

Inclement weather

- Matrix indoor facilities will operate per normal operating hours and schedules even in event of snow, ice, or other stormy conditions.
- Matrix will not close based on local school closures.
- Outdoor courts will close during inclement weather.
- Matrix members are required to cancel reservations per the Club's normal cancellation policies. Forecasts typically advise of winter conditions 3-5 days in advance, therefore there should be adequate time to cancel if you feel it will be unsafe for you to travel.
- Matrix will make every effort to update the home page on our website with the latest updates on our operating hours and weather related closures.
- Members are encouraged to call the club for the latest information, especially early morning classes.
- Call or check our website during inclement weather for updates.
- Club programs may be canceled at the discretion of management.
- All private lessons will be cancelled at the discretion of the instructor or coach.
- No-shows will be charged if the club does not cancel programs.
- Please use your own judgment when coming to the club during inclement weather.



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- If conditions cause the facility to close:
- Court reservations, lessons, clinics and classes will be notified via email and fees will be credited to each member's account for that day.
- If the facility still has power, Matrix will wait for players to complete in-progress court times and programs and then close for the remainder of the day. Should you choose to leave a lesson or court early, no credit will be issued.
- In the event of a power outage, players will not be permitted to continue play.
- If programs and court reservations are less than halfway completed, a credit equal to 50% of the class/program fee will be issued.
- If programs and court reservations are more than halfway completed, no credit will be issued.

