



# 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 (Spring Flex classes 24 hours) 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.
- Summer program cancellations or changes made within 1 week of the program start will be charged a \$20 fee.
- Refunds and credits are not available for same day cancellations or missed programs.
- 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 with full refunds,

## **Family Membership policy:**

- Valid for families members only
- All memberships are valid for 1 year
- No refunds or credits once membership is activated

## **Lesson Plan policy:**

- Lesson passes are valid for 1 year and do not carry over past expiration date.
- No refunds or credits once activated.
- Two passes can be used for sixty minute lessons
- Lesson passes are for private lessons and not for use with semi-private lessons.

## **Rental Plan policy:**

- Rental passes are valid for 1 year and do not carry over past expiration date.
- No refunds or credits once activated.
- During peak season (February 1st - April 30th) there is a limit of 2 thirty minute rental passes per day.
- For team rentals, rosters must be submitted and online facility waivers must be signed for all players and coaches prior to rentals. Head coach or assistant coach must be present for all rentals.

## **Birthday Party policy:**

- Deposits for birthday parties are required at the time of booking to reserve a day and time.
- Deposits are non-refundable.
- The balance is due on the day of the party.
- Rescheduling is allowed up until 2 weeks of the scheduled party and is based upon availability.

## **Instructional Staff policy:**

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