

Refunds, Cancellations & Make-up Policy

1. **Programs**
 - a. Refunds for program registration deposits will be considered by Cary Leeds Center Senior Management Team:
 - i. If the request was made in writing at least 2 weeks prior to the start of the session – up to 100% refund may be issued.
 - ii. If the request was made in writing at least 1 week prior to the start of the session – up to 50% refund may be issued.
 - iii. If the request was made in writing within 1 week prior to the start of the session – no refund will be issued.
 - iv. Once the session begins no refunds or future credit will be issued.
 - v. Once the session begins, DNS (Did Not Show) registrants will automatically be charged and no refunds or future credit will be issued.
 - b. Make-ups and credits are not guaranteed for any missed classes.
 - i. For medical absences, written notice must be submitted with an accompanying doctor's note in ordered to be considered for approval – approval will be determined by the Cary Leeds Center Senior Management Team's sole discretion.
 - ii. Request for make-up classes during the session must be sent in written form and the Cary Leeds Center Senior Management Team will do it's best to accommodate within the session, but will not be guaranteed.
 - iii. One "rain/snow or shine" make-up week will be scheduled at the end of each session; no other times will be designated for make-ups.
 - iv. The Cary Leeds Center Senior Management Team maintains sole discretion to determine if make-ups will be granted.
2. **Lessons**
 - a. Refunds for lesson package deposits will be considered by Cary Leeds Center Senior Management Team:
 - i. If the request was made in writing at least 2 weeks prior to the start of the term – up to 100% refund may be issued.
 - ii. If the request was made in writing at least 1 week prior to the start of the term – up to 50% refund may be issued.
 - iii. If the request was made in writing within 1 week prior to the start of the term – no refund will be issued.
 - iv. Once the term begins no refunds or future credit will be issued.
 - v. Once the term begins, DNS (Did Not Show) registrants will automatically be charged and no refunds or future credit will be issued.
 - b. Make-ups and credits are not guaranteed for any missed lessons during the term.
 - i. For medical absences, written notice must be submitted with an accompanying doctor's note in ordered to be considered for approval – approval will be determined by the Cary Leeds Center Senior Management Team's sole discretion.
 - ii. Request for make-up lessons during the term must be sent in written form and the Cary Leeds Center Senior Management Team will do it's best to accommodate within the term, but will not be guaranteed.
 - iii. Client must make a good faith effort to complete their lesson package within the stated term.
3. **Court Reservations**
 - a. Cancellations for court reservations are accepted up to 24 hours in advance. Cancellations within 24 hours will incur the full charge to the credit card.
4. **Reserved Drop-In (One time lesson or program)**
 - a. Cancellations in written form sent up to 24 hours prior to the class with be issued full refund.
 - b. Cancellations within 24 hours will incur the full charge to the credit card listed on file.
5. **Pro-Shop**
 - a. Items sold in the pro-shop can be returned within 30 days from the date of purchase with original receipt for a full refund or exchange. The item(s) must be in its original packaging and must not have been used.

The Cary Leeds Center reserves the right to substitute coaches for any reason.

The Cary Leeds Center Senior Management Team has sole discretion in determining and issuing any refund and/or make-up.