

Westhampton Beach Tennis and Sport Cancellation & No Show Policy

WHBTS is committed to high level customer service and programming. To that end, the following policies are in place to ensure quality staffing and programming for all members and guests.

1. Cancellation Procedure

- To cancel a court reservation, lesson, clinic, junior development program or any other event, please contact us via phone at 631-288-6060 or cancel yourself through the Court Reserve App. **Cancellations are only confirmed when you receive a confirmation email from the club.**

2. Court Reservations

- Cancellations for court reservations **must be completed 24 hours** before the scheduled time to avoid a 100% charge.

3. Lessons and Clinics

- Cancellations **must be completed 24 hours in advance** by using the Court Reserve App or speaking with a representative at the club to avoid a 100% charge. (631-288-6060)

4. No Show

- Failure to show up for your reserved instruction or reserved court will result in a charge for the full amount of the instruction/reservation.

5. Weather Related Cancellations

- The club **reserves the right to determine if weather requires a cancellation** for court time or instruction. Be sure to call and speak to a representative if you are concerned about a weather cancellation.

6. Special Events and Tournaments

- You must withdraw from a special event or tournament **48 hours prior to the event** to receive a partial refund. Any withdrawal after the 48 hours will result in a charge for the full fee for the event.

7. Junior Development Program

- The Junior Development program dates and times are pre-determined for the session. **There are no make-ups or refunds for missed sessions.** If you choose to withdraw your child at any time after the first day of the program, there will not be a refund or credit awarded.

8. Tennis Mixers and Midday Game

- Cancellations for tennis mixers and midday games must be made at least **24 hours in advance** or you will be charged the full fee. No shows will be charged the full fee.

9. Singles Flex League

- Participants are required to schedule and complete **at least four (4) matches per month**. For any less than 4 matches played, you will be charged \$40 per missed match.

10. Seasonal Winter Groups

- **Non-Refundable:** All registrations for seasonal winter groups are non-refundable. Once you have committed to the group, no refunds or credits will be issued for any missed sessions, withdrawals, or scheduling conflicts.

11. Waitlist Policy

- **Auto-Registration:** After joining the waitlist, if a spot becomes available you will be **automatically registered**. You will be notified via the Court Reserve App and email.
 - **Timing:** Auto-registration may occur **up to 2 hours before the start** of the event.
- **Responsibility to Attend:** If you are auto-registered from the waitlist and fail to show up without notifying the club you will be charged the full amount.
- **Opting Out:** If you no longer wish to remain on the waitlist, you must remove yourself or call the club to do so.