OUTDOOR POLICIES

RESERVATIONS

- Members: Can book a 90 min reservation 8 days in advance.
- Non-Members: Can book a 90 min reservation 3 days in advance.
- Court fees are per person and must be made prior to stepping onto the court (Res: $5 and Non-Res $6.50) Court reservations are for "a court" and not a particular court.
- Only one reservation can be made per day.
- If a member or guest chooses to stay and play a second time they will be charged the appropriate court fee.
- 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.
- All guests on the court must check in, have a profile in the system and pay the appropriate court fees before playing.
- Court host will be responsible for unpaid guest fees on your court.
- Cancellations must be made by 6 pm the night before your reservation time. If you fail to do so, you will be charged $20 regardless of whether you are a member or not. Failure to do so may result in a suspension of your membership.
- No more than 6 players per pickleball court.
- Reservation No Shows will be charged $20.

MEMBERSHIP POLICY:

- Our unlimited Impact Activities Membership offers free outdoor court use at any of our facilities in the region.
- Individual memberships only cover the court fee for the member, all guests will be required to pay one court fee per person.
- 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 consisting of 2 married 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.

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.
- Demo racquets and paddles must be paid for before use and are only to be used on site.

STRINGING:

- Normal turnaround time is 2 - 3 days.
- Payment is required at time of drop off.
- We only string within the recommended tension.
- We do not take responsibility for any previously damaged or broken racquets.
- We are not responsible for dampeners left on at time of drop off.

CHECK IN:

- All patrons 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 reservation will be automatically cancelled.

MAKE UP POLICIES AND REFUNDS:

- Weather cancellations are posted 1 hour prior to class on our official Facebook page: Courts of McKinney Tennis Center.
- 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 legal and school holidays. To be sure about your class schedule, please check with your coach.
- If adult clinics are cancelled due to weather, 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..
- Adult Clinic/Drill cancellations must be made 24 hours in advance or the member/guest will be charged for the activity.

BALL MACHINE RESERVATIONS:

- Balls must be picked up and put back in the machine ready for the next reservation.
- No outside ball machines are allowed into our facility.

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.

PROHIBITED ACTIVITIES:

- No outside coaches or instructors are allowed.
- 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.
- Only non marking tennis shoes can be worn on the courts.
- No denim allowed on the courts.
- Full length shirts are required at all times (for both men
- and women).
- No game other than tennis and pickleball are allowed on any courts.
- Persons spectating are to remain outside the court for their own safety.

LOST & FOUND:

- Please do not leave any valuable items left unattended on the court or in the Pro Shop.
- The Club is not responsible for any lost or stolen items.
- Items in lost and found are discarded or donated approx. every 7-10 days.