



Academy Rules

Test training

Before we adequately allocate the child into the group, we have to perform a test training in order to analyze his/her level of play. After the test training we can have clearer view on performance and character of a player so we can choose the best possible group and type of training.

Parents should always wait for the coach at the entrance to the tennis courts, they will come for you and guide you to the court. Test trainings are **not** free of charge.

Group lessons allocations

We're expecting full trust and respect from the parents regarding our group allocations. All our kids play during the week with stronger, even and weaker players in the group in order to maintain a good balance. Shifting the terms of group lessons is only possible if all participants agree and consult with us about it. When coaches are absent/on vacation and smaller number of coaches is available, BTA reserves the right to re-allocate the groups.

Positive development is possible only when parents have faith in our decisions and accept our methodology and the way groups are formed. Basic elements of group trainings are not only to play points, but also to practice as many possible situations and also a basket drill.

Please visit our website in order to be introduced with our philosophy and programs

www.bozovictennisacademy.com.

Coaches and responsibility

Each player has its own head coach, who monitors the work of other coaches and communicates with them after each training session. When kids train with two or more coaches, the coaches share their feedback about what is done and concluded in the previous training. All the questions related to your kid are asked by the responsible coach or Bojan Bozovic who follows everything.



Communication with coaches

Good communication and trust are of key importance if we want to build a good relationship and have positive results. We kindly ask you to respect training process of all our players and right of every player to have high quality training, so we can talk to you only during the training of your own kid and never while the other kids have a lesson. If there is an important topic that needs to be communicated, you can always get in touch with the responsible coach during the day when he or she is not on the court.

Group lessons during school holidays

All our group lessons are based on the official holiday schedule of the city of Zurich. In those periods our group trainings will not take place. The only exception is if group members (their parents) jointly decide to have lessons during that time which will be charge separately. In that case it is necessary to inform us at least 2 weeks prior of a related holiday period.

Intensive weeks

During the official school holidays of the city of Zurich there won't be any group courses. Instead, we always organise our famous intensive weeks with some special package prices. Several weeks before planned intensive week, we will contact every parent to offer this great opportunity for their kid to improve and have a quality time at very attractive prices. During intensive weeks, kids will be working with all coaches who will be giving a daily feedback, but only one coach is always responsible and he/she will be sharing the feedback and player related information with parents. We use intensive weeks to increase the volume of training and to integrate new kids in the academy. Private lessons need to be cancelled during the intensive weeks.

Going with players on tournaments

All players who train more than 6h tennis per week in our academy, incl. private lessons, are having the right to be monitored on tournaments 5 times during the year. However, we will be



going when we estimate that it is necessary, or if a player has a problem in his game so we can support him and assure a positive development.

Tournament news

When you send us tournament news we kindly ask you to send our manager Sascha Rudolph a brief information via email about when and where it took place and also a pic from your kid after the winners' ceremony. We will then publish a short article about it on our website and social media.

Using the phone during the training lessons

Kids are not allowed to use their mobile phone during training. The same applies to our coaches, except in cases when they need to answer on questions about your child or if we have emergencies related to classes that day. They also can use phone few minutes before and/or after training when the players are warming up or collecting balls.

Penalties

After the first warning of a coach for inadequate behaviour of player lesson continues normally, but after second warning, there is a 5-minute break and the coach sends the player to the bench. After third and final warning player has to leave that class.

Cancellations and payments

Please find all information about our cancellation and payment rules on our general terms and conditions on our website: www.bozovictennisacademy.com.

Sascha Rudolph

He is our sport manager and coordinator for the national federation (Swiss Tennis) and the regional federation (RV Zurich Tennis). Also, he supports your kid for any possible school dispensations and explains you the system of the national and international tournament



organisation. Further, he arranges all coaching schedules and always is the first contact with any new client. Our official office times are from Monday to Friday from 8-12h and from 13-18h.

General

- Adjustments and cancellations of a lesson **within the same week** have to be communicated directly to the responsible coach.
- Adjustments and cancellations of a lesson **one or more weeks before** have to be communicated to Sascha Rudolph.
- You can send inquiries and questions about billing/invoicing to our financial department on accounting@bozovictennisacademy.com
- We kindly ask you to read our emails carefully and to respond on them in timely manner. Please write to us even if your answer is negative or if you don't know the answer yet. In that way, you will help us with the organization immensely.
- Parents are not allowed on the court during training.
- Always be positive towards your kid tennis effort. They don't lose matches on purpose. They always try to give their best and in most cases there is another reason why they don't move well or hit the ball properly.
- Coaches are coaches and they are responsible for technical matters. Parents are parents and they are responsible for their kids to get all the love they need and deserve.