

## Refunds and Cancellations Policy

1. Programs—Refunds for program registration deposits will be approved by the General Manager if the request was made at least 1 week prior to the start of the term. Requests for deposit refunds within a week of the term will be considered late and refunds will not be granted.
  - a. Requests for partial refunds (ie. Unused classes) will be based on unusual circumstances and at the General Manager's discretion.
  - b. Players will receive one make-up per term.
  - c. DNS (Did Not Show) registrants will automatically be charged.
2. Court Reservations—Courts may be reserved in advance
  - 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.
3. Lessons—Refunds for Lesson Package deposits will be approved by the General Manager if the request was made at least 1 week prior to the start of the term. Requests for deposit refunds within a week of the term will be considered late and refunds will not be granted.
  - a. Make-ups are available. Players must make a good faith effort to complete their lessons package within the stated term.
4. Reserved Drop-In—One-time lesson or program.
  - a. Cancellations for reserved Drop-Ins (Lessons and Programs) are accepted up to 24 hours in advance.
  - b. Cancellations within 24 hours will incur the full charge to the credit card.
5. Club Reserves the right to substitute coach due to absence at any time.
6. Pro-Shop—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 items must be in its original packaging, and must not have been used.