

## Terms of Service

### Refunds (Programs and Camps)

- Cancel prior to the 1st day of the session and receive 90% minus \$20 administrative fee.
- Cancel after the 1st class and receive 50% minus \$20 administrative fee.
- Cancel after the 2nd class there will be no refunds issued.

All refund requests must be submitted in writing to [tennis@commonpointqueens.org](mailto:tennis@commonpointqueens.org). Please include the class name, day, time, participants full name and reason for the refund.

### Make-up class

- One make-up will be allowed within the semester. There will be make-up dates announced within the semester.
- Make ups are dependent on the student's availability and therefore are not guaranteed.
- Make-up class must be within the semester you are enrolled in.

### Court Rentals

- Cancellations must be made at least 24 hours in advance by contacting via email at [tennis@commonpointqueens.org](mailto:tennis@commonpointqueens.org) or calling 718-255-2127 during business hours in order to receive a store credit. If you cancel with less than 24 hours notice, your payment will be forfeited for that booking date.
- Bookings for court rentals can be made up to 2 days in advance.
- A maximum of 4 players is allowed per tennis court rental.
- A maximum of 5 players is allowed per pickleball court rental.

### OUTSIDE PROS:

- Outside Pros must provide their own equipment.
- Booking for court rentals can be made up to 2 days in advance and a maximum of 1 court per booking.
- A maximum of 3 students allowed per court.

### Pickleball Open play

- You may register for Open Play up to 3 weeks in advance. Payment is required upon booking.
- Cancellations must be made at least 24 hours in advance in order to qualify for a store credit. If you cancel with less than 24 hours notice, your payment will be forfeited for that booking. Send an email to [tennis@commonpointqueens.org](mailto:tennis@commonpointqueens.org) or call 718 255 2127 to cancel your Open Play booking.

- Up to 6 players are allowed per court.

## Code of Conduct

- Check-in and payment is required prior to play.
- All players for on-court play must be checked in at the client services desk prior to play.
- Only players are allowed on the courts.
- Please do not walk on court until designated time of play.
- The use of courts beyond the assigned time will be subject to an additional charge.
- Court renters who are late, have a 15 minute grace period then the court will be reassigned.
- Cancellation of court time must be made 24 hours prior to reservation time in order to qualify for a store credit.
- CPQ reserves the right to cancel court time or program participation for any cause deemed appropriate at the sole discretion of CPQ management.
- All play is at your own risk. CPQ assumes no responsibility for any accident or injury in connection with such use, or for the loss or damage to personal property.
- Proper court etiquette is expected at all times. Use of foul, abusive, offensive or inappropriate language, gestures or other conduct, and any other inappropriate behavior, with or towards other guests, players, and CPQ staff will not be tolerated will be subject to action by the Director of Operations.
- Children under 12 years of age must be supervised closely by a parent/guardian.
- Please keep the courts and benches clean and throw out all trash in the appropriate receptacles throughout the facility.
- Proper tennis shoes must be worn on court at all times. No black soled shoes allowed on the tennis or pickleball courts.
- No food or beverages (other than water) is permitted on the courts.
- Animals (other than service animals) are not permitted in the facility.
- Photography or videotaping is not permitted without express written permission from CPQ management.
- CPQ is not responsible for lost, stolen, or damaged items.
- Lockers are for day use only. Items left overnight in lockers will be subject to removal.
- No baskets, hoppers, or carts are allowed on court unless used by CPQ professional staff. CPQ equipment is for the sole use of CPQ staff. Outside coaches must supply their own equipment.
- CPQ has the right to revoke usage of the facility to those participants who show continuous disregard for the code of conduct and policies of the facility.

