



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:** \$24 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.