

CARY LEEDS CENTER for tennis & learning

Refunds and Cancellations Policy

Programs

- Refunds for program registration deposits can only be approved by the Executive Tennis Director if the request was made at least 1 week prior to the start of the term. This is not guaranteed and is considered on an individual basis. Requests for deposit refunds within a week of the term will be considered late and refunds will not be granted.
- Requests for partial refunds (ie. Unused classes) will be based on unusual circumstances and at the Executive Tennis Director's discretion.
- Players will receive one make-up per term.
- DNS (Did Not Show) registrants will automatically be charged.

Court Reservations

- Courts may be reserved in advance only by providing a valid credit card on file or full payment for the court time.
- Cancellations for court reservations are accepted up to 24 hours in advance and a refund will be provided if the court was secured by paying the court fee.
- No refunds for cancellations within 24 hours and if the court was reserved with a credit card on file, the full charge of the reserved court time will be charged to the credit card.

Lessons

- Refunds for Lesson Package deposits can only be approved by the Executive Tennis Director if the request was made at least 1 week prior to the start of the term. This is not guaranteed and is considered on an individual basis. Requests for deposit refunds within a week of the term will be considered late and refunds will not be granted.
- Make-ups are available but based on availability and not guaranteed. Players must make a good faith effort to complete their lessons package within the stated term.

Reserved Drop-In: One-time lesson or program.

- Cancellations for reserved Drop-Ins (Lessons and Programs) are accepted up to 24 hours in advance.
- Cancellations within 24 hours will incur the full charge to the credit card.

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.

Cary Leeds reserves the right to substitute coaches due to absence at any time.