

## Miami Tennis Lessons

### General Policies

#### Private Lessons:

- **Billing:** Monthly memberships are charged during the **first week** of each month.
- **Booking:** Lessons requested weeks or months in advance will be prioritized. Same-week bookings are subject to availability.
- **Payment for Trial or Single Lessons:** A 50% down payment is an option to book trial packages or single lessons.
- **Rain Policy:** Lessons will only be charged after 15 minutes of play.
- **Traveling to Client Locations:**
  - A \$10 **commute fee** applies for locations within 20 miles of 350 S Miami Ave, Miami, FL, 33130. (which goes to our coaches' transportation expenses).
  - If the lesson cannot be delivered due to circumstances beyond our control, the client will be charged **half the lesson rate**.

#### Cancellations:

- **Cancellation with 4+ hours notice:** No charge, eligible for full refund.
- **Late cancellations (within 4 hours):** Full payment will be charged, no exceptions.

#### Refunds:

- **Full Refund:** Available for cancellations before any lesson package time is used.
  - **Partial Refunds:** For packages, refunds will be prorated based on the number of lessons remaining.
  - **No-Show Policy:** Coaches will wait **up to 30 minutes** for participants. If no-show occurs, the lesson is non-refundable.
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#### Group Lessons:

- **Billing:** Monthly memberships are charged during the **first week** of each month.
- **Membership Structure:**
  - Memberships can be **traded** with another person.
  - If a month includes **5 weeks**, the membership rate for that month will increase to **\$155**.
- **Rain Policy:** Lessons are only charged after 15 minutes of play.

- **No-Show Policy:** Coaches will wait **up to 30 minutes** for participants. If no-show occurs, the lesson is non-refundable.

## Refunds:

- **Membership Refunds:** Available if we cancel the lesson, or in case of weather-related disruptions.
  - **Drop-In Refunds:** Available for cancellations due to weather or if canceled **at least 4 hours** before the lesson time.
  - **Membership Cancellation:**
    - Memberships can be canceled only before the next billing cycle.
    - No cancellations will be accepted once the billing cycle has started.
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## Illness, Injury, and Special Circumstances:

We understand that life happens, and we're committed to providing flexibility in cases of illness or injury:

- **Cancellations Due to Illness Situations:**
    - Players who miss a lesson due to illness can roll their credit to another day within 30 days, one time per month. The missed lesson must be rescheduled within 30 days.
  - **Cancellations Due to Injury:**
    - Players may **pause their membership** until they are able to return, with the pause lasting up to **4 weeks**. Extensions may be granted in special cases showing **medical certificates**.
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## General Notes for All Lessons:

- **Communication:** Please communicate any cancellations or reschedules as early as possible to avoid unnecessary charges.
- **No Shows:** If you fail to attend without prior notice, you will be charged for the full lesson.
- **Late Arrivals:** If you arrive late, the lesson will still end at the scheduled time, and no additional time will be added.