

Booking and cancellation

- Matrix Racquet Club charges for all services at time of booking.
- To reserve courts and or book lessons, clinics and classes, clients must create a Matrix Racquet Club account and place a valid credit card on file. Information is stored securely through MindBody online.
- Courts can be reserved online or at the club up to 7 days in advance (10 days for Elite and Premier members).
- Lessons, clinics and classes may be booked in advance without limitation.
- Reservations can be made for a maximum of 1-1/2 hours per day for outdoor courts.
- Reservations can be made for a maximum of 1 hour per day for indoor courts, pickleball courts and padel courts.
- Reservations must be made by the member intending to use the court. The member who reserved the court must be present to claim the reservation or it will be treated as a no show and available as first come first serve to other members.
- Reservations are limited to one (1) per day per member. Although you may only make one reservation per day, there is no time limit for playing on non-reserved outdoor courts as long as no one is waiting to play.
- Courts will be opened up if players are more than 10 minutes late for court time. The reservation will be relinquished to other “walk-on” members without a reservation if the reserved court time is not claimed within 10 minutes after the reserved time.
- The person whose name a court reservation is initially made under is responsible for payment of the entire court fee.
- Two members of a group are not permitted to reserve back to back time slots to allow their group to play for more than one reserved time.

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- If there are other members without reservations waiting outside the court area, then all matches played on non-reserved courts must conclude within 60 minutes.
- Matrix Racquet Club operates on a strict 24 hr lesson / clinic and court rental cancellation policy.
- As a courtesy to other members, please call or go online and cancel your court reservation if you are unable to keep your reservation so that other members may be able to reserve the courts for their enjoyment.
- Clients who no show or cancel an indoor court reservation inside of the 24-hr window will be issued a credit towards future court use and/or applicable services less a \$10 penalty.
- Clients who no show or cancel a free court reservation or a free lesson / clinic inside of the 24-hr window will be charged a \$10 penalty.
- Credit / debit cards transactions only. No cash accepted at the club.
- Refunds to members will be in the form of an account credit only.
- Private lessons and drilling by anyone other than Matrix Pros or Coaches is prohibited.
- Lessons: 24-hour advance cancellation or lesson fee is non-refundable.
 - When an individual cancels for a group lesson and the notice is given before the 24-hour cutoff, the other players in the group will be contacted by Matrix staff. The group has the option of finding a replacement player or continue the group without a substitute at the appropriate rate.
- Leagues, Programs and Socials: 24-hour advance cancellation or \$10 charge.