



Seasonal Appointment Policies, 2021-2022

Future Stars Tennis Club

Seasonal appointments are booked for the entire length of a season. The purpose of a seasonal is to have a standing appointment on the same day, at the same time, on the same court, and with the same pro for the entire season.

A seasonal lesson or court rental is a good option for people who know their schedule in advance and will be in Southampton every week or weekend. Seasonals are booked and paid for up front.

Future Stars Tennis operates in two seasons: An indoor season from mid-September to mid-May (usually about 30 weeks), and an outdoor season from late May to the beginning of September (usually about 15 weeks).

Clients with seasonals should not be making regular changes to their seasonal. As of our 2021 Outdoor Season, **we will be limiting the number to a total of changes that a client can make to their seasonal appointment.**

Registration & Payment

We require a 10% deposit to secure your spot upon registration. Your spot will not be reserved until payment has been received. All payments will be due on May 1, 2021. Anyone who registers for a seasonal after May 1 will be required to pay for the entire cost of their seasonal at the time of registration.

We cannot prorate your seasonal if you won't be here for the entirety of the season. If you are going to be away for an extended period of time during the period in which your seasonal lesson is booked, please be aware that we may not be able to

provide makeups for you. (Please see "Cancellations & Makeups for more information.)

Mid-Season Registration

We will, however, prorate anyone who registers for a seasonal after the season has started, but only for the dates that have already passed and not for any dates that they will miss in the future.

So, if you start your seasonal in December, we would charge you for all of the weeks from the start of your seasonal through the end of the indoor season's period.

Please be aware that registration for mid-session commencement cannot be done far in advance. So, a client cannot request a seasonal from December to mid-May in September, as we might be able to sell that spot to someone who will be here for the entire length of the season. Instead, we suggest reaching out two weeks before your anticipated start date.

Cancellations

If you need to cancel your seasonal, you are eligible for a full refund up to 2 weeks before the season starts. In the 2 weeks leading up to the start of the season, you will be eligible for a credit at Future Stars for the monetary value that was paid minus a \$150 administrative fee. The credit cannot be used toward camp-related purchases. **Once the seasonal has commenced, you will not be eligible for refunds or credits.**

Changes to a Seasonal Appointment

As of the 2021 Outdoor Season, we will be limiting the number of changes that can be made to seasonal appointments. This includes, but is not limited to: 1. cancellations and subsequent makeup classes, 2. adding a pro to a seasonal open court, 3. moving an appointment to a different time on the same day, and more.

Clients will be allowed to make up to three (3) changes in the outdoor season, and five (5) changes in the indoor season. These numbers apply to full-length seasonals only. Future Stars may adjust the number of changes possible to seasonals that commenced after the start of the season.

Any changes made past the allotted number in a seasonal may either not be possible, or may incur an administrative fee. When changes are not possible, the credits and refunds will not be issued.

Makeups

If you have to cancel an appointment, you should tell the office at least 48 hours in advance in order to be eligible for a makeup class. While this will allow you to be eligible for a makeup class, please be aware that makeups are never guaranteed.

It is the client's responsibility to keep track of their own makeups and schedule any makeups on their own. We will only accommodate a makeup class if the original appointment is cancelled at least 48 hours in advance and if the pro assigned to the appointment is available.

All makeups must be used in the same season that the seasonal is booked in. So, if you miss a class during the indoor season, you must make up that class within the current indoor season. Once our outdoor season starts, those makeup classes will not carry over.

Renewing Your Seasonal

Future Stars has two seasonal periods: the indoor season (late September – May), and the outdoor season (June – September). We have seasonals available during the two seasons throughout the year. Since the prices are different between the indoor and outdoor seasons, you should always register for each season separately.

Your seasonal is never guaranteed in the following season until you have registered and paid for the seasonal with the front desk and have received confirmation that the day, time, court, and pro of your preference are available. Never assume that you have the same seasonal as you did in the past.

Holidays & Suspended Classes

Upon registering, the main office will alert you via email which days are not included in your seasonal. Those days are never factored into the cost of your seasonal and you will never be charged for them. It is the client's responsibility to mark these days as suspended at the beginning of the season.

If you'd like to play on the suspended days, we will charge your card on file at the regular day rate.

Additional Costs

Please note that the cost of a seasonal broken down by the week is slightly more expensive than a regular individual lesson. This is because a seasonal guarantees you your court, time, and pro of preference.

At Future Stars, we do our best to be transparent about our pricing. Sometimes, additional charges do apply, such as the following:

- Additional players: \$20 per additional player, per lesson
 - So, if your 30-week indoor seasonal is with two people, the additional cost would be \$600, if you had three people it would be \$1,200, etc.
 - Late registration: Subject to change, but usually the cost of 1 lesson or court

Behavior

The staff and members of Future Stars have a right to work and visit our facility without physical or emotional harm. If a client's behavior compromises that safety by physically or emotionally threatening or harming an employee or client, or otherwise creates a feeling of unrest, management reserves the right to terminate the membership of the parent or guardian in question along with any dependents or household members associated with their account.

Refunds or credits are not guaranteed, but will be determined on a case-by-case basis.