

# Seasonal Appointment Policies

## FS Southampton Tennis Club

### Registration & Payment

A seasonal lesson or court rental ("seasonal") 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 and for the entirety of either the indoor season (~30 weeks) or the outdoor season (~15 weeks).

The seasonal locks the client into a specific appointment on the same day and time each week, and with the same pro if it is a lesson. Payment is required up front. Your spot will not be reserved until payment has been received. .

We cannot prorate your seasonal if you won't be here for the entirety of the season. If you are going on vacation or otherwise not going to use the seasonal for a certain period of time, you should treat the days that you are missing as cancelled classes and schedule make-up days accordingly. (Please see "Cancellations & Make-Ups".)

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. There will be a small administration fee for those who join the season late. (Please see "Additional Costs".)

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 FS Southampton for the monetary value that was paid. The credit cannot be used toward camp-related purchases. Once the seasonal has commenced, you will not be eligible for refunds or credits.

### Cancellations & Make-Up Classes

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

It is your responsibility to keep track of the make-ups that you have and schedule them on your own. We will only accommodate a make-up class if you cancelled the missed class at least 48 hours in advance and if the pro that you're scheduled with is available. It must be in the same season that you're 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 make-up classes will not carry over.

## Renewing Your Seasonal

FS Southampton 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. We will also send an email out prior to the suspended week to remind clients when they do not have their seasonal.

If you'd like to play on the suspended days, we will charge your card on file 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 FS Southampton, we do our best to be transparent about our pricing. Sometimes, additional charges do apply, such as the following:

- Additional players: \$15 per additional player, per lesson
  - o So, if your 30-week indoor seasonal is with two people, the additional cost would be \$450, if you had three people it would be \$900, etc.
- Late registration: Subject to change, but usually the cost of 1 lesson or court

## Changes in Your Seasonal

If you need to make any changes to your seasonal (i.e., day of the week, time, pro, etc.) we will do our best to accommodate you, but we can't guarantee that we will be able to. If we cannot adjust the time to work with your schedule, please treat any remaining days as make-ups and schedule them accordingly.