



The Thoreau Club Tennis Academy Cancellation Policies

Given our high demand and limited capacity we would like to remind you of our cancellation policies. These policies are in place to create a fair opportunity for all players to maximize their experience.

Clinic Cancellation/Make-Up/Credit Policy

If notice is given 24-hours or more in advance of the clinic start time:

You can make-up to 3 clinics within the current clinic session. There will be no extensions given on the session. Make up clinics are not guaranteed and are on a space-available basis. Please note that many of our clinic times are at capacity, so a make-up may only be available if another player has canceled.

If notice is NOT given at least 24-hours in advance, you will not be granted a make-up clinic. All notices must be sent by email to brian@thoreau.com. Please - no text, verbal, or phone messages will be accepted for cancellations. All make ups should be arranged by email as well to brian@thoreau.com ***NOTE*** Due to high demand and the limited number of available spots, please be advised that credits for anything other than medical reasons will not be issued.

Summer Clinic Cancellation Policy

If notice is given 24-hours or more in advance of the clinic start time:

With pre registration you can request a change to your clinic for another time within the same week to retain the discounted price. Changes are not guaranteed and are on a space-available basis.

If notice is NOT given at least 24-hours in advance, you will not be granted a make-up clinic. All notices must be sent by email to brian@thoreau.com. Please - no text, verbal, or phone messages will be accepted for cancellations. All make ups should be arranged by email as well to brian@thoreau.com

Session Cancellation/Credit Policy

If a player elects to withdraw after registration and payment is finalized - credits will only be issued under extenuating circumstances. Players are eligible for a refund for unused sessions only due to a Player's injury and when accompanied by a doctor's note. ***NOTE* Due to high demand and the limited number of available spots, please be advised that credits for anything other than medical reasons will not be issued.**

Weather Cancellation

All weather-related cancellations will be communicated through email no less than 2 hours prior to the start of the clinic. If the club cancels clinics due to weather conditions, each player will receive a credit on their account for future use.

This policy is in place so we can offer your children the best possible experience on court. We are very sensitive in trying to accommodate our members so everyone will get the most out of the program, while at being responsible with our resources. Thank you for your cooperation.