



## Player's Rules & Waiver Agreement

1. **Refund/Return Policy:** All sales are final with the exception of pro shop merchandise. Pro shop merchandise may be returned if unused, with proof of purchase, up to 14 days from purchase date for a full refund.
2. **Cancellation Policy:** Private/semi private lessons, and court rentals must be cancelled at least 24 hours in advance of the scheduled time or the amount in full will be charged to player's account.
3. Management reserves the right to reassign courts when necessary
4. Proper tennis attire is required. NO running shoes or black-soled shoes will be allowed while on the court
5. Children under 12, who are not playing tennis, must be supervised by an adult
6. We honor VISA, MasterCard, Discover, cash or personal checks for your convenience
7. NO smoking is permitted inside the facility
8. Deposits or contract court fees are refundable only when the court has been resold
9. Turn off all cell phones while on the court
10. Frog Hollow has the right to suspend a contract, membership or customer if:
  - a. Player is disruptive or abusive to fellow club or staff members
  - b. Player damages the facility
  - c. All bills are not taken care of on time
11. In case of an emergency we will contact 911
12. Involvement in all club activities shall be undertaken at your own risk (on or off site)
13. Frog Hollow will not be responsible for any cash valuables or personal property brought to the club
14. You must be a member to participate in league play
15. Memberships are to be paid in full with application and are not refundable or transferable
16. Court reservations will be accepted up to 2 weeks prior to play
17. All instruction must be from Frog Hollow Pros
18. Club must be open for business for players to be on court.
19. The likeness of players may be used for Frog Hollow's web sites, publications, advertisements and other collateral materials.
20. Frog Hollow pros may move registered program players based upon player ability level.
21. Junior Players:
  - a. All students must be placed by a senior pro
  - b. Clinics **MUST** be prepaid to reserve a player's spot
  - c. If you do not pre-pay, player will be charged a daily rate for the class (players who pay daily rate are not guaranteed a spot in the class)
  - d. There is a minimum of 4 players in each clinic, if that minimum is not met, players will be moved to other classes.
  - e. There is only 1 clinic make-up allowed per session - and it must be made up **DURING** the session the class was missed. Classes may be made up only if you call to notify the club before the missed class.
  - f. When a player is registered and paid in full for the current session, he/she can resign up for the same day, same clinic, 3 weeks in advance of the next session. If a player is not in the current session, or wishes to change days, he/she may sign up 2 weeks in advance of the next session.
  - g. The likeness of players may be used for Frog Hollow's web sites, publications, advertisements and other collateral materials.
  - h. Junior clinics and camps are non-refundable and non-transferable