INDOOR POLICIES

RESERVATIONS

- Members: Can book up to a 90 min reservation 8 days in advance.
- Non-Members: Can book up to a 90 min reservation 3 days in advance.
- Standard court times are 90 minutes long. You may reserve up to 90 minutes for the normal rental rates (no prorate based on lenth of reservations)
- Court fees are per court and must be paid prior to stepping onto the court (Tennis - Res: $36 and Non-Res $40 Pickleball - Res: $36 and Non-Res $40).
- Court reservations are for "a court" and not a particular court.
- Only one reservation can be made per day.
- Multi court, team practices, make up matches and recurring reservations must be confirmed with GM via email.
- The person making the reservation must show up and claim the reservation at the front desk. The host is also responsible for payment of the entire court fee.
- Cancellations must be made 24 hours in advance of your reservation. Failure to cancel with less that 24 hours will result in a no show fee.
- Court reservations are permitted to have a maximum of six (6) players using the court within the reservation period.

MEMBERSHIP POLICY:

- Our Indoor Impact Activities Membership offers discounted rates on indoor courts at any of our facilities in the region.
- The first month and registration fee are due at the time of registration.
- Memberships require a credit card on file for the auto monthly EFT payment.
- To cancel a membership you must fill out the online form 30 days prior to the next billing cycle (the first of each month).
- Memberships cannot be put on hold for any reason.
- If you decide to rejoin after cancelling, a full registration fee will be required.
- Family memberships only cover up to 4 people living in the same household (2 adults and 2 children under the age of 18)
- A member discount is automatically applied to drills but not for merchandise. Be sure to ask for your discount at time of purchase for merchandise.

CHECK IN:

- All players must check in before entering the court.
- Private lessons must check in and be paid for prior to entering the court.
- If you do not claim your reservation within 15 mins of your start time, your will forfeight your reservation.

LOST & FOUND:

- Please do not leave any valuable items unattended on the court or in the Pro Shop.
- The Club is not responsible for any lost or stolen items.

EQUIPMENT AND DEMOS:

- Ball hoppers, baskets or any other teaching equipment are for coaches and staff only and may not be used unless approved by the GM.
- No outside ball hoppers, baskets, or ball machines allowed.
- Demo racquets and paddles must be paid for before use and are only to be used on site.

BALL MACHINE RESERVATIONS:

- Balls Machine rentals are available for an additional fee of $13 per court time reservation.
- No outside ball machines are allowed into our facility.

MAKE UP POLICIES AND REFUNDS:

- Weather cancellations are posted 1 hour prior to class on our official Facebook page: Courts of McKinney Tennis Center or by calling 972-547-2012 option 1 Weather update.
- Junior classes missed due to weather must be made up within the same session. If your class is cancelled the last week of the session, you will only be able to make up after the first week of the new session.
- Make ups are on a space available basis and must be scheduled with the front desk.
- Classes generally do not meet on federal and school holidays. To be sure about your class schedule, please check with your coach.
- If adult clinics are cancelled, you will be given a credit on your account to be used on your next drill.
- Courts of McKinney will not issue any refunds for any classes or camps after they start unless approved by the GM and only for medical reasons with a doctors note.

CLINIC DURATION:

- If only 2 people are registered, class will be shortened to 1 hour.
- If only 1 person is registered, class will be shortened to 30 mins. If this is a programmed class, not a drop-in class, it will be canceled for the remainder of the session.

PROHIBITED ACTIVITIES:

- No outside coaches or instructors are allowed.
- No music on the courts.
- No smoking on park property.
- No firearms on park property.
- No excessive noise.
- No racquet throwing.
- No profanity.
- Dogs are not allowed on our premises.
- No glass containers on the courts, please use closed containers.
- No food allowed on courts
- Non marking tennis shoes required when on the courts.
- No denim allowed on the courts.
- Shirts are required at all times.
- No games other than tennis and pickleball are allowed on any courts.
- Spectators are to remain off the court for their own safety.
- For safety reasons and limited court space, children under the age of 4 are prohibited.