

# YMCA ARLINGTON TENNIS & SQUASH CENTER

## CANCELLATION POLICY

### ADULT PRO INSTRUCTION (Tennis & Pickleball)

- All lessons, single date clinics, and drop-in registrations must be canceled no later than 24 hours prior to the scheduled start time to receive a credit to your Court Reserve account.
- 4+-week clinic sessions and Pickleball leagues must be canceled at least 7 days prior to the start date of the session (20% fee applies if canceled within 7 days of start date). Should you need to miss a class due to an unforeseen circumstance (emergency or medical) please inform your coach in advance.
- 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 email [atctennis@ymcadc.org](mailto:atctennis@ymcadc.org).
- 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 start date).
- If the child is not able to attend one of the classes during a session, 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 with Scott McIntosh, [scott.mcintosh@ymcadc.org](mailto:scott.mcintosh@ymcadc.org)
- Credits/make-ups are not available for more than one missed class during a session.

### TENNIS & PICKLEBALL HOURLY COURT RENTAL (Random Court Time)

- Court reservations made more than 24 hours in advance must be canceled no later than 24 hours prior to the scheduled start time to receive a credit, if applicable, to your Court Reserve account.
  - Court reservations made less than 24 hours in advance must be canceled no later than 3 hours prior to the scheduled start time to receive credit, if applicable, to your CourtReserve account.
- 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 [atctennis@ymcadc.org](mailto:atctennis@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 late cancellation/no show fee will apply to all full Tennis Center members for cancellations not received at least 24 hours prior to the reservation during the summer season.

## PICKLEBALL DROP-INS

- To modify or cancel your reservation through your Court Reserve account, log in and select > Profile (your name at the top right) > My Bookings
- Participants wishing to cancel must do so through their Court Reserve account at least 3 hours before the scheduled drop-in.
- Failure to cancel and not attend the drop-in will result in a \$10 no-show/late cancellation fee.
- Cancellations past the 3-hour deadline will also incur a \$10 no-show/late cancellation fee.
- If cancelling your registration within 3 hours prior to the scheduled drop-in, please contact the front desk at 703-522-1700 to remove your spot.