

PROGRAM AND EVENT CANCELLATION POLICIES

CANCELLATION POLICIES

Please note that exceptions to these policies may be specified in programs and events.

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.
- If we find someone to take your place for the entire program, we will provide you with Club account credit, less the \$10 processing fee.
- If you cancel more than one week from the first day of the program you are in, then you will be credited or refunded the full amount paid, less the \$10 processing fee.
- Once the program has started, there are no refunds or credits provided if you must cancel.

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.

Group Training Classes Reservations: Cancellations may be made up to 2 hours prior to the start time of the class. Late cancellation within the two-hour window prior to the class, late cancellation, and no show results in the full Non-Member fee per class. **Late Arrival:** All participants have an arrival grace period of 5 minutes after the start time of the class. After that period your spot in class will be given away to anyone waiting.

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.

Daily Doubles Play: Cancellations less than 24 hours ahead of the Daily Doubles date and start time will be charged the same rate as the Tennis Guest fee. No Shows will be charged the same fee.

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. If you do not show up for League and do not have a substitute arranged, you will be charged a penalty for each occurrence. Why? Having a no-show really hurts the play for the rest of the league Members . 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

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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 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. Origin of these policies: Membership Handbook.

COURT FEES

Tennis Court Late Show, Cancellation and No-Shows:

Late Show: There is a 15-minute grace period to start your play on the court. If you have not let us know that you will be starting later than the first 15 minutes of your court period, your court will be given away to others who are waiting to play.

Late Cancellation: Late cancellation fee (less than 24 hours notice) of \$10 per court will be shared among the players listed on the court.

No Show Fee: A 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 tennis guest fee charge per person to the Host. For example, if four people play on a 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.*

PARKING

B TTC owns/controls the parking spaces in front of the Club along McKenzie and 10 spots in the McKenzie Square Parking Lot (along western edge). All are marked. You must have a current B TTC Parking Permit to park in these spaces. *Parking in B TTC spaces is for Club use only—Members may not use B TTC spaces for non-Club use.*

Parking Permits: must be attached to the **front driver's side of the vehicle, lower left hand side as you are looking through the glass from the driver's seat.**

- Beginning May 1,2022, all cars parked in B TTC marked stalls MUST have a current parking permit attached to their vehicle.
- Each member may request and will receive **one** parking permit. If a second is requested, there will be a \$10 charge. No more than 2 will be issued per Membership.
- Members that have trial, temporary, student, or child Memberships will NOT be eligible for permits.