

Impact Activities Policies

In the event of severe weather, we will make every attempt to open on time and keep the club open with possible shortened hours on days of no play due to rain and/or freezing temps. If the courts are obviously wet and/or if the temperature is below freezing and you are planning to pick up or drop off a racket, please call the front desk to make sure the pro shop is open.

Registration – Registration for tennis classes can only be made on-line, on the App, or on a form that can be dropped off at our Pro Shop located at 3253 Alma, Rd. McKinney TX 75070. We do not accept phone in registrations. Class fees must be paid in full at time of registration. Registering for a class on the day of the class is considered late. With hundreds of kids in classes each day, it is impossible to process a registration the day the class begins. Doing so will result in \$10 late fee.

Refunds – Participants may request refunds for classes up to three (3) business days before the program's first class.

- Medical refunds requested prior to the start date of the course/program will be granted in full **with** a doctor's note. A doctor's note must be presented for all medical refunds to be granted. A pro-rated refund will be granted for medical refund requests received during the course/program.

Inclement weather and makeups – Any cancellations due to bad weather will be announced via Facebook and on our Mobile App. Make ups are for classes cancelled by Impact Activities only. Make up classes are on a space available basis and must be made 24 hours prior to the start of the class you wish to attend. All classes must be made up during the session they are missed. In the event your class is cancelled the last week of session you will be allowed to make up during the 2nd week of the following session only. We do not offer make up classes the first week of a new session. Please call at least 24 hours in advance when scheduling your make ups to ensure proper class ratios.

Holidays – Classes generally do not meet on legal holidays and school holidays. To be sure about your class schedule, please check with your coach.

Drills and Clinics & Special Events– All drills, clinics and special events must be paid in full at time of registration. If a drill has only 2 players registered, the workout will be shortened to one (1) hour. Drill cancellations must be made 24 hours prior to scheduled class time. Any cancellation made less than 24 hours in advance will not be eligible for refund. Special events that are cancelled due to weather will be credited back to your account.

Ball Hoppers and Ball Baskets may not be used unless approved by a General Manager or rented from the pro shop.

Membership Cancellations: Membership Cancellations must be submitted in writing 30 days prior to your end date. If 30 days notice is not given, the member will be charged again for the upcoming month.

Court reservations:

- Reservations can be made up two 3 days in advance without a membership or 8 days in advance for members.
- Payments for reservations are due prior to play.
- Only one reservation per person per day may be made.
- Reservations must be made for 1.5 hrs. If there's only a 30 minute or 60 minute slot available, pricing will be reduced accordingly.
- The person making the reservation must show up and claim the court at the front desk.
- Reservations are for a "tennis court", specific courts *are not guaranteed*.
- Court reservations are forfeited after 15 minutes of scheduled play time if you do not claim your court on time.

Cancellations:

- Court cancellations – You must cancel your court reservation 24hrs before your reservation time. If you fail to do so, the player who made the booking will be charged the rate of court (2 players) regardless of whether the player is a

member or ball machine pass holder. Failure to pay may result in a suspension of membership or loss of reservation privileges until the fee is paid. Courts may be cancelled online, on the App or by calling the pro shop.

- Ball machine cancellations – You must cancel your ball machine reservation 24hrs before your reservation. If you fail to do so, the player who made the booking will be charged the full rate of the ball machine regardless of whether the player is a member or ball machine pass holder. Failure to pay may result in a suspension of membership or loss of reservation privileges until the fee is paid.
- Private lesson cancellations – You must cancel your private lesson 24hrs prior to your private lesson or you will be charged the full amount for the lesson that was booked.
- Ninety minute clinics or drills with only 2 people in attendance will be shortened to one hour. Clinics or drills with three people or more will be done in its entirety.

Prohibited activities:

- Glass containers are prohibited on the courts.
- Trash is to be placed in the provided containers.
- Smoking is prohibited on park property.
- Personal Ball Machines are Prohibited.
- No game other than tennis and pickleball are to be played on the courts.
- Excessive noise, racquet throwing and profanity are strictly forbidden.
- No denim allowed on courts. Tennis shoes with non-marking soles are required. **Shirts must be worn at all times.**
- Persons/spectators not playing tennis are to remain outside the court for their own protection and liability reasons.

Tennis Instruction – Pass holders and guests are **not permitted** to bring a tennis instructor from outside Impact Activities for instruction purposes unless permission is granted from General Manager / Regional Manager.

Advance bookings – Contact office manager for advanced group bookings for any groups.

No Pets Allowed.

Credit cards on file **are required for ALL classes**, drills, private lessons. Court reservations must be paid when booking.