



## Hurt Family Tennis Center

### Reservations, Cancellations, and Check-In Guidelines

Effective August 12, 2024

By booking a court, you agree to abide by this cancellation policy. We appreciate your understanding and cooperation in helping us provide a fair booking system for all users. Thank you for your attention to this policy.

#### 1. Reserving Courts:

- Court reservations can be made 7 days in advance beginning at 6am.
- Courts can be booked through the *BallButton* app. Members can also contact the Welcome Desk, Fitness Desk, or the Tennis Pro Shop, in-person or over the phone.

#### 2. Booking Cancellation Period:

- Online Cancellations: Cancellations must be made at least 2 hours before the reservation start time.
- Phone Cancellations: Cancellations within two hours of your reservation must be made by calling the Welcome Desk or Pro Shop, if open.

#### 3. How to Check in for Your Court:

- i. All members are required to check-in to their court using the QR codes located around the Tennis facility.
  - ii. All Check-ins will take place through the *Ballbutton* app:
  - iii. Open the app, click "profile" on the bottom right.
  - iv. Click "Check-in" on the top right.
  - v. Scan QR Code
- QR Codes will be in the following locations:
    - i. Next to the door exiting to the Tennis Courts, prior to entering the Dell JCC building
    - ii. At the Tennis Pro Shop
    - iii. Below the Court Numbers before entering each Tennis Court.

#### 4. No Show Policy

- If you do not show up for your reservation and have not cancelled in accordance with the cancellation policy, you will be charged a \$10 accountability fee.



## **Cancellation Procedure**

### **1. Online Cancellations:**

- Log into your *BallButton* account.
- Navigate to "My Bookings"
- Select the booking you wish to cancel and follow the on-screen instructions to complete the cancellation process.
- Ensure cancellations are made at least 2 hours before the scheduled booking time.

### **2. Phone Cancellations:**

- If you need to cancel within the 2-hour window before your scheduled booking, please call the Welcome Desk or Pro Shop, if open.
- Provide your name, booking reference number, and the date and time of your booking.
- Phone cancellations are subject to the operating hours of the Welcome Desk or Pro Shop.

## **Refund Policy for Ball Machine Rentals**

- Cancellations for ball machine rentals made at least 2 hours before the reservation time will not be charged.
- No refund will be provided for cancellations of ball machine rentals made less than 2 hours before the scheduled booking time or for no-shows.

## **Rescheduling**

- Rescheduling requests must be made at least 2 hours before the original booking time.
- Follow the same procedure as for a cancellation but select the option to reschedule instead.
- Rescheduling is subject to court availability.



## **Exceptions**

### 1. Weather Conditions:

- In case of inclement weather, you may cancel your booking within less than 2 hours' notice and receive a full refund for ball machine rentals or reschedule without penalty. This will need to be done by calling the Welcome Desk
- Contact us immediately if weather conditions prevent you from using the court.

### 2. Medical Emergencies:

- If a medical emergency arises, please contact the Welcome Desk or Pro Shop.

## **Penalties for Non-Compliance**

Members who repeatedly fail to cancel bookings in accordance with this policy may have their court booking privileges restricted or removed. If you have any questions, please contact the following:

Welcome Desk: 512-735-8000

Pro Shop: 512-735-8206 or [tennis@shalomaustin.org](mailto:tennis@shalomaustin.org)