## Terms of Service for Commonpoint Queens Summer Tennis Program

**Registration:** All payments are due at time of registration.

### Refund Policy

- No child will be permitted to begin camp if there is an outstanding balance.
- If you withdraw by May 14th 2023, a refund of tuition will be made minus \$100 per child.
- If you withdraw between May 15th 2023 and June 15th 2023, \$250 will be charged for each child.
- Refund requests must be submitted in writing to [Tennis@commonpointqueens.org](mailto:Tennis@commonpointqueens.org)

Starting June 16th, there will be NO REFUND under any circumstances, even in the case of illness or if the child leaves camp on his or her own accord, is removed from camp due to an inability to adjust, is unable to function adequately or comply with the rules and regulations of the camp. There is no reduction, make-ups or refund based on missed days due to absence, illness or early withdrawal.

### Changes in Enrollment

- We will accommodate changes in week selection as per space allows. If more than one change is made from the week selection, a \$25 admin fee per change will incur.
- If you love camp and would like to add additional weeks, the regular weekly rate (\$550) will be charged.

**Inclement Weather:** In the event of inclement weather, camp will still run as scheduled. Parents will be notified via email in the morning if the camp location will be changed to the Commonpoint Queens Sam Field Center in Little Neck for that day. If rain begins while camp has already started, then campers will be given alternate indoor activities that will keep our campers entertained and engaged. **There will be no refunds, credits or make-ups will be given for rain days.**

**Behavior Dismissal:** Commonpoint Queens reserves the right to dismiss any camper from our camp program for UNACCEPTABLE BEHAVIOR:

1. Refusing to follow the behavior guidelines or camp rules.
2. Using profanity, vulgarity, or obscenity
3. Stealing or damaging property
4. Disrupting the program
5. Leaving the program without permission
6. Endangering the health and safety of campers and/or staff. Physical violence towards another camper or staff member will result in immediate dismissal from the camp program.

In the event of dismissal, fees will not be refunded and the parent will be responsible for paying the balance for the session fee during which the dismissal takes place. Insurance All campers are covered by the camp's Accident Insurance Policy for injuries related to camp activities. This does not cover illness. Please note that there is a \$100 deductible for medical reimbursement. The dental insurance

coverage is contract limited to \$150. The current cost of liability insurance has made it necessary for us to pass along an insurance fee of \$20 to each camper. The insurance policy serves as a secondary insurance to your child's primary insurance coverage.

**Photo Release:** Camp registration implies permission to use photos and/or videos taken during camp to be used for both print and electronic media for the Commonpoint Queens' promotion (brochures, posters, internet, ads, etc.). Participant agrees that Commonpoint Queens and its designees may use Participant's name, voice, photographs, likeness, biographies, testimonials and statements, and other identification for any purpose relating to Commonpoint Queens activities and advertising and publicizing Commonpoint Queens and its products and services.

**Medical Form:** A completed medical form and emergency authorization form must be returned to the camp office or uploaded on to our registration site no later than June 12th 2023. No camper is permitted to begin camp unless we have these forms on file.

**Lunch/Snack:** A delicious lunch is offered for all campers who are registered for the full day program. Glatt Kosher or vegetarian lunch is available. When sending lunch with your camper, that lunch must be packed in an insulated lunch bag. We are a peanut-free facility. Any snacks brought from home must not contain any nuts. All programs include a daily snack.

**Extended and Early Care:** You must be registered and paid in advance to attend the extended care program. There are limited spots available so please make your selection early. Early Care is from 7:30am - 9:00am and the Extended care is from 4:00-5:30 pm (10.00 per child, per session). During this time the campers will be supervised by our staff.

**Off-site Activities:** Registration implies permission for your child to take part in all activities, including activities away from the camp facility (swimming at Tannenbaum Pool or rain day at the Sam Field Center). There is no alternative child care for children who choose not to attend a scheduled trip.

**Other:** Participant hereby authorizes many medical assistance or treatment deemed necessary in the event of any injury to Participant while participating in any activity. Participant has appropriate insurance, or, if not, Participant agrees to pay all costs of medical services incurred on his or her behalf.