



# Frequently Asked Questions

## 1. CAN WE REGISTER AFTER THE SESSION HAS STARTED?

- ❖ Yes, late registrations can be done in the office as we will need to prorate the price for you. Registering online after the session has started will charge for the full session regardless of registration date.
- ❖ **PRORATING:** Must be done in the office. Prorating can only be done the day of the first class or after to give priority to those who can attend the full session.

## 2. HOW DO I USE CREDIT FROM MY LIFETIME TENNIS ACCOUNT?

- ❖ When credit is applied to your account it never expires. You can apply it to Pro Shop purchases, court reservations, and registrations. However, it can only be applied at the office, NOT online.

## 3. DO YOU STRING RACQUETS?

- ❖ We provide stringing services for \$10, and the turnaround for a repair request is 2 business days.
- ❖ You can provide your own string, or buy string at our Pro Shop (string prices range from \$5 to \$20). We replace grips for \$1. Replacement grips at the Pro Shop are \$10.
- ❖ We do rush jobs (ready for next day) for an extra \$5, and same day for an extra \$10.

## 4. DO YOU HAVE BALL MACHINE RENTALS?

- ❖ We rent our ball machine for \$10/hour, which includes court booking fee.
- ❖ You can reserve online or by calling our office. Cancellations must be made 4 hours in advance.
- ❖ Ball machine usage is designated to Courts 1 and 2, subject to court availability.
- ❖ Hours: Mon-Fri 8AM-3PM, Sat-Sun 5PM-8PM

## 5. DO YOU HAVE A DEMO PROGRAM FOR RACQUETS?

- ❖ We provide a demo program for our most current lines of Wilson racquets.
- ❖ The cost to demo a racquet is \$3/day, \$5/week, and \$20/month.
- ❖ To be eligible to participate, we need your phone number, address, and credit card information.
- ❖ The Demo Program is only available at the office, you cannot renew demos online.
- ❖ If you demo a racquet for a month (\$20), the cost of the program is deducted from your racquet purchase. This does not apply for periods of time less than a month, and qualifies for one racquet purchase at a time.

## 6. CAN I RESERVE COURTS FOR GROUP MATCHES? (MULTIPLE COURTS)

- ❖ We process requests for large groups and matches through Advance Group Reservation forms.
- ❖ The Advanced Group Reservation form can be accessed at [lifetimetennis.com](http://lifetimetennis.com) or at our office.
- ❖ Completed forms can be dropped off at our office location or emailed to [santaclara@lifetimetennis.com](mailto:santaclara@lifetimetennis.com).
- ❖ The maximum length of reservations are 3.5 hours.
- ❖ Dates for USTA matches and Santa Clara Club Mixers can be found on their respective sites. Only USTA captains can request Advance Group Reservations for USTA matches.

## 7. COURT FEES AND PROCEDURES

- ❖ All tennis patrons during facility operating hours **MUST CHECK IN** with the tennis office prior to using a court. Failure to do so will result in court loss. This applies to Primetime and Non-Primetime hours.
- ❖ Walk-ons during Non-Primetime hours are available on a first come, first serve basis.
- ❖ If you need to cancel a reservation, call the office (or leave a message during closed hours) 4 hours in advance to avoid being billed the cost of the reservation.