



Miami Tennis Lessons

General Policies

1) Private Lessons:

- **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:** time will only be charged after 15 minutes of play.
- **Traveling to Client Locations:**
 - A \$11.99 **commute fee** applies for locations within 15 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 12+ hours notice:** No charge, eligible for full refund.
- **Late cancellations (within 12 hours):** Full payment will be charged, no exceptions. Unless step 3.

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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2) Group Lessons:

- **Scheduling:** All bookings must be requested **at the time of purchase**.
- **Expiration:** All packages are valid up to 6 months from date of purchase.
- **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:

- **Package Refunds:** Available if we cancel the lesson, or in case of weather-related disruptions. Credit can also be rolled to another lesson.
- **Drop-In Refunds:** Available for cancellations due to weather or if canceled **at least 12 hours** before the lesson time. Credit can also be rolled to another lesson.

3) 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 package** until they are able to return, with the pause lasting up to **4 weeks**. Extensions may be granted in special cases showing **medical certificates**.

4) 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.