



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 50% deposit to secure your spot upon registration. Your spot will not be reserved until payment has been received. All payments will be due on **September 13th, 2021**. Anyone who registers for a seasonal after September 13th 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 minus a 10% administration fee 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 10% 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. **In the event of a change, a makeup must be scheduled to a different day immediately.** 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.

November 22nd - November 28th (Thanksgiving week)

December 20th - December 26th (Christmas week)

December 27th - Jan 2nd (New Years week)

April 11th - April 17th (Easter week)

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.

COVID-19 Restrictions

These will apply indefinitely

COVID-19 Code of Conduct

Clients are required to read and agree to our [COVID-19 Code of Conduct](#). The Code of Conduct may change as case numbers fluctuate in our area and as State and Local restrictions are applied.

Mask Wearing

Many of these rules are handed down to us from the NYS DOH. We are doing our best to make Future Stars a healthy and safe place for our clients and our staff. Future Stars will have a ZERO TOLERANCE POLICY for those who do not adhere to the updated policies.

If you are fully vaccinated (meaning it has been more than two weeks after your final dose of the vaccine):

- If you have no symptoms and you have not tested positive for COVID-19 within the last 10 days, you are no longer required to wear a mask or be socially distanced while at our facility.

If you are not fully vaccinated (meaning it has not been two weeks since your second dose, or first dose of the Johnson and Johnson vaccine / have not received the vaccine):

- Clients must continue to wear face masks (covering both nose and mouth) and social distance. Masks should be worn at all times while on our facility, other than on court. Face masks may only be removed once on court and more than a 6-foot distance is maintained from all other individuals.

- There should be no high-fives, hugs, handshakes, or other direct physical contact.
- There will be no congregating on the premises or inside the office. Remain apart from other players when taking a break.
- If someone is waiting for an appointment to be over, they must wait inside their car, outside, or they must leave and come back at the end of the appointment. They will not be allowed to wait inside the office for an extended period of time.

Spectators

We are not allowing spectators to watch any classes during this time. Parents and guardians may walk their child to their court at the start of their class and briefly say hello to the coach, but should leave the bubble promptly after doing so.

Waiver

As a player/participant, I hereby agree to comply with all program and club registrations and remove Future Stars Southampton LLC, SYS Inc. and the Town of Southampton or its agents from any liability incurred while involved in this program. The use of the facility is strictly at the players risk. Future Stars LLC, SYS Inc., and the Town of Southampton are not responsible for injuries, accidents, or damage to personal property arising from normal athletic activities on the premises including interactions with other persons on court. All participants and their guests hereby specifically waive any claims for damages arising from their use of club facilities. In the event of an emergency, I grant the club and its agents' permission to give whatever immediate treatment is necessary or to take myself/my child to a hospital emergency room. I also acknowledge the contagious nature of COVID-19 and any mutation thereof and voluntarily assume the risk that myself or my child may be exposed to or infected by COVID-19 and any mutation thereof by attending the FS Tennis Club, and that such exposure or infection may result in personal injury, illness, permanent disability, and death. I understand that the risk of becoming exposed to or infected by COVID-19 and any mutation thereof at the FS Tennis Club may result from the actions, omissions, or negligence of myself and others, including but not limited to Future Stars employees, volunteers, tennis participants, and their families. I voluntarily agree to assume all of the forgoing risks, and I accept sole responsibility for any injury to my child(ren) or myself (including, but not limited to, personal injury, disability, and death), illness, damage, loss, claim, liability, or expense, of any kind, that I or my child(ren) may experience or incur in connection with attendance at FS Tennis Club or participation in the FS Tennis Club programming. Permission is granted to use photos and videos taken at the club for promotional purposes.

Signature:_____ Date:_____