EAST HARTFORD (E.H.) PICKLEBALL CLUB

Refunds & Credits

If we cancel, you get it back the way you paid.

Who cancelled decides where it goes.

What happened	Paid by card	Used a play from your count
We closed (weather, power, anything)	Refunded to your card	Restored
We cancelled (not enough players, coach out, court down)	Refunded to your card	Restored
A league didn't reach its minimum	Refunded to your card, in full	—
You cancelled 4+ hours ahead	Refunded to your card	Restored
You cancelled late (inside 4 hours)	Becomes **account credit**	Restored as account credit

If we cancelled it, you don't have to ask. Your money goes back the way you paid. Prefer account credit instead? Just tell us.

Account credit

Account credit is yours to use on anything the club sells.

Plays from your count

Restored by the end of the day, or first thing the next morning. You should never open Court Reserve and find a play missing for a session we cancelled.

Paid cash?

> **Cash refunds are handled only at the inside tennis desk.**

Something look wrong?

Visit https://www.eh-pickleball.net or email easthartfordpickleballclub@gmail.com. We'll fix it.

https://www.eh-pickleball.net
easthartfordpickleballclub@gmail.com
Court Reserve: search **EAST HARTFORD RACQUET CLUB** · ehpickleball.net

Gratefully,
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Operations Director and Head Pickleball Professional
IPTPA/PPR/RPO Certified Teaching Professional