



HVTC Summer 2025:

Account Reminders, Online Payments, & Summer Policies

Our club system is going fully on Court Reserve starting Saturday 6/7. Everyone playing at the club (except for guests) needs an account to continue booking courts online and participating in programs. Guests are the only exception and will continue to be subject to the HVTC guest policy.

Account reminders:

- Make sure your account is up to date - membership type, all family member names, birth dates, phone numbers, etc.
- Anyone playing at the club needs to be listed on the account and those names should be chosen when signing them up for classes. **Please do not sign someone else up in your name.** If you are a parent and you do not have your child on your account yet, please add them by going to “My Family.” If you don’t have yourself listed on your child’s account, please add yourself in “My Family” (even if you don’t play).
- **Add your Payment Profile (credit card or bank account) to your account now to prepare for online payments starting 6/7 & to continue booking courts/programs online.**
 - **From 6/7 on: The system will require you to enter a payment profile before you are able to book a court or program online.**

Online Payments in General:

Starting 6/7 - you will have options on how you want to pay:

- Paying monthly balances
 - We will continue to send out monthly bills for unpaid balances, but they will now come to your email (to the primary account holder) and you can pay them through your online account.
- Pay-as-you-go
 - You can log into your account anytime to make payments.
- Pay at the desk
 - If you prefer to pay balances at the desk, you may continue doing so - though we recommend you try online!

Payments when booking courts/programs online:

When booking a court/program, you will be prompted to choose between paying right away or charging to your account. We recommend you choose the “charge to account” option if you are unsure about any details on your reservation or program registration. For example, if you are making a court reservation and you are unsure of all your players, choose to charge to your account. It is best practice to know all your reservation details at the time of booking, but we understand that changes may happen and you can make those changes online **up to 4 hours before your court time or 24 hours in advance for programs.**

Summer Attendance Policy:

HVTC summer programs are open to club members and non-members. Participants wishing to do partial sessions are required to inform the club (online or by phone call) **at least 24 hrs prior to the start of the session** of anticipated absences. A daily rate will be applied to those with a partial schedule. **There are no make-ups or credits for missed classes.**

****Please make sure you are signed up on Court Reserve for class before arriving at the club.****

Attendance rules:

For Jr camps: To drop/change your attendance, you must do so at least 24 hrs in advance before the session starts. *A session starts every Monday. Any changes made during a session will still be charged.*

For Jr/Adult clinics: To drop/change your attendance, you must do so at least 24 hrs in advance before the session starts. *A session starts every three weeks. Any changes made during a session will still be charged.*

For Weekly Adult programs: To drop/change your attendance, you must do so at least 24 hrs in advance before the class starts. *Any changes made past that will still be charged.*

What to do if it's past the registration add/drop time online: Please call the front desk to give notice. You will still be charged but we can mark the absence and open the spot for someone else.

Due to system restrictions, if you have signed up for a full session and need to drop certain days before the session starts, you will need to call the front desk. You will not be able to do this online. We apologize for the inconvenience.

Friendly reminder: The above policies are enforced so we can accurately staff our programs and provide you with the best learning experience for you and your children when on our courts.
Thank you for your cooperation! :)