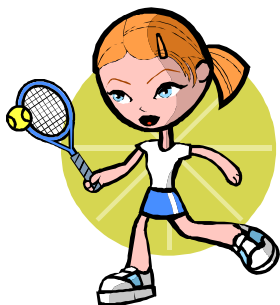


FREQUENTLY ASKED QUESTIONS FOR THE JUNIOR LESSON PROGRAMS

Getting Started

Q:
How do I know which class is right for my child?

A:
Consult with a BETC staff pro. Prospective students are always welcome to come out and watch a class they may be interested in.



Q:
How do I sign them up?

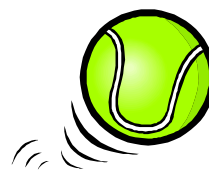
A:
Junior group class pre registration sign up sheets are posted near court 7 on the large bulletin board two months prior to the start of the first month's (seasonal) schedule of classes. Students may sign up for a class at ANY time. If they miss the pre registration sign up dates, they should contact the pro of a class they are interested in. Note: Look for posted flyers and club e-mails highlighting these dates.

Q:
How do I know if my child got into the class?

A:
Confirmed class rosters are posted on the same bulletin board ten days after the pre-registration sign up sheets are taken down.

Q:
If my child is put on the Wait List, will we be notified if he/she gets in the class?

A:
Yes, the pro will call a student who was placed on a wait list, or was deemed not ready yet



for the class level desired. The pro will recommend other classes that a student may try.

Q:
Will we receive a phone call or do we need to call the pro?

A: The pro will contact the student within one week after approved rosters are displayed.

Cancelling a Class, Absences, etc...

Q:
If I need to take my child out of the class, how far in advance do I need to notify BETC so that I do not get charged a cancellation fee?

A:
A minimum of 48 hours before the start of the first class.

Q:
What is the cost of a cancellation fee?

A:
A single class "drop in" fee is assessed.

Q:
If I tell the pro directly that we are cancelling



out of the class for the month, do I also need to notify the front desk?

A:
Yes, the most important thing to do is to inform the front desk **ASAP** of the cancellation.

Q:
If my child can't make it to class one day, can I send a sub in his or her place for no charge?

A:
No

Q:
Can I just pay for 3 of the 4 classes for the month because my child will be unavailable for one of the classes?

A:
Students have two options.
1) Pay for the entire class.
2) Pay a "drop in" fee each time they come. Note: "Drop in" participation is not guaranteed. Talk to the pro about availability.

Q:
Do you have make ups for those that miss a class?

A:
There are no make ups.

Q:
Can my child start the class after it has already begun?

A:
Yes, per space available, a student can either attend on a "drop in" basis, or register for

the rest of the class session. The cost will be adjusted for the remaining number of classes left to take.

Q:
Can I just take the Mondays on a Mon./Wed. class?

A:
Please refer to the previous answer listed above.



FREQUENTLY ASKED QUESTIONS FOR THE JUNIOR LESSON PROGRAMS

Private Lessons

Q:
How do I get a private lesson for my child?

A:
Private lessons can be booked at the front desk per space available. A student can also contact a pro about booking private lessons.

Q:
Can I buy a 5 pack of private lessons and use them with different pros?



A:
No. The package of lessons are to be used with the same pro.

Q:
Why is it difficult to book a private lesson time after school and on the weekends?

A:
After school times are reserved for junior group classes, and most lessons conducted on the weekends are for junior and adult group classes.

Q:
Are there organized playing times to compliment the lessons?

A:
The club offers two junior doubles leagues and will soon offer a third one for singles. Students are encouraged to book courts as often as possible with other members of their level, and both drill and play practice matches.



Concerns

Q:
How do I know when my child is ready to move up a level?

A:
The pros monitor class playing levels closely, and will recommend a higher level class when they feel a student is ready. Students and their parents are always welcome to discuss this issue with the pros.

Q:
If I have a question or concern, what is the best way to contact the pro?

A:
The pros can be contacted before and after classes in person. Note: Consult the "pro pack" lesson schedule (located at the front desk.) This will tell you when you

can personally meet with a pro. The best way to contact a pro remains via e-mail or over the phone.



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