

## Impact Activities Policies and Fees (Effective June 1, 2024)

### Lost and Found

- Responsibility: Impact Activities assumes no responsibility for lost or stolen items.
- Storage: Found items are stored in the Lost & Found box in the Club House until the end of the month; unclaimed items will be donated.
- Valuables: Items such as keys, credit cards, and wallets are turned over to the Coronado Police Station.

### Court Reservations (Tennis / Pickleball)

- Residency-Based Booking Privileges:
  - Residents: Can reserve courts up to eight days in advance for two hours at \$5 per court.
  - Non-Residents: Can reserve courts up to seven days in advance for two hours at \$15 per court.
- Booking Requirements:
  - The individual making the reservation must be present during the reserved time.
  - All court fees must be paid before play begins.
  - Specific court assignments are not guaranteed; staff may reallocate courts as needed.
- Reservation Restrictions:
  - Limit of one advance reservation per patron per day.
  - Approval from the Tennis Director is required for multiple reservations, league bookings, or recurring reservations.
- Cancellation Policy:
  - Cancellations must be made at least 24 hours in advance; failure to do so will incur the full court fee.
  - Reservation privileges may be revoked due to policy violations.
- Weather-Related Adjustments:
  - Full court time is not guaranteed in inclement weather.

- Players are responsible for drying their courts before play.

#### Make-Up Policy for Adult and Junior Classes, Clinics, and Programs

- Make-Ups: Only permissible for medical reasons with a valid doctor's note.
- Availability and Session Consistency: Make-ups must be completed within the same session and are subject to space availability.
- Scheduling Make-Ups: Approval and scheduling must occur at least one day prior to attendance.
- Weather-Related Cancellations: Account credit provided for sessions canceled due to weather.
- Proportional Credits for Disruptions: Credits for the unused portion of a class disrupted after commencement.
- Late Cancellations: Full charge applies for late cancellations of classes, clinics, drills, or programs.

#### Stringing Service Policy

- Service Fee: \$26 labor fee plus the cost of strings.
- Turnaround Time: Standard completion within 2-3 days.
- Priority Stringing: Available for an additional fee.
- Inclement Weather Operations: Contact the Pro Shop regarding racket pickup or drop-off.
- Racquet Condition Disclaimer: Not liable for pre-existing damages.

#### Equipment and Demo Usage Policy

- Teaching Equipment: Exclusively for coach and staff use.
- Demo Racquets: \$30 non-refundable deposit required, applicable towards new racquet purchase; return within 7 days.
- Racquet Rentals:
  - Adults: \$10 per racquet.
  - Juniors: First use free; \$1 fee for subsequent uses.

#### Private Lessons

- Booking and Payment: Book directly with instructors; pay online or at the pro shop.
- Authorized Instructors: List available at the Pro Shop.
- Cancellation Policy: 24-hour advance notice required, or full lesson fee charged.

#### Prohibited Activities Policy

- Coaching and Instruction: Only authorized coaches permitted.
- General Conduct: No glass, on-court payments, alcohol, smoking, noise, racquet abuse, or profanity.
- Pets: Dogs must be leashed in common areas and are not allowed on courts.
- Equipment and Apparel: Personal ball machines prohibited; non-marking shoes required.

#### Ball Machine Rental

- Duration and Fees: Maximum of one hour; \$25/hour for residents, \$30/hour for non-residents.
- Cancellations: 24-hour notice required; full fee charged for late cancellations/no-shows.
- Usage Guidelines: Check availability with the Pro Shop; minors must be supervised.

#### Program and Group Activity Registration

- Registration Methods: Online, phone, or in-person at the Coronado Tennis Center Pro Shop.
- Payment and Proof of Residency: Full payment required at registration; proof of residency required for discounts.
- Participation Rules: No substitutions; drills require a minimum of 2 players, shortened if only 2 register.

#### Refund Policy

- Program Enrollment: Requests must be made three days before the start.

- Group Activities and Drills: Credits for cancellations must be requested 24 hours in advance.
- Ball Machine Packages: Refunds available upon request; used passes billed at standard rate.
- Pro Shop Returns: 30-day return policy with original tags and receipt; recommendations provided but final stringing choice is customer's decision. Newly strung rackets non-refundable.