

## Courts of McKinney Policies

In the event of severe weather, the Courts of McKinney 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 at The Courts of McKinney can be made on-line at [www.impactactivities.com](http://www.impactactivities.com). You can also pick up a registration form from the pro shop. We do not take over the phone registrations or process any registrations in the pro shop. 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. No other refunds are offered.

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 (McKinney Tennis Center) and push notifications will be sent on the Courts of McKinney App. Make ups are for classes *cancelled by The Courts of McKinney only*. They are on a space available basis and must be made 24 hours prior to 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. 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, Clinics, Bootcamps & Special Events– All drills, clinics, Bootcamps 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, member will be charged for the upcoming month.

Court reservations:

- Reservations can be made up two 3 days in advance or 8 days in advance for members.
- Payments for reservations, lessons, classes, ball machines, drop-in play, pickleball, etc. are due prior to court access.

- Only one reservation per person per day may be made.
- Reservations must be made for 1.5 hrs, if there's only 30 minutes or 60 minutes slot available, pricing will be reduced accordingly.
- The person who made 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 show.

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 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 or by calling the pro shop at (972) 547-2012.
- 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 with your Pro 24 hrs prior to your private lesson or you will be charged the full amount for the lesson that was booked.

Prohibited activities:

- Alcohol consumption is prohibited on facility property.
- Glass containers are prohibited on the courts.
- Trash is to be placed in the provided containers.
- Coaches not employed by Impact Activities are prohibited from coaching at the facility.
- Dogs are not allowed on park property at any time.
- Smoking is prohibited on park property.
- No games other than tennis or pickleball are to be played on the courts.
- Excessive noise, racquet throwing and profanity are strictly forbidden.
- Persons/spectators not playing tennis are to remain outside the court fence for their own protection and liability reasons.

Tennis Instruction – Pass holders or guests are not permitted to bring a tennis instructor from outside The Courts of McKinney for instruction purposes unless permission is granted from General Manager / Regional Manager.

Discounts – Member discounts of 10% apply to select retail items, equipment and ball machine use.

All Members from other Impact Activities facilities must have their member card and ID to scan at time of entry.

Pro Shop Return Policy – Returns will only be allowed if item is in exact condition as purchased. Used or unwrapped racquets will not be eligible for returns.

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

Private Lesson Rates: General Manager/Director: \$75-\$80 range

Tennis Professional: \$75 range

Call for 30 min. and 90 min. lesson rates.

Group And Semi-Private: For group or semi-private lessons, please contact the pro shop. Price for semi-private lessons is dependent on number of people and coach's hourly rate.

Credit cards on file are required for ALL classes, drills, clinics and private lessons and reservations

Teams out of McKinney – When we have reached our maximum capacity for teams being played out of McKinney, the teams with the most members will get priority, regardless of how long they have been playing out of The Courts. This is in regards to USTA, TCD and METRO.

FAQ's

If we have a rain out, when can we do the make-up class?

For adult classes, you have two weeks from the date of the class that was rained out to make up a class. For Jrs classes, all rain makeups must be made up within the session your child is registered for. See above for full instructions on weather make ups. We no longer accept personal reasons for make ups.

Can I get my racquet strung there? And how long does it takes to get it done?

Yes you can. We have the best stringing machine on the market and a certified racquet technician on staff who will string your racquet and make repairs, such as grommet replacement, grip build ups and even lead tape balancing. Racquets are strung within 3-4 days hrs with 24hr turn around time available for an extra fee.

Do I need to be a member to use the courts?

No, everyone is welcome at The Courts of McKinney!

Is there a dress code?

No denim. Tennis shoes required. Shirts must be worn at all times.