

Tennis Make-up Policy

FREQUENTLY ASKED QUESTIONS

2017 Chesterbrook Tennis Season

The 2017 Chesterbrook Tennis Season will begin in early April. Please check back for updates.

How/when will I be notified if my class is canceled?

If we need to cancel a class, you will be notified via email at least one hour before class is scheduled to begin. In the event of last minute inclement weather, we will notify you via email as soon as the weather situation changes. Courtplay Athletics also utilizes a text message notification system. To sign up for text alerts please visit remind.com/join/csttennis

What is the make up policy?

Make up policies vary based on program type. Please read below to learn how makeups are handled for various programs. Please email chesterbrooktennis@courtplayathletics.com to request a make up.

Scheduled Group Clinics:

By default, make up days are built in to our program schedule. The majority of our classes are on the schedule for multiple days per week. When you purchase a package through our Club Automation system, the corresponding number of "credits" is placed on your account. For each class/day you enroll in, one credit is deducted from your available balance.

In the event of inclement weather or other factors beyond our control (essentially, if we need to cancel an entire class), each registered participant will receive a makeup and the credit for that day will be placed back onto your account.

We also understand that life happens. Unfortunately, we can not guarantee that there will always be space available on other days to complete individual make-ups. However, in the event that you need to miss a class for personal reasons we will be happy to put that credit back on your account for you to try to use before the end of the session.

Please Note:

- In order to receive the make-up credit you must notify us at least 24 hours in advance of the intended absence.
- Maximum of 2 individual make-ups per session for members
- Maximum of 1 individual make-ups per session for non-members
- Make-ups must be completed during the session in which the missed class occurred. Make ups will not transfer over to the next session.
- If you attend a class that you do not have an available credit for, our system will just charge the drop in fee for that class. (If you believe this has happened in error, please notify us immediately).

Team Practices:

Team practices typically occur once per week. In the event of inclement weather or other factors

beyond our control (essentially, if we need to cancel an entire class), team coaches & captains will work together to schedule a make-up session as soon as possible.

If you need to miss a practice for personal reasons and there is room in a comparable clinic being offered at Chesterbrook, you are welcomed to request a make-up during that session.

Private Lessons & Private Groups:

Make-ups for missed classes and cancellations of private lesson and private group instruction should be handled directly with the coach you are working with. In the unlikely event that you have trouble rescheduling, please email chesterbrooktennis@courtplayathletics.com and we will help you reschedule your private session.

Thank you again and please don't hesitate to reach out to us with any questions, comments or concerns.

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