



YMCA Arlington Tennis & Pickleball Center

CANCELLATION POLICIES

*ADULT PRO INSTRUCTION (Tennis & Pickleball Clinics/Lessons, Other paid events & Pickleball Drop-in)

- All lesson and adult clinic, and other paid event registrations must be canceled no later than 24 hours before to the scheduled start time to receive credit to your Court Reserve account.
- All Pickleball Drop-in registrations must be canceled no later than 3 hours prior to the scheduled start time to receive a credit, if applicable, to your Court Reserve account. Not showing for a registered Drop-in event or canceling less than 3 hours prior to the event will incur a \$10 No-show / Late Cancellation fee.
- Modify or cancel your registrations through your Court Reserve account. (Court Reserve > Profile (your name top right) > My Events)
If you are experiencing issues with the online system, please call your branch directly.
- Reach out to your pro directly, no later than 24 hours prior to the scheduled start time, if you need to modify or cancel a lesson.

*JUNIOR PROGRAM SESSIONS (Tennis & Pickleball)

- Must be canceled at least 7 days prior to the start date of the session (20% fee applies if canceled within 7 days of the start date).
- If the child is not able to attend one of the classes during the season, then the following policy applies.
 - With advanced notice, one make-up class will be offered during the same session as space permits.
 - If the Y is unable to offer a make-up class and advance notice was provided, the cost of the first missed class will be credited to your Court Reserve account.
 - In the case of an unforeseen circumstance (emergency or medical), contact Scott within 3 days of the missed class.
 - Coordinate credits and make-ups with Scott McIntosh, scott.mcintosh@ymca.org
- Credits/make-ups are not available for more than one missed class during a season.

TENNIS & PICKLEBALL HOURLY COURT RENTAL (Random Court Time)

- Court reservations must be canceled at least 24 hours before the scheduled start time to receive credit, if applicable, to your Court Reserve account. Decreasing, changing the time of a reservation, or removing a reservation are all types of cancellations.
- Reservations are non-transferable to other members.
- Modify or cancel your court reservations through your Court Reserve account. (Court Reserve > Profile (your name top right) > My Reservations)
If you are experiencing issues with the online system, please email ATPC@ymcadc.org.
- **SUMMER COURT TIME:** As a courtesy to all members, please ensure to cancel your reservations at least 24 hours prior to your reservation. A \$10 No-show / Late Cancellation fee will apply to all full YMCA Arlington Tennis & Pickleball Center members for cancellations not received at least 24 hours prior to the reservation during the summer season.
- **EARLY BIRD COURT TIME:** A \$10 late cancellation/no show fee will apply for cancellations not received at least 24 hours before the reservation or if more than 15 minutes of the reservation is missed.

* All instruction (i.e. tennis lessons, clinics, etc.) purchased is non-refundable after 30-days from the date of purchase. After six-months from the date of purchase, any credits for unused instruction expire.