



# YMCA Bethesda–Chevy Chase & YMCA Silver Spring

## COURT SPORT CANCELLATION POLICIES

### PRO INSTRUCTION (Tennis & Pickleball & Pickleball Drop-in)

- All lesson and adult clinic registrations must be canceled no later than 24 hours to the scheduled start time to receive a credit, if applicable, 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 may incur a No-show / Late Cancellation fee.
- Jr programs and Pickleball Leagues must be canceled 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 the pro 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 cancel a lesson.
- **Low Enrollment Cancellation:** In the event that enrollment does not reach the minimum participation for a program to run, you will receive a notification at least 24 hours prior to the start of the scheduled class that it is canceled. If the activity is canceled by the pro, you will receive a credit to your Court Reserve account.

### TENNIS & PICKLEBALL COURT RESERVATIONS

- To cancel without penalty, all court reservations must be canceled no later than 24 hours prior to the scheduled start time. You will receive a credit, if applicable, of fees paid to your Court Reserve account. (Court Reserve > Profile (your name top right) > My Reservations)
- Reservations are non-transferable to other members.
- **Weather Cancellation:** In the event of inclement weather, call the front desk, (BCC 301-530-3725) (SS 301-585-2120), at least 2 hours prior to the start of your reservation to cancel without penalty. If applicable, a credit will be issued to your Court Reserve account.

### WEATHER CANCELLATION

- In the event of inclement weather, the YMCA will make every effort to ensure you receive an email notification through Court Reserve one hour prior to the start of the scheduled activity if it will be canceled. For safety reasons, courts will be closed immediately when wet/icy or if precipitation is occurring. In the event of extreme temperatures, the Y will follow guidance from local authorities for operations. If applicable, you will receive a credit to your Court Reserve account whenever the branch or pro cancels an activity.