

RESERVATIONS AND REGISTRATIONS

- All court reservations and drill registrations are made through our app: *Impact Activities TX*.
- **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 costs are per person and must be paid before going out on the court (**\$5 per person**).
- 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.
- **No shows and late cancellations** for court reservations (24 hours before scheduled time) will be charged **\$10** to the host regardless of membership.

MEMBERSHIP POLICY

- Our Impact Activities membership offers free court use at any of our facilities in the region for **up to 1.5 hours each day**.
- Individual membership only covers the court cost for the member and all guests must pay court cost per person.
- First month of membership + initiation fee are due at the time of sign up.
- 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, applicable initiation fee will be applied.
- Family membership 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.

STRINGING:

- **Regular** stringing turnaround cost is **\$20**.
- **Express** stringing (24 hr) turnaround cost is **\$25**.
- We only string within the recommended tension.
- We don't take any responsibility for previously damaged or broken racquets.

BALL MACHINE RESERVATION

- Ball Machine can be booked on court #5 in the app, or call our pro shop to make reservation.
- Ball Machine cost is **\$20/hr**.
- All balls must be picked up and put back in the machine ready for the next reservation. Plan accordingly, please.
- 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.
- All members **MUST** scan in using the app or the key tag prior to walking out to the courts.
- 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

- There will be a registration fee issued if you sign up for drills online, reserve a spot, and not show up without cancelling on the app or by phone **more than 24 hours in advance**.
- If 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.
- **No refunds or exchanges. All sales are final on all items in the pro shop.**

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 General Manager.
- Demo (**\$5**) racquets and paddles must be paid for before use using **Racquet Pass**. Demo payment is credit towards purchase of new racquet or paddle.

PROHIBITED ACTIVITIES

- Outside coaching
- Alcohol consumption
- Smoking on premises and parking lot
- Excessive noise, racquet throwing, and profanity
- Dogs are not allowed - Only service dogs

LOST AND FOUND

- Please do not leave any valuable items inside the pro-shop or out on the courts. LBH is not responsible for lost or stolen items, and not responsible for storing them.