

# POLICIES AND TERMS AND CONDITIONS

## ACTIVE PICKLEBALL & TENNIS CENTER POLICIES

1. All players for on-court play must be checked in at front desk prior to play and payment is required prior to play.
2. Please do not walk on court until designated time of play.
3. The use of courts beyond the assigned time will be subject to charge.
4. Cancellation of court time must be made at least 24 hours prior to reservation time.
5. APTC reserves the right to cancel court time or program participation for any cause deemed appropriate at the sole discretion of APTC management.
6. All play is at your own risk.
7. Use of foul, abusive, offensive, or inappropriate language, gestures or other conduct, and any other inappropriate behavior, with or towards other guests, players, and APTC staff will not be tolerated.
8. Proper court etiquette is expected at all times .
9. Proper tennis shoes are required on the Tennis Courts.
10. No food or beverages (other than water) is permitted on the courts.
11. APTC is not responsible for lost, stolen, or damaged items.
12. Lockers are for day use only.
13. Tennis instruction may be given only by APTC professional staff or Outside Pros as approved by APTC.
14. No baskets, hoppers, or carts are allowed on court unless approved by APTC.

## PROGRAM & MAKE UP POLICIES

1. There is a 24-hour cancellation policy for all Programs, Private Lessons and Court Time.
2. Program participants will be eligible for a make-up if APTC is notified of an absence at least 24 hours in advance
3. All Students are eligible for a MAXIMUM of 2 make-ups Per Session.
4. Best efforts will be made to accommodate make-up requests, but Make-Ups are NOT GUARANTEED. If make-up is scheduled and you do not attend, you lose your make up. There are NO MAKE-UPS or REFUNDS for missed classes. Make ups are dependent on the student's availability and therefore are not guaranteed.
5. Under NO circumstances will lesson packages be pro rated to account for make ups. Lessons run regardless of attendance, meaning pros are paid and lighting and heating costs are incurred by the club.
6. Per Diem classes are available for students who are not able to buy a complete program. These classes are an additional \$10 for EACH hour. Clients must call each week to check for availability.
7. There is a \$25 Non-Refundable Registration Fee for all Programs each season ( Indoors/Outdoors)
8. \$100 Non-Refundable Deposit is required to enroll for all programs.
9. Remaining balances is due the 1st day of classes.
10. No Refunds or Credit will be given for withdrawal or absences after the session begins.
11. APTC accepts payments wither by Cash, Check or Credit Cards. ( 3.5 % cash discount will be charged for Credit Cards)