



# Hollywood Pickleball Club

## Cancellation Policy

At Hollywood Pickleball Club, we strive to ensure all members have equal access to our events and activities. This policy is designed to promote fairness, respect, and opportunities for everyone, including waitlisted individuals. Please review the following guidelines:

### 1. Cancellations and No-Shows

**1.1 Cancellations** should be made **at least 12 hours before the scheduled event**.

**1.2 Cancellations within 12 hours** without a valid reason (e.g., illness, emergency) will be considered as **no-shows**.

### 2. No-Shows and Booking Ban

**2.1 A no-show** occurs when a member does not attend without prior notice or a valid reason.

**2.2 Accumulating 3 no-shows or late cancellations** (within a **12-hour period**) will result in a **2-week booking ban**.

**2.3** Members who incur this ban will be **removed from any upcoming bookings** within this 2-week period and will be unable to make new bookings until the ban has passed.

**2.4** The two week period shall commence from the day after the 3<sup>rd</sup> no-show has been accumulated and lasts for a period of 14 days.

### 3. Waitlist Consideration

**3.1** It is essential that cancellations are made with enough time for those on the **waitlist** to make arrangements and have the opportunity to participate. Late cancellations prevent us from accommodating others who may be eager to play.

### 4. Courses, Skills Clinics, and Special Events

Our courses, skills clinics, and special events require upfront payment to secure your place. Please carefully review the cancellation and refund policies below for these activities:

**4.1 Cancellation Policy:**

If at least **7 days' notice** is provided for a course cancellation, a **transfer** to another session or a **full refund** will be offered.

**4.2 Less than 7 days' notice** will result in **no refund** or transfer being issued.

**4.3 If a course has already started**, and a participant is unable to attend subsequent sessions (second or third lesson), **no refund** will be provided. However, **space permitting**, an alternative session may be offered.

**4.4** If you wish to attend a course but cannot make one of the scheduled dates, please email [hollywoodpickleballclub@gmail.com](mailto:hollywoodpickleballclub@gmail.com). A place may be offered on a **pro-rata basis**, subject to availability, up to **48 hours before the start** of the course.

**5. Health and Fitness**

**5.1** It is your responsibility to ensure that you are in suitable physical condition to participate in pickleball activities. We strongly recommend consulting with a healthcare provider before engaging in any physical activities if you have any health concerns.

**6. Assumption of Risk**

**6.1** Playing pickleball involves inherent risks, including but not limited to physical injury, property damage, or other losses. By participating in any activities at Hollywood Pickleball Club, you acknowledge and agree that you are doing so voluntarily and at your own risk. Hollywood Pickleball Club is not responsible for any injuries, damages, or losses incurred while participating in our events.

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We appreciate your understanding and cooperation in adhering to these policies. By doing so, we ensure fairness for all members, provide opportunities for those on the waitlist, and maintain the quality and enjoyment of our events. Thank you for being part of our community!

**7. HAVE YOUR SAY**

In the event of any query please email us at [Hollywoodpickleballclub@gmail.com](mailto:Hollywoodpickleballclub@gmail.com).