

## **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 order 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/Seasonal/School Programming**
  - 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 order 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.
    - iv. Cancellations within 24 hours will incur the full charge & no make-up or credit will be granted.
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 will 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.

**GENERAL DISCLAIMER:** The Cary Leeds Center Senior Management Team reserves the right to grant a one-year (starting from the initial start-date) in-house credit hold of unused funds. Extensions up to, but not exceeding, two-years of in-house credit may need granted on a case-by-case bases. Any in-house credit remaining after approved extensions and/or unclaimed funds will be for forfeited to The Cary Leeds Center.

## Terms and Conditions, and Code of Conduct

All participants entering the NYJTL Cary Leeds Center for Tennis & Learning will be required to sign a separate Consent and Waiver Form.

### Code of Conduct:

1. Check-in and payment is required prior to playing.
2. All players for on-court play must be checked in at the front desk prior to play.
3. Please do not walk on the court until the designated time of play.
4. The use of courts beyond the assigned time will be subject to charge.
5. Court assignments are given at the time of check-in. You are only permitted to play on the court you were assigned.
6. Cancellation of court time must be made 48 hours prior to reservation time.
7. NYJTL Cary Leeds Center for Tennis & Learning reserves the right to cancel court time or program participation for any cause deemed appropriate at the sole discretion of NYJTL Cary Leeds Center for Tennis & Learning management.
8. All play is at your own risk.
9. Use of foul, abusive, offensive, or inappropriate language, gestures, or other conduct, and any other inappropriate behavior, with or towards other guests, players, and NYJTL Cary Leeds Center for Tennis & Learning staff will not be tolerated.
10. Proper court etiquette is expected at all times.
11. Proper tennis shoes must be worn on the court at all times.
12. No food or beverages (other than water) is permitted on the courts.
13. Animals (other than service animals) are not permitted in the facility.
14. Photography or videotaping is not permitted without express written permission from NYJTL Cary Leeds Center for Tennis & Learning management.
15. NYJTL Cary Leeds Center for Tennis & Learning is not responsible for lost, stolen, or damaged items.
16. Lockers are for day use only. Items left overnight in lockers will be subject to removal.
17. No baskets, hoppers, or carts are allowed on the court unless used by NYJTL Cary Leeds Center for Tennis & Learning professional staff or if permission is granted by management.