

HOURS OF OPERATION

Monday-Friday 10 am–8 pm

Saturday 10 am–8 pm

Sunday 10 am–6 pm

WEB

www.ocskaty.com

EMAIL

info@ocskaty.com

**ADDRESS**

1808 Woodcreek Bend Ln

Katy, TX 77494

PHONE

(281) 395-6736

MEMBERSHIP PLAN RENEWALS, CHANGES AND CANCELLATIONS:

AUTOMATIC RENEWAL:

- All Monthly Membership plans are month-to-month and may be cancelled any time without penalty. Plans
- are paid by monthly via automatic electronic payment (credit card or debit card). The Membership plan
- is automatically set to auto renew each month at the same payment terms and billing date established at
- time of enrollment. The Guest may elect not to auto-renew and “pay as you go”, this option must be made
- at the time the Membership is established and paid at the same payment terms and billing date
- established at time of enrollment. If the Guest changes from auto-renewing to the non-auto renew option
- in the middle of a cycle, the changes will begin on the following month of the account’s renewal payment
- date.
- A Guest may elect to pre-purchase Memberships up to 12 months. Purchases are paid upfront and will
- automatically renew upon expiration at the same rate and terms as the initial Membership. Any changes
- to plan, or cancellation must be received 30 days in advance of next billing cycle or plan expiration date.
- It is the Guests responsibility to monitor Membership expiration and renewal dates.

MEMBERSHIP CANCELLATION:

- Open Court Sports Complex month-to-month Memberships can be canceled at any time. All ECancellation
- requests must be submitted via Open Court Sports Complex’s E-Cancellation form. The
- automated form must be received thirty (30) days prior to your credit/debit card processing date. All
- monthly Memberships require a minimum of 30 days’ notice prior to next billing date to assure
- cancellation of automatic payments.
- E-Cancellation requests submitted within the 30-day billing cycle will result in a final payment drawn from
- your account on your established auto draft date. Once final payment has been drawn from your account,
- clients will have 30 days from the last bill date to use Open Court Sports Complex open-gym amenities. It
- is the Guest’s own responsibility to provide notice 30 days in advance of their next billing date. There will
- be no refund issued once a payment has been charged to your credit card.
- There will be no refunds for prepaid Memberships.
- Memberships may not be transferred to another person.
- Any Membership accounts that were cancelled without following the Open Court Sports Complex
- cancellation policy, which resulted in a Chargeback (forced transaction reversals initiated by the
- cardholder’s bank) will be submitted for dispute by CardPoint Financial on behalf of Open Court Sport’s
- Complex. As a result, the Guest’s visitations will be suspended for one year.

MEMBERSHIP UPGRADES AND DOWNGRADES:

- All Guests are welcome to upgrade or downgrade their Membership packages without penalty.
- Memberships can be upgraded at the start of the next billing cycle. However if a Guest wishes to upgrade
- immediately their new Membership plan will be prorated based on the number of days remaining in their
- current billing cycle at their new rate. At the start of the next monthly billing cycle they will be charged at
- their full Membership rate.