

Bellingham Tennis Club & Fairhaven Fitness

CANCELLATION & "NO SHOW" POLICIES

Please note that exceptions to these policies may be specified in particular programs & events.

Fundraising or FREE Events or Complimentary Appointments

We really appreciate more than 24-hour notice if you cannot attend a fundraiser event or FREE Event or Complimentary Appointment. That helps us to reschedule our staff and resources.

Membership

Please refer to your contract for your membership term. After your initial term, 30 days written notice is required for cancellation and changes to all membership types.

Tennis Lessons & Personal Training

Tennis lessons and personal training must be pre-paid to book an appointment. Full refunds will be made for cancellations made 48-hours or more ahead of the scheduled service. Cancellations made less than 48 hours ahead will incur a full charge for the service because we have reserved the time only for you and our instructors have prepped their lesson and reserved their time specifically for you. Failure to cancel (a "No-Show") results in a full charge.

Programs (Clinics, Camps, Workshops)

For all enrollment programs (clinics, camps, etc.), price includes a \$10 Non-refundable processing fee. No refunds will be made for cancellations made one-week or less from the first day of the program. Once the program has started, there are no refunds and no make-ups for missed days.

Tennis Court Reservations

A **late cancellation (fewer than 24 hours ahead of the scheduled playing time)** will result in a \$5.00 fee for the Member who booked the court (Player 1) or the Member who is cancelling their play. **No-Shows** result in a \$10.00 fee for each Member whose name appears on the reservation.

GET Fit Class Reservations & No Shows

- If you need to cancel a reservation, simply click on the "cancel" button in your schedule on the "my schedule" tab. Reservation cancellations may be made online 24 hours or more ahead of the class start time. This will allow others to reserve their space in class.
- If you have a 10 Class pass and you do not cancel your reservation 24 hours prior, you will be charged for the class (one deducted from your pass).
- If you are a single class payer and do not cancel your reservation 24 hours prior, you will be charged for the class.
- If you are a GET Fit or Ultimate Member (with unlimited classes), every month we will let you have one "Ooops I forgot to cancel". After that, you will be charged a \$5 no show fee per missed reservation.

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Tournaments

No refunds after the draw is made.

Club Tennis Leagues (indoor)

League participants are responsible for finding their own substitutes and informing the Club prior to the league day of play. If you need help finding a sub, the Club will charge \$5 per instance. If you do not show up for League and do not have a substitute arranged, you will be charged \$25 per occurrence.

Socials, Special Events, & Club Events

Full refunds will be given for cancellations made a minimum of 48 hours ahead of the event or program start unless otherwise stated in the registration process. Cancellations made less than 48 hours from the start of the event or program and No-Shows will result in a full charge. As you can imagine, most of our socials or events are planned for the people who have signed up. Please respect your fellow Members by cancelling in advance of 48 hours so that the event can be appropriately planned.

Questions, Comments, Suggestions, & Repairs

If you have a question, comment, suggestion, or notice a need for a repair, please either tell the Front Desk Staff or drop a note in the suggestion box. Thank You!