



# YMCA Arlington Tennis & Pickleball Center

## CANCELLATION POLICIES

### \*ADULT PRO INSTRUCTION (Tennis & Pickleball & Pickleball Drop-in)

- All lesson and adult clinic registrations must be canceled no later than 24 hours prior to the scheduled start time to receive a 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.
- 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 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](mailto: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 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 Reserved 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 Court Reserve 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 [ATPC@ymcadc.org](mailto: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.

\* 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.