

Clinics - Frequently Asked Questions

GENERAL

1. I am attending a clinic, what should I know?

Please come prepared to learn and have fun! Be sure to dress for the weather and bring:

- Court/running shoes
- Water bottle
- Tennis racket or pickleball paddle
- Sunglasses and/or protective eyewear are recommended

WEATHER AND AIR QUALITY

2. How does the Club decide to cancel and reschedule due to weather?

- Clinic instructors monitor conditions and will advise participants if the clinic will be cancelled and rescheduled for the announced rain date.
- The clinic instructor will decide to proceed based on weather forecasts.
 - For rain, this includes monitoring the weather radar; however, sometimes rain is localized and difficult to predict.
- Please monitor your email for updates on the day of your program. We aim to decide whether to cancel no later than 90 minutes before the class.

3. How does the Club decide to cancel due to heat warnings or air quality?

- The clinic instructor will decide to proceed based on Ottawa Public Health warnings for physical activity.
- If proceeding in high-temperature conditions, instructors will carefully monitor participants and ensure additional rest and water breaks are provided.

4. Can participants request a refund if there is a cancellation due to weather conditions or air quality?

- We have 1-2 rain dates scheduled at the end of each program. Refunds are provided only if we cannot offer a rain date.
- Rain dates are indicated in the clinic schedule and students are expected to be available to attend if necessary.
- Rain dates are considered part of a program schedule. If the program uses a rain date, this is not considered a cancellation and will not be eligible for a refund.

5. What happens if the rain starts shortly before or during the clinic?

- If it is a light shower, the instructor will wait for 20 minutes as they may determine the courts will dry quickly and it will be possible to proceed with the clinic.
- If it is unlikely that the courts will dry, and the clinic is less than halfway complete, the instructor will stop the lesson and it will be postponed to the announced rain date. Where there are no more rain dates scheduled, the player will be eligible for a refund per the Club's refund policy (see below).
- If more than 50% of the clinic can be completed, including any off-court instruction, the clinic will be deemed to have been delivered, and no refund will be issued.

6. What if the parent has left, will the instructor stay with the children?

- Parents/guardians are asked to remain on-site for the duration of the clinic. An instructor will not leave a child unattended; however, a fee may be charged to the parent.
- Where the clinic is being delivered at a public court, no shelter is available for the students in the event of rain. Please come prepared.

ATTENDANCE

7. Who do I inform if arriving late, or will not be attending?

- Approximately one week before the clinic start date, the instructor will contact you to introduce themselves and provide you with a contact point.
- Please advise the instructor as soon as possible if you will be late or cannot attend so they can plan accordingly.

PARKING

8. Where is parking?

- For lessons at the OTC, parking is at the Pierre Rocque Baseball Field at 1070 St Pierre Street or the adjacent large parking lot at Église Le Centre (except on Sundays).
- For lessons at public courts, in the community, please use nearby public parking, or street parking as appropriate.

REFUND POLICY

9. What is the OTC's refund policy for clinics?

- Full refund (100%):** where at the time the request to withdraw is reviewed by the Club, there is an eligible individual on the program waitlist available to take the spot.
- Partial refund (75%):** where the request to withdraw is received at least six (6) weeks before the first day of the event/clinic, and conditions for a Full Refund (see a.) are unmet.
- No refund:** where the request to withdraw is received less than six (6) weeks before the first day of the event/clinic, and the conditions for a Full Refund (see a.) are unmet.

10. What happens if the OTC cancels all or some of the lessons for reasons other than weather, or if it cannot offer a rain date?

- Ideally, all lessons included in the clinic will be delivered. If for some unforeseen circumstance, the lessons cannot proceed or a rain date cannot be offered, the following applies:
- **Full refund (100%):** where the program has not started.
- **Partial refund (prorated):** where a multi-day program has begun but cannot be completed, fees will be prorated. For example, if a three-week clinic is cancelled after two weeks, the refund will equal one-third of the total fee paid.

Note, that we reserve the right to cancel clinics if there is an insufficient number of students to proceed.