

Acadiana Serves, LLC

Payment Policy/ Cancellations/Refunds

PAYMENT POLICY

• The payment is **due before or on the same day of a 1st practice of the session or class. The payment shall be paid in the pro-shop by cash, check or credit card or paid online by credit card.** There will be **\$50 late fee added to your bill 5 days after due date.** If the payment is not received 5th day (or sooner) after due date player will be suspended from training until full balance (including \$50 late fee) is paid off.

• Please make check payable to “**Acadiana Serves, LLC**”

MAKE UP CLASSES/REFUNDS

- Classes must be canceled 48-hours in advance. Any cancellations made less than the specified time frame will not be eligible for a credit. No calls and no shows are not eligible for a credit or reschedule.
- Programs must be canceled 48-hours prior to the FIRST class of the month or session. You will receive a full credit for the program if requested within this time frame.
- There is no make-up policy for missed classes. There are no partial refunds or credits issued for a missed class within a program.
- There are no substitutions allowed if you miss a class within a program.
- LATE FEES: Late fees are considered 5th day after due date. \$50 late fee will be added to player's balance and won't be able to continue the training until full balance is paid off including \$50 late fee.

PRIVATE LESSONS

- Payment and cancellation for **private lessons**: Please pay in the pro shop by cash, check or credit card or online by credit card. Make a check payable to “**Acadiana Serves, LLC**” before each private lesson. Cancellation of scheduled private lesson has to be made **24 hours before** or full amount of private lesson will be charged. If a tennis coach is late even 1minute for the private lesson, player gets that private lesson for free.
- I understand I am committing to entire session. I understand I will NOT be able to withdraw from the training session I have committed to. ONLY sickness or injury for rest of the session can be excused after doctor's note is submitted. Player will then receive a credit into their next session.

Acadiana Serves, LLC

• Training is similar to a school program – if you miss your time, there is no reimbursement; Missed sessions must be made up during the respective session and may not be carried over into the next or future sessions. Player is responsible to make their class up on another day. If you miss training due to sickness or injury, doctor's note is required and player can ask to make up missed class on another day or if there are no other days left in the session player will receive a credit which can be used towards next session. Acadiana Serves will, however, provide a "MAKE-UP sessions/classes if needed on designated days and player is responsible to attend these. The make-up classes will be reserved for players who signed up for multiple days of training first.

RAIN DAYS

Player is responsible to attend make-up classes designated by a tennis coach or attend same training session on another day. If a player misses the make-up class there will be no refund or credit.