

Cancellation & Make-Up Policy

Clinics | Cancellation & Make-Up Policy

- Clients must **submit the [Clinic Cancellation Form](#) at least 48 hours in advance** to notify us of an absence. Emails or verbal requests will not be accepted.*
 - *If you need to cancel your spot in a clinic within a 48 hour period, or the same day, due to illness or other circumstances, the form will still need to be submitted.
 - **Clients are guaranteed 1 Make-Up per session. Any further Make-ups are not guaranteed** and are subject to the discretion of the HPTA office based on availability.
 - If a make-up is approved, it must be **completed within the same session—no make-ups will carry over to the next session. A credit will not be applied to your account for missed clinics.**
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Private Lessons | Rescheduling & Cancellations

- Clients must **contact their coach directly** to reschedule a private lesson.
- If rescheduling a **prepaid package lesson**, the lesson **must be completed within the same session (10-week period).**
- For session start/end dates, refer to the "**Dates & Rates**" section of our website.

Private Lesson Cancellation Policy

- **48-hour notice is required** for all cancellations.
- **Lessons canceled within 48 hours** will be charged in full—no exceptions.
- Coaches will do their best to reschedule missed lessons, but **court space is limited, and all make-ups must be completed before the session ends. A credit will not be applied for missed lessons.**