



five star tennis center

CLUB POLICIES

MEMBERSHIP

- ★ Annual memberships require a 12-month initial contract to be signed.
- ★ Early cancellations of monthly memberships will be charged a cancellation fee of 50% of the remaining dues.
- ★ Annual prepaid memberships may not be canceled early.
- ★ All memberships with the exception of annual prepaid require an initiation fee. If a membership is canceled for any reason, a new initiation fee will be required to re-join the club.
- ★ All members are required to have a credit card put on file; or payment is needed up front for any and all activities.
- ★ Multiple memberships for family members that are started within a (1) month time period will only be charged one initiation fee.
- ★ Family memberships include all children ages 18 and under residing in the home. Children ages 23 and under who are enrolled in college may also be included.
- ★ A Senior membership is for ages 60+.
- ★ Individual memberships may be upgraded at any time to family. Upgrades are considered a new contract. Any change in membership after 30 days will require a new contract.
- ★ Persons with a membership on hold or who are not paying dues for any reason are not considered members.
- ★ Memberships may only be placed on hold for medical reasons with a valid doctor's note.
- ★ Cancellation of all memberships requires a 30 day written notice. Notice may be submitted via mail, email, or by completing a cancellation form in person. Notice of cancellation must be received 30 days prior to the end of the month. Member accounts must be paid in full before cancellation is complete, including any fees accrued during the notice period.
- ★ Five Star Tennis Center reserves the right to terminate at management's discretion the membership of persons determined to be detrimental to the safe operation of the Club.
- ★ Membership prices are subject to change with a 30 day written notice.

LESSON CANCELLATIONS

- ★ Lessons canceled between 48 and 24 hours in advance will be assessed a \$20 cancellation fee.
- ★ Lessons canceled less than 24 hours in advance will be assessed a 50% cancellation fee.
- ★ No show lessons will be assessed the full cost of the lesson.

CLASS REGISTRATION

- ★ All registrations are accepted on a space availability basis.
- ★ Payment is due in full at time of reservation.
- ★ We accept cash, check, MC, Visa, Discover Card and American Express.
- ★ A student may not withdraw from a class after the start of the session.
- ★ If a player withdraws from a class prior to the first day of the session, a refund of the registration fee can be issued in lieu of account credit.
- ★ If a student enrolls after the start of the session, a prorated fee will be charged.
- ★ A signed liability waiver must be on file.
- ★ Five Star Tennis Center membership is required for High Performance classes.
- ★ Class fee is non-refundable and non-transferable to other activities, i.e. lessons, tournaments, court fees, etc., except as follows:
 - For medical reasons, a prorated refund/credit, less a 10% processing fee, shall be given for the dates specified by a written doctor's statement explaining the nature of the disability or injury and duration.
 - A pro-rated refund or credit shall be issued to a student who is asked to withdraw from a class due to not meeting level requirements.
 - Once the session has begun, account credit will be issued for any withdrawals for any reason other than injury. No refunds will be issued after the start of the session.
- ★ If a class fails to meet the minimum enrollment, it may be canceled and players will be asked to transfer to another class.
- ★ Acceptance into a class is based on meeting qualification as noted on class description. Five Star Tennis reserves the right to move a student into a more appropriate level class after a session has begun.
- ★ There will be a Priority Registration period before every session for students already enrolled in classes.
- ★ Dropping into classes is not allowed.

JUNIOR CLASS MAKE UPS

- ★ Player may receive three makeups, per class, per session
- ★ Players may not make up a class by attending a different day.
- ★ Make ups may only be done during school "Day Off" drills.
- ★ Make ups may be done in any session of the indoor season.
- ★ **MAKEUPS ARE NEVER GUARANTEED**

GENERAL

- ★ Courteous tennis etiquette should be observed at all times. Good sportsmanship and consideration for others is the rule of club play.
- ★ Five Star Tennis Center is a NO Smoking facility.
- ★ All lost and found items will be turned in to the Front Desk and will be discarded after 14 days.
- ★ Five Star Tennis Center is not responsible for lost or stolen items.
- ★ Non-tennis playing children are not allowed on the tennis courts while parents or guardians are playing.
- ★ Children may not be left unattended anywhere in the building.
- ★ Pets are not allowed in the club at any time.
- ★ Parents must remain in the viewing areas during all lesson/class times.
- ★ Players may only bring water on the courts. Sports drinks, coffee, sodas and food are prohibited from the courts.
- ★ Cell phones should be silenced while you are on the courts.
- ★ Five Star Tennis Center management reserves the right to remove members, guests or visitors from the courts or viewing areas for behavior that is deemed detrimental or disturbing to the Club and other players.

CLUB HOURS OF OPERATION

- ★ All hours of operation are subject to change. Please consult the website or the Club Information page for current hours.

**FIVE STAR TENNIS CENTER RESERVES THE RIGHT TO AMEND ALL POLICIES
WITHOUT PRIOR NOTICE.**