

Updated BTTC Cancellation Policies

March 2022

PROGRAM AND EVENT CANCELLATION POLICIES

Programs – (Tennis Clinics, Tennis Camps, Fitness Clinics, etc.):

For all enrollment programs, price includes a \$10 Non-refundable processing fee.

- No refunds will be made for cancellations made one-week or less from the first day of the program that you are in except as follows.
- If you must cancel less than a week before the program begins and we find someone to take your place for the entire program, we will provide you with a pro-rata credit on your BTTC account, less the \$10 processing fee.
- If you cancel less than a week before the program begins and we cannot find someone to take your place for the entire program, there will be no refunds or credits *unless you are injured and cannot participate. In such event, contact the Front Desk and a pro-rata credit to your account can be arranged.*
- If you cancel more than one week from the first day of the program you are in, then you will be refunded the full amount paid, less the \$10 processing fee.

Group Training Classes Reservations:

Cancellations may be made without charge if cancelled at least 2 hours prior to the start time of the class, *except* if the class starts at 8 am or before, you must cancel by 9 pm (Sept-May) or 7:30 pm (summer) the evening before.

If you cancel less than 2 hours before the class, you will be charged \$18 class fee if you are a Training member or one class will be deducted from your 10 class pass (if you are using a 10 class pack).

Tennis Lessons & Personal Training Appointments:

Full refunds will be made for cancellations made 24 hours or more ahead of the scheduled service. Cancellations made less than 24 hours ahead will incur a full charge for the service because the instructor has prepped the lesson and reserved teaching time specifically for you. Your instructor will work on your behalf during your scheduled time. No-Shows result in a full charge.

Tournaments: No refunds will be issued after the draw is made.

Club Tennis Leagues:

League participants are responsible for finding their own substitutes and informing the Club prior to the day of league play. If you need help finding a sub, the Club will charge the current “finders fee” per instance (\$10). But you must contact the Club at least 4 hours before the league for us to attempt to find a substitute. If you do not show up for League and do not have a substitute arranged, you will be charged a \$25 penalty for each occurrence. Why? Having a no-show really hurts the play for the rest of the league members and there are often people who want to play. Please inquire with the league coordinator about no-show penalty rates.

Socials, Special Member Clinics, and Club Events:

Full refunds will be given for cancellations made at least 48 hours before the start of the event or program unless otherwise stated in the registration instructions (some programs will have a NO REFUND policy). Cancellations made less than 48 hours before the start of the event or program will result in a full charge. No-Shows result in a full charge. As you can imagine, most of our socials and events are planned for the people who have signed up. Please respect your fellow Members by giving at least a 48-hour notice of your cancellation so that the event can be appropriately planned.

COURT CANCELLATIONS AND GUEST FEES CHARGES

Tennis Court Late Cancellation and No-Shows:

Late cancellation fee (less than 24 hours notice) of \$10 per court will be shared among the players listed on the court. An additional No-show fee of \$10 will be applied per person for failure to cancel a court or for court cancellations made after the start time.

Inaccurate Names on Tennis Court:

All names left blank or that are inaccurate on a reservation will result in a guest fee charge per person to the Host. For example, if four people play on a court that is booked for only for two people, the host member will be charged guest fees for each player who was not identified for the court. Or if someone different than the name on the reservation plays, the host will be charged a guest fee for that person. *Names may be adjusted on the court up until the court start time.* If there are continued instances, the host's reservation privileges will be restricted.

NOTE: Adding players to a court reservation who have already exceeded their reservation quota at the time the reservation is made is **not allowed**. Violation of this policy can result in extra fees or suspension of reservation privileges.

MEMBERSHIP CHANGES AND CANCELLATION

Please refer to the Member Handbook