

Cancellation Policy

- Court reservations and cancellation fees are the responsibility of the person who booked the court reservation.
- Players can cancel a reservation with no penalty up to two hours in advance of their reservation time.
- Players with “no shows” and “late cancellations” will be billed a cancellation fee of \$12. This fee, once billed & emailed to the player, must be paid before making a reservation and/or playing again.

How to Cancel a Court

1. On the top of the Court Reserve website, select “MY PROFILE”.

The screenshot shows the top navigation bar of the RecSports website with 'My Profile' highlighted. Below the navigation bar, the page title is 'University of Wisconsin-Madison'. A welcome message is followed by a 'Reservation Policies' section containing several bullet points:

- Court fees must be paid at Nielsen Tennis Stadium prior to playing. Court rates can be found on our website.
- Courts can be reserved online up to 2 hours before the court time. Last minute reservations must be made over the phone or in person at Nielsen Tennis Stadium.
 - Please note: in order to be good stewards of our resources, Nielsen Tennis Stadium may close early depending on the court reservation schedule. Please contact Nielsen Tennis Stadium at 608-262-0410 to confirm closing times and availability prior to arriving for a walk-in court reservation.
- Reservations can be made starting at 7:00am each morning (online and over the phone).
- Each person must make his or her own reservation.
- Current UW-Madison students and Rec Sports Affiliate Members may make a reservation THREE DAYS in advance (example: call or go online on Monday to reserve for Thursday).
- Guests and non-Rec Sports Affiliate Members may make a reservation ONE DAY in advance.
- Players can make one court reservation per day.

 Below the policies is a 'How To Reserve a Court' section with a 6-step numbered list. A 'Cancellation Policy' section follows with two bullet points:

- Players can cancel a reservation with no penalty up to four hours in advance of their reservation time.
- Players with “no shows” and “late cancellations” must pay the cost of the court at the Nielsen Tennis Stadium Member Services desk before making a reservation and/or playing again.

 The bottom section is 'How To Cancel a Court' with a 3-step numbered list.

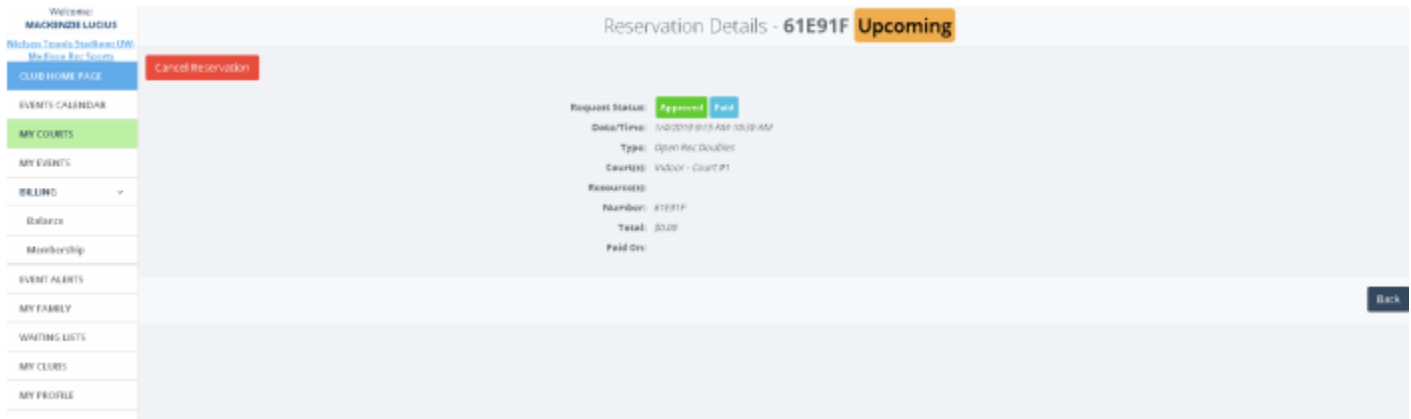
2. Locate the reservation you would like to cancel. Then select “DETAILS”.

The screenshot shows a user's profile page for 'MACKENZIE LUCIUS' with a 'MY COURTS' tab selected. The page displays a table of 'Upcoming' reservations. The table has columns for Type, Date, Time, Court, Total, and Details. Two reservations are listed:

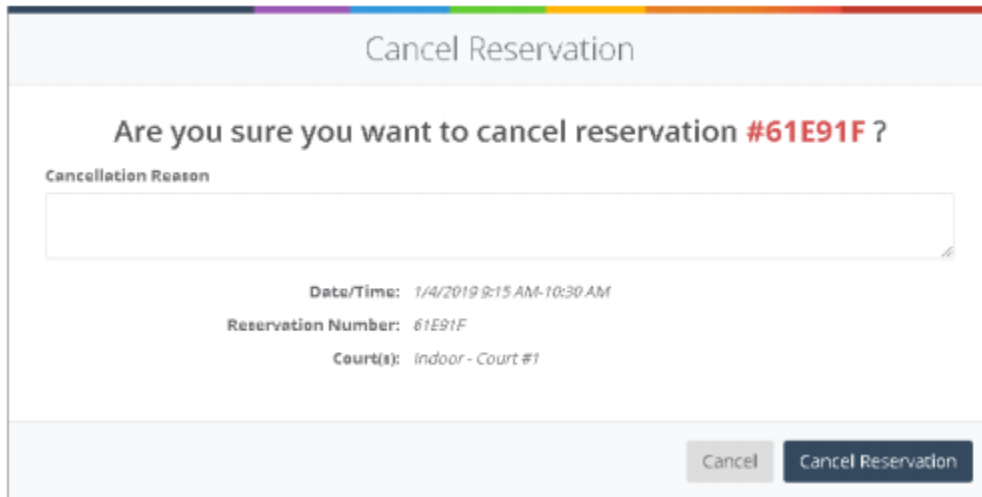
Type	Date	Time	Court	Total	Details
Open Rec Doubles	1/4/2019	9:15 AM-10:30 AM	Indoor - Court #1		Details
Open Rec Doubles	1/8/2019	10:45 AM-12:00 PM	Indoor - Court #5		Details

 The page also includes a sidebar with navigation options like 'CLUB HOME PAGE', 'EVENTS CALENDAR', 'MY COURTS', 'MY EVENTS', 'BILLING', 'Balance', 'Membership', 'EVENT ALERTS', 'MY FAMILY', 'WAITING LISTS', 'MY CLUBS', and 'MY PROFILE'.

3. Review the reservation details, then select “CANCEL RESERVATION”.



4. To confirm you cancellation, select “CANCEL RESERVATION”.



5. Cancellation Confirmed.

