

# BLOOMFIELD TENNIS AND FITNESS

## Junior Program Policies

September 1, 2022

### I. Registration

- a. Registration is available online through the Bloomfield Tennis & Fitness Mindbody site and the BT app.
- b. Membership (Junior or Family) is required to register for Junior Program classes.
- c. Payment is required to complete registration.
- d. Priority Registration is offered to all program participants either currently enrolled or enrolled in a previous session within one calendar year.

### II. Membership

- a. All Junior Program participants are required to have a Junior Membership.
  - i. Family Membership also meets the Junior Membership requirement.
- b. As of September 1, 2022, there is a maximum of one (1) Junior Membership per household. For families with more than one child in program, the Junior Membership will be registered under the eldest child's account and will be shared with all additional children. The maximum Junior Membership charge per household is \$99 regardless of the number of Program participants in the family.
- c. Starting September 1, 2022, all Memberships will automatically renew annually on the first of September.
  - i. All existing Memberships valid beyond September 1, 2022, will be renewed on that date at a pro-rated amount based on the original expiration date.

### III. Cancellation

- a. To cancel any Membership, Members are responsible for giving notice no less than one week prior to the automatic renewal date.
- b. Class cancellations can be executed by customers on the Mindbody site or through the BT App, or by calling (248) 332-9221, pressing '1' to navigate to the cancellation voicemail box and leaving a message. While it is appreciated, customers are not required to give notice of daily class cancellation, as paid spots will not be filled from the wait list and makeups are managed automatically by the Mindbody system.

### IV. Withdrawal

Notice of withdrawal from any session must be given no later than one week prior to the start date to receive a full refund. **No credits nor refunds will be given after the withdrawal deadline.**

### V. Makeups

There is a maximum of one (1) makeup allowed per Program participant per session. For those enrolled one day per week, makeups may be used on the opposite (non-scheduled) class day of the week, within the same session. For those enrolled two days per week the makeup opportunity is any class day of the first unenrolled session within one calendar year of the absence. **Makeups MUST be scheduled in advance with the Front Desk – no exceptions!** Drop-in or unscheduled makeups will not be allowed, and players will not be permitted on court if they are not on the roster at the time of the class start. **No credits nor refunds will be given in lieu of makeups.**

### VI. Check-In

All Juniors are required to check in for all classes upon arrival. Check-in may be completed using the BT App or on the Front Desk iPad on the Mindbody Check-In app. Please contact the Front Desk for check-in assistance.