special offers or deals.

What should my child bring to the program?

Participants should wear appropriate sports attire, including athletic shoes. Additionally, they may bring their own tennis racquet if they have one, although equipment will be provided if needed. It is also recommended to bring a water bottle, hat, sunscreen and a healthy snack.

Can I drop off and pick up my child later?

We encourage parents to drop off and pick up their children promptly to ensure the smooth operation of the program. However, if you anticipate being late for pick-up, please inform the program staff at the venue in advance to make suitable arrangements.

What is the cancellation policy?

The cancellation policy varies depending on the coach conducting the program. Please refer to the terms and conditions outlined during the booking process for details on cancellations, refunds and rescheduling.

How can I contact the program organisers for further enquiries?

For any additional questions or concerns, please feel free to contact the program provider nearest to you. Alternatively, please contact the Customer Support Team at Tennis Australia who will gladly assist with your enquiry on **1800 PLAY TENNIS** or email play@tennis.com.au. We are here to assist you and ensure a positive experience for you and your child.

