



## TERMS OF SERVICE

### Refunds (Programs and Camps)

- Cancel prior to the 1st day of the session and receive 90% minus \$20 administrative fee.
- Cancel after the 1st class and receive 50% minus \$20 administrative fee.
- Cancel after the 2nd class there will be no refunds issued.

All refund requests must be submitted in writing to [tennis@commonpoint.org](mailto:tennis@commonpoint.org). Please include the class name, day, time, participant's full name and reason for the refund. A Doctor's note may be required.

### Make-up class

#### (Spring & Summer Sessions)

- Sessions Duration: Our Spring & Summer sessions are short sessions, and therefore, we do not offer make-up classes.
- Refunds/Credits: We do not offer refunds or credits for missed classes, regardless of the reason for the absence.
- Rain Cancellation: In the event that we must cancel a class due to rain or other unforeseen circumstances, we will notify all registered participants as soon as possible. Please be advised that there will be no refunds offered. Instead, a rain date will be scheduled, and we kindly ask that all attendees make themselves available for the rescheduled date. If you are unable to attend the rain date, please understand that we will not be able to offer an alternative make-up session.

#### (Fall and Winter Sessions)

- One make-up will be allowed within the semester. There will be make-up dates announced within the semester.
- Make-ups are dependent on the student's availability and therefore are not guaranteed.
- Make-up class must be within the semester you are enrolled in.
- Make-up requests must be submitted in writing by sending an email with player name, class day, class time, level and absent date to [tennis@commonpoint.org](mailto:tennis@commonpoint.org) 48 hours in advance.

### Court Rentals

- Cancellations must be made at least 48 hours in advance by contacting via email at [tennis@commonpoint.org](mailto:tennis@commonpoint.org) or calling 718-255-2127 during business hours in order to receive a store credit. If you cancel with less than 48 hours notice, your payment will be forfeited for that booking date.
- Bookings for court rentals can be made up to 2 days in advance.
- A maximum of 4 players is allowed per tennis court rental.
- A maximum of 5 players is allowed per pickleball court rental.
- Booking for court rentals can be made up to 2 days in advance and a maximum of 1 court per booking.
- A maximum of 6 balls per court. Absolutely no carts or bags, etc

### Pickleball Open Play

- You may register for Open Play up to 3 weeks in advance. Payment is required upon booking.
- Cancellations must be made at least 24 hours in advance in order to qualify for a store credit. If you cancel with less than 24 hours notice, your payment will be forfeited for that booking. Send an email to [tennis@commonpoint.org](mailto:tennis@commonpoint.org) or call 718 255 2127 to cancel your Open Play booking.
- Up to 6 players are allowed per court.

### Code of Conduct

- Check-in and payment is required prior to play.
- All players for on-court play must be checked in at the client services desk prior to play.
- Only players are allowed on the courts.
- Please do not walk on court until designated time of play.
- The use of courts beyond the assigned time will be subject to an additional charge.
- Court renters who are late, have a 15 minute grace period then the court will be reassigned.
- Cancellation of court time must be made 24 hours prior to reservation time in order to qualify for a store credit.
- CPQ reserves the right to cancel court time or program participation for any cause deemed appropriate at the sole discretion of CPQ management.
- All play is at your own risk. CPQ assumes no responsibility for any accident or injury in connection with such use, or for the loss or damage to personal property.
- Proper court etiquette is expected at all times. Use of foul, abusive, offensive or inappropriate language, gestures or other conduct, and any other inappropriate behavior, with or towards other guests, players, and CPQ staff will not be tolerated will be subject to action by the Director of Operations.
- Children under 12 years of age must be supervised closely by a parent/guardian.
- Please keep the courts and benches clean and throw out all trash in the appropriate receptacles throughout the facility.
- Proper tennis shoes must be worn on court at all times. No black soled shoes allowed on the tennis or pickleball courts.
- No food or beverages (other than water) is permitted on the courts.
- Animals (other than service animals) are not permitted in the facility.
- Photography or videotaping is not permitted without express written permission from CPQ management.
- CPQ is not responsible for lost, stolen, or damaged items.
- Lockers are for day use only. Items left overnight in lockers will be subject to removal.
- No baskets, hoppers, or carts are allowed on court unless used by CPQ professional staff. CPQ equipment is for the sole use of CPQ staff. Outside coaches must supply their own equipment.
- CPQ has the right to revoke usage of the facility to those participants who show continuous disregard for the code of conduct and policies of the facility