

Cancellation Policy for Private, Semi-private, Group Lessons, and Junior Performance Camps

When canceling a lesson, please reach out to the virtual front desk with the date that you, the client, wish to cancel AND all the dates and times you are available for a makeup lesson.

MAKE-UPS MUST BE WITHIN THE SEMESTER. All cancelled lessons that qualify for a make-up must be rescheduled within the semester that you are enrolled.

Private Lessons

Cancellation occurring 48 hours or more: Cancellation must occur more than 48 hours from start of the scheduled session to be eligible for a make-up lesson. (Ex. Session 4/9/20 @4:00pm must be cancelled no later than 4/7/20 at 4:00pm.)

Late Cancellations: Cancellations made less than 48 hours before your lesson will not be eligible for a make-up lesson & will count towards your lesson package barring any unforeseen circumstances.

FAMILY SHARE PLAN for make-up lessons: For make-up lessons, we welcome another family member to take the lesson. This increases scheduling flexibility for you and your family—no tennis experience required! Rather than canceling, family members may also attend a regularly scheduled lesson if the enrolled student cannot make it that day.

Missed Appointment/No Show: No make-up is provided.

More than three cancellations: If you exceed more than three cancellations in your series package, there is no guarantee that Made to Move Tennis & Wellness will be able to accommodate all re-scheduling.

Your teaching professional is unavailable: We reserve the right to schedule with another professional. The substitute professional will consult with your current professional.

Semi-Privates & Groups of 3 or 4

***One Hour Semi:** If one student early cancels, the other student receives a 1/2 hour lesson at the originally scheduled time.

The **student** who canceled also receives a 1/2 hour private as a make-up to be scheduled at an additional time.

***Half Hour Semi:** If one student cancels, the other student still attends the lesson at the originally scheduled time. The student who canceled will not receive a makeup. This maximizes continuity with weekly scheduling.

***Group of 3 or 4:** We cannot reschedule a group if one person cannot come; there are no make-ups for the student who cannot make the lesson.

***If one student/students cannot come to the lesson at the last moment or late cancels, the other student/students receive the full lesson.**