

RESERVATIONS

- All reservations are made through our app: Impact Activities TX.
- **Members:** Can book courts for up to 1.5 hrs and up to 8 days in advance.
- **Non-Members:** Can book courts for up to 1.5 hrs and up to 3 days in advance.
- Court fees are per person and must be paid before going out on the court (**\$5 per person**).
- Staff are allowed to move courts to accommodate for classes and drills if necessary.
- Only one advanced reservation can be made per day.
- Multiple court reservations, team practices, make-up matches, and recurring reservations must be confirmed with General Manager via email.
- **No show and late cancellation** (24 hours before scheduled time) will be charged **\$10** to the host regardless of membership.

MEMBERSHIP POLICY

- Our Impact Activities membership offers free court use at any of our facilities in the region for **up to 1.5 hours each day**.
- Individual membership only covers the court fee for the member and all guests must pay court fee per person.
- First month of membership + initiation fee are due at the time of sign up.
- Our system requires members to put a card on file for the automatic monthly payment (EFT).
- To cancel your membership, you must notify the front desk or management **at least 30 days** before the next billing date (1st of each month).
- Memberships cannot be put on hold for any reason and if you decide to re-join after cancelling, applicable initiation fee will be applied.
- Family membership covers up to 4 people living in the same household.
- Member discount is automatically applied to drills but not for merchandise. Be sure to ask for your discount at the time of purchase.

STRINGING:

- **Regular** stringing turnaround fee is **\$20**.
- **Express** stringing (24 hr) turnaround fee is **\$25** for non-members.
- We only string within the recommended tension.
- We don't take any responsibility for previously damaged or broken racquets.

BALL MACHINE RESERVATION

- Ball Machine can be booked on court #5 in the app, or call our pro shop to make reservation.
- Ball Machine fee is **\$20/hr**.
- All balls must be picked up and put back in the machine ready for the next reservation. Plan accordingly, please.
- Patrons are not allowed to bring their own or any outside ball machine in our facility.

CHECK-IN

- All patrons must check-in before going out on the court.
- All members **MUST** scan in using the app or the key tag prior to walking out to the courts.
- Private lessons must be checked in and paid for by the end of the class.
- If you don't check-in for your reservation within 15 minutes of start time, your reservation will be automatically cancelled.

MAKE-UP POLICY AND REFUNDS

- There will be no refunds issued if you sign up for drills online, reserve a spot, and not show up without cancelling on the app **more than 24 hours in advance**.
- If adult drills are cancelled due to the weather after you have registered and paid, you will be given account credit which you will be able to use for your next drill.

EQUIPMENT AND DEMO

- Ball hoppers, baskets, or any other teaching equipment are for coaches and staff only, and may not be used unless approved by the General Manager.
- Demo (**\$5**)/Loaner (**\$3**) racquets and paddles must be paid for before use and are only to be used inside the facility. Demo payment is credit towards purchase of new racquet or paddle. Collateral will be required at time of checkout.

PROHIBITED ACTIVITIES

- Outside coaching
- Alcohol consumption
- Smoking on premises and parking lot
- Excessive noise, racquet throwing, and profanity
- Dogs are not allowed - Only service dogs

LOST AND FOUND

- Please do not leave any valuable items inside the pro-shop or out on the courts. LBH is not responsible for lost or stolen items, and not responsible for storing them.