

Bloomfield Tennis 2024 Updated Customer Cancellation Policy

The updated Bloomfield Tennis & Fitness Cancellation Policy will go into effect January 22, 2024. **Please review the following information regarding updated cancellation procedures.**

- All services (booked one (1) day or more in advance) **MUST** be canceled no later than 24 hours prior to the service scheduled start time. Services subject to this policy are:
 1. Adult Programs (Clinics, Practices, and Leagues)
 2. Court Rental (Standard Rental, Junior & PCT Rental, Ball Machine Rental, and Permanent Court Time)
 3. Private Lessons (Private, Semi-Private, Tri-Private, and 4-6 person Clinics)
- For cancellation after the 24-hour cutoff time (and no-shows), customers will be charged accordingly:
 1. 50% of the scheduled service cost for Adult Programs and Court Rentals.
 2. Full Pro rate for private lessons.
 - a. In the event that late cancellation occurred due to extreme or extenuating circumstances, contact Management for penalty exemption.
- Services booked less than 24 hours in advance:
 1. Must be paid in full at the time of booking.
 2. If canceled, customers will either:
 - a. Keep the paid service on their account available for future use, or
 - b. Receive a credit balance on their account.
 - i. Account credits do not expire and can be applied to all BT services and products.
 3. **NO cash or credit card refunds will be given for same day paid services.**
- Cancellation can be done by:
 1. Contacting the BT front desk, either in person or over the phone.
 2. Calling (248) 332-9221, selecting Option 1 on the automated menu, and leaving a message with your name, and the date, time and service being canceled.
 3. Sending a text message containing your name, and the date, time and service being canceled to (248) 629-2878.
 4. Logging in to your account on Bloomfield Tennis' Mindbody site.
 5. Using the BT App on your phone or tablet.

For further information or assistance, please contact BT Management by calling (248) 332-9221, or sending an email to Manager@bloomfieldtennis.com.