

Rules & Etiquette

- Reservations required
- Proper attire is required at all times:
- Non-marking tennis shoes only
- Proper tennis attire required
- No food, drinks, or glass on the courts — water only
- No cell phones
- No chewing gum
- Only members of the pro staff are permitted to give lessons – both private and clinics – on the NCRC courts. This rule will be strictly enforced.
- Be courteous and respectful of others
- No abusive or obscene language
- A credit card must be on file in order to make reservations and sign up for privates/programs/group classes.
- All courts are deemed equal
- Patrons can request court numbers, with no guarantee. Subject to move courts if the club deems it fit.
- All programs and classes of NCRC take priority over all play.
- No one is allowed to play with outstanding debit balance on their accounts.
- Players are responsible for bringing their own balls. The use of club balls is not allowed for open play.

ADULT CLINICS

- No refunds or make-ups are available for any missed sessions.

YOUTH CLASS MAKE-UP POLICY

Make-ups are available for **TENNIS** classes on December 23rd and January 11th. Additionally, no make-ups are available for programs that are fewer than 10 classes.

Youth Class Cancellation/Refund Policy

1. New Canaan Racquet Club reserves the right to cancel a class due to insufficient registration, prior to, or following, the first class of the semester. Appropriate refunds will be granted.
2. There will be no refunds once a class has started
3. Refunds are not available for cancellations made after the first class of the session, or for students registering late in the semester.
4. All requests must be submitted in writing.
5. Trial classes may be available for students unsure of enrollment and charged the daily rate of the class
6. Class fees are not transferable to another student.
7. Students may transfer from one class to another during the semester if there is availability. Additional class fees may apply if there is a price differential between classes.
8. Refunds are not available for absences, transportation delays, inclement weather, withdrawals, dismissals, strike/work stoppage, natural disaster or reasons beyond the control of New Canaan Racquet Club, disrupts or forces the cancellation of class.

Drop In Classes

No refunds or make-ups are available for any missed sessions. Cancellations must be made 24-hours in advance. Player will be charged if they are a “no show” or if cancellation is made in less than 24-hours.

COURT RENTALS, BALL MACHINE

Cancellations must be made 24-hours in advance. To cancel an existing reservation, please call 203.966.4558. If the reservation is not cancelled within 24-hours, players are responsible for the full rental fee.