

TPT Booking Policies 2025

Private Lessons Booking Rules

Scheduling Lessons:

How to Book: You can book a private lesson via email at pinepoint@tperformancetennis.com or by contacting your coach directly. We strongly encourage booking your lessons in advance to secure your preferred date and time.

Cancellation Policy:

Notice Period: A minimum of 48 hours notice is required for canceling or rescheduling a lesson. This allows us to offer the slot to other students.

How to Cancel: If you need to make any changes to your scheduled lesson, please reach your coach directly via email.

Late Cancellations & No-Shows: Lessons cancelled within 24 hours of the scheduled start time, or in case of a no-show, will result in the full charge of the lesson fee. We understand that emergencies may arise, and we will consider them on a case-by-case basis. Please contact your coach as soon as possible to discuss this.

Weather Cancellations: If we cancel your lesson due to weather, you won't be charged any fees. We'll work with you to reschedule your lesson.

Note: If a lesson is disrupted by unexpected weather conditions halfway through, it will not qualify for a refund.

Refunds for cancelled sessions will be processed as per the cancellation policy.

Payment:

Prepayment: All lessons must be prepaid, unless payment is in cash. Payments are accepted via e-transfer to tperformancetennis@gmail.com. Please include your full name, the lesson date and time in the e-transfer message for quick identification. Payment confirms your booking.

Lesson credits expire at the end of every year.

By booking a lesson, you agree to this policy. Thank you for your cooperation.

Adult Clinic Cancellation & Make-Up Lesson Policy

Registration:

Enrolling in a program is done conveniently online using the booking system. If you have any difficulties signing up, please email us at pinepoint@tperformancetennis.com

Important: To enrol successfully in the program, it's essential to ensure you sign up for the appropriate level. Please make sure to review a tennis [self-rating guide](#).

Adult Clinic Cancellation Policy:

Notice Period: To ensure all interested participants have an opportunity to join our programs, a cancellation request must be submitted at least two weeks before the start date of the camp to receive a full refund only to the original method of payment and in every case (no exceptions) a \$15 processing fee will be charged.

How to cancel: To cancel your enrollment in the clinic or make any changes, and for credit inquiries please email us at pinepoint@tperformancetennis.com

Adult Make-Up Lesson Policy:

Participants are eligible for a make-up lesson only if the original class was cancelled due to weather conditions. No make-up lessons will be provided for no-shows or absences due to personal circumstances.

To accommodate all participants three different days and time slots will be offered for the make-up class. Participants will be contacted directly by their coach to schedule their make-up lesson. The lesson can only happen at the new time if at least half the group agrees to it. If none of the options work for the group, we'll provide additional alternatives.

Note: If the weather forecast indicates unfavourable conditions, participants will be contacted beforehand regarding the potential cancellation of the session. Additionally, if a lesson is disrupted by unexpected weather conditions halfway through, it will not qualify for a makeup class. This policy ensures fairness for all participants and coaches involved. ***Lesson credits expire at the end of every year.***

Registration in the clinic, ratifies your agreement to this policy. Thank you.

Junior Program Cancellation & Make-Up Lesson Policy

Enrollment in The Program:

Booking a program is done conveniently online through the member portal. If you have any difficulties signing up, please email us at pinepoint@tperformancetennis.com

Important: To successfully enrol your child, please ensure they are signed up for the correct age-based level. In case you have chosen the wrong level, we will make adjustments accordingly. Additionally, take a moment to review the [racquet size guide](#). Please note that we do not provide racquets, so be sure to bring one along.

Junior Lesson Cancellation Policy:

Notice Period: To ensure all interested participants have an opportunity to join our programs, a cancellation request must be submitted at least two weeks before the start date of the camp to receive a full refund only to the original method of payment and in every case (no exceptions) a \$15 processing fee will be charged.

How to cancel: To cancel your enrollment in the clinic or make any changes, and for credit inquiries please email us at pinepoint@tperformancetennis.com

Junior Make-Up Lesson Policy:

Participants are eligible for a make-up lesson only if the original class was cancelled due to weather conditions. No make-up lessons will be provided for no-shows or absences due to personal circumstances.

To accommodate all participants three different days and time slots will be offered for the make-up class. Participants will be contacted directly by their coach to schedule their make-up lesson. The lesson can only happen at the new time if at least half the group agrees to it. If none of the options work for the group, we'll provide additional alternatives.

Note: If the weather forecast indicates unfavourable conditions, participants will be contacted beforehand regarding the potential cancellation of the session.

This policy ensures fairness for all participants and coaches involved. ***Lesson credits expire at the end of every year.***

Registration in the clinic, ratifies your agreement to this policy. Thank you.

Summer Camp Enrollment & Cancellation Policy

Registering for Junior Summer Camp:

Booking a summer camp is done conveniently online. If you have any difficulties signing up email us at coaching@oldmilltennis.com

Attention: When enrolling your child in our junior summer camp, please make sure to choose the correct age group. Take a moment to review the camp description as well as the [racquet size guide](#).

What to bring:

- Racquet (we do not provide racquets)
- Water
- Lunch (full day) & Snack (1-2) (**Nuts are not allowed at the camp**)
- Comfortable athletic clothes & shoes
- Sunscreen

Rainy Days:

The camp operates rain or shine. If it rains, alternative activities will be available in the clubhouse. Additionally, parents have the option to pick up their child if they prefer. Please note that credits will not be issued for rainy days. Thank you for your understanding.

Junior Summer Camp Cancellation Policy:

Notice Period: To ensure all young players have an opportunity to join the camp, a cancellation request must be submitted at least two weeks before the start date of the camp to receive a full refund only to the original method of payment and in every case (no exceptions) a \$15 processing fee will be charged.

How to cancel: To cancel your enrollment in the camp or make any changes, please email us at pinepoint@tperformancetennis.com - Credits will be processed as per the cancellation policy.

By booking the summer camp, you agree to this policy.