

TENNIS CENTER POLICIES

Registration - Registration for tennis classes at McLeland Tennis Center can be made online at www.impactactivities.com, through our pro shop located at 1600 W Seminary Dr, Fort Worth or over the phone at (817) 921-5134. Class fee must be paid in full at time of registration.

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 request received during the course/program.

Inclement weather and makeups - Any cancellations due to bad weather will be announced via Facebook (McLeland Tennis Center) and you can check by calling the pro shop, if you are unsure if your class will be meeting. Classes cancelled due to inclement weather will be made up within two weeks by attending the same class on another day. 24-hour notice is required before attending a make-up class.

Holidays - Classes generally do not meet on legal holidays and school holidays. To be sure about your class schedule check with the desk.

Drills and Clinics- All drills and clinics 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.

Ball Hoppers are Ball Baskets - May not be used unless approved by a Tennis Director.

Court reservations:

- Members: Can book courts for up to 1.5 hrs and up to 8 days in advance.
- Non-Members: Can book courts for up to 1.5 hrs and up to 3 days in advance.
- Court fees are per person and must be paid before going out on the court.
- Staff are allowed to move courts to accommodate for classes and drills if necessary.
- Only one advanced reservation can be made per day.
- Multiple court reservations, team practices, make-up matches, and recurring reservations must be confirmed with General Manager via email

Membership Policy:

- Our Unlimited Impact Activities membership offers free outdoor court use at any of our facilities in the region.
- Individual membership only covers the court fee for the member and all guests must pay court fee per person.
- First month of membership + Registration fee are due at the time of registration
- Our system requires members to put a card on file for the automatic monthly payment (EFT)
- To cancel your membership, you must notify the front desk or management at least 30 days before the next billing date (1st of each month)
- Memberships cannot be put on hold for any reason and if you decide to re-join after cancelling, full registration fee will be applied again.
- Family membership only covers up to 4 people living in the same household.
- Member discount is automatically applied to drills but not for merchandise. Be sure to ask for your discount at the time of purchase

Class / Drill Duration:

- If only 2 students, time will be shortened to 60 minutes.
- If only 1 student, time will be shortened to 30 minutes.

Ball Machine Reservation:

- Ball Machine can only be booked online for a maximum of 1 hr.
- Ball Machine fee is \$18/hr
- All balls must be picked up and put back in the machine ready for the next reservation, or a fee will be added to your account and you won't be able to reserve the machine until that fee is paid.
- Patrons are not allowed to bring their own or any outside ball machine in our facility

Check-In:

- All patrons must check-in before going out on the court.
- Private lessons must be checked in and paid for by the end of the class.
- If you don't check-in for your reservation within 15 minutes of start time, your reservation will be automatically cancelled.

Make-Up Policy and Refunds:

- Weather updates and cancelations are posted 1 hr prior on our official Facebook Page @MclelandTennisCenter
- Junior classes missed due to weather, MUST be made up within the same session.
- There will be no refunds issued if you sign up for drills online, reserve a spot, and not show up without canceling on the app in advance.
- Make-up classes must be scheduled at least 1 day prior to attending the class.
- If adult drills are cancelled due to the weather after you have registered and paid, you will be given account credit which you will be able to use for your next drill.
- Mcleland TC will not issue any refunds for any camps after the start date unless approved by the manager or Tennis Director and only for medical reasons.

Equipment and Demo

- Ball hoppers, baskets, or any other teaching equipment are for coaches and staff only and may not be used unless approved by the manager or Tennis Director.
- Demo racquets must be paid for before use and are only to be used inside the facility.

Lost and Found

- Please do not leave any valuable items inside the pro-shop or out on the courts.
- Mcleland is nor responsible for lost or stolen items.

Prohibited Activities

- **Outside Coaching**
- **Alcohol Consumption**
- **Smoking at Mcleland and on park property**
- **Excessive noise, Racquet throwing and profanity**
- **Dogs are not allowed on the court and must be on leash at all times**