

HOUSE OF SPORTS POLICIES

Holidays:

The House of Sports will be closed for:

- New Years Day
- Easter Sunday
- Independence Day
- Labor Day Weekend (Saturday - Monday)
- Thanksgiving Day
- Christmas Eve & Christmas Day

Refunds/Credits Policies:

Classes, Teams & League Refund Policy:

The House of Sports has a “No Refund” policy once registration has been processed. If you have a payment plan for your Team fees, you are liable for the full amount due under the plan, even if circumstances change and you stop playing. The payment plan only extends your time period for paying. If your account becomes delinquent, it will be placed on an administrative hold and the player will be prohibited from playing until the account is in good standing.

In the event of an injury endured onsite during House of Sports programming, a credit will be granted for the remainder of the session. (Injuries MUST be reported and an Incident Report Form be completed before leaving the House of Sports.)

The House of Sports reserves the right to change, modify, or cancel any schedule at any time. Schedule changes are made by the better judgment of the House of Sports Management Team. If a change is made the participant will be granted a credit or refund from the week of change onward.

Summer Camp Refund Policy:

There are no make-ups, credits or refunds for missed camp dates. In the event that a camp is cancelled by House of Sports management, the client will be issued a full refund.

Birthday Party Cancellation/Refund Policy:

Party cancellations prior to 6 weeks before the party date, customer will receive credit to their House of Sports account to be used for a future party, activity, or sports program. Party cancellations less than 6 weeks before the date of the party will result in the loss of the event deposit. There are no refunds for deposits placed on an event at the House of Sports.

Membership Policy:

The House of Sports requires an annual \$30 per individual OR \$60 per family membership fee for participation in our classes, in-house youth leagues and teams. As a member your customer preferences, waivers and registration history is on file for easy access. Discounts and special offers for members only: discounts for parties (\$30 discount), batting cage rental (\$5/hr discount), discounts for court and field rentals (10% discount), discounts for Westchester Indoor Paintball (\$5 per session discount) and member only events.

Make Up Classes Policy:

The House of Sports will allow 1 make up class per participant per session due to participant illness, injury, travel/vacations, personal reasons, etc. Participants must contact the House of Sports prior to the intended Make- Up class and will be given options based on availability on class roster. All Make- Up classes must be completed DURING the current session or the member will forfeit the option to make-up the missed time.

Credit Policy:

Any credits for programming issued to your account must be used within one year of the issuance of the credit.

Snow Days/Natural Disaster Policy:

The House of Sports reserves the right to cancel scheduled programming at any time in cases of inclement weather, natural disaster, or other "Acts of God" which may prohibit the House of Sports from operating in safe conditions. The House of Sports agrees to issue a "Make- Up" day for all programs missed which will be determined based on staff/coach availability and schedule flexibility. There are no refunds for programming missed due to the House of Sports closing.

Session Launch & Consolidation of Classes Policy:

The House of Sports provides several different dates and times of the same class/program in hopes of accommodating all of our House of Sports participants. The week prior to the beginning of each session, the House of Sports reserves the right to consolidate and/or cancel offered classes to ensure we are providing top quality programs and the best experience possible for our participants. If the consolidation of classes offered throughout the week/weekend does not work for our members, the House of Sports will issue a refund to their account.

Lost & Found Policy:

The House of Sports is not responsible for any items left or lost at our facility. All Lost & Found items will be put in our Lost & Found bins when found on the premises. Items including clothing, sports equipment, accessories, etc. will be held for no more than 10 days. Water bottles will be discarded immediately for sanitary reasons.

Waiver Policy:

All guests at the House of Sports must sign the facility's waiver to participate in any sports program, fitness class, or party. Please click [here](#) to download the waiver.

Other Rules:

The House of Sports has established and enforces the following rules to help ensure guest safety while participating at the House of Sports:

- No outside food or drink (aside from individual water bottles)
- No outside basketballs
- No cleats in the facility
- No pets
- No Gum

- No Spitting
- Players, coaches and program participants only allowed on fields. No unsupervised playing on the fields, courts or performance areas.
- Players/coaches/participants not following program rules may be asked to leave at anytime.
- Parking is permitted only in areas marked as parking spaces. Vehicles illegally parked will be towed at the owner's expense. Handicap parking spaces are reserved only for vehicles that have proper handicap identification. All other vehicles will be towed at the owner's expense.
- Report all injuries/issues to House of Sports staff immediately. In the event that a parent/guardian cannot be reached in an emergency, the House of Sports reserves the right to seek emergency care for the injured player, including ambulance assistance or hospital care, as may be deemed necessary under the circumstances at that time.