



Facility Policies

Lesson and Rental Reservation policy:

- Frozen Ropes enforces a 24 hour cancellation policy for all private lessons, semi-private lessons and rentals. A credit card is required to book any lesson or rental that is not pre-paid. The card is only used if you cancel within 24 hours of the scheduled time or you do not show for the scheduled time. At the time of the event you may choose to use the credit card on file or use any other form of payment.
- Cancellations within 24 hours result in a 50% charge.
- Frozen Ropes requires helmets to be worn during all hitting rentals and private hitting lessons. Players are expected to bring their own equipment including a bat, glove and helmet.

Class and Camp program registration policy:

- Payment is necessary to secure a spot in any program.
- Program cancellations are allowed up until 1 week of the program start and will result in credit applied to your Frozen Ropes account. Credit card refunds are subject to a 5% fee.
- Program transfers are allowed up until 1 week of the program start and are based upon availability. Only 1 transfer is allowed per program.
- We do not offer refunds or credits if you miss a class or day of camp.
- We do not offer make-up classes in order to maintain proper player to instructor ratios.
- Frozen Ropes reserves the right to cancel or call early dismissal for any event that may be impacted due to weather conditions or unforeseen staffing situations.
- Frozen Ropes reserves the right to cancel any program due to lack of enrollment.

Family Membership policy:

- Valid for families members only
- All memberships are valid for 1 year
- No refunds or credits once membership is activated
- Rentals and classes do not carry over past membership expiration date
- During peak season (February 1st - April 30th) memberships are limited to 2 thirty minute rentals per day
- Not valid for teams (for team rentals please see our Team Rental Package)

Team Rental Package policy:

- Team rosters must be submitted and online facility waivers must be signed for every player prior to rentals
- Head coach or assistant coach must be present for all rentals
- No refunds or credits once activated
- Rentals are valid for 1 year and do not carry over past expiration date
- During peak season (February 1st - April 30th) limit of 2 thirty minute rentals per day

Birthday Party policy:

- Deposits for birthday parties are non-refundable. Rescheduling is allowed up until 1 week of the scheduled party and is based upon availability. The balance is due no later than the date of the party.

Instructional Staff policy:

- Frozen Ropes employs and trains all instructional staff. Independent instruction by non-Frozen Ropes staff is strictly prohibited.