ZSTRICT Membership Rules & Policies

1. Membership tiers

Practice Pass | $250/month (weekday practice/play access)

- Up to 90 minutes of play per day, Monday - Friday*
    - Daily limit is strictly 90 minutes; unused time does not roll over.
- One complimentary cancellation per month
- 10% off discount on weekend bookings
- Guest fee: $49/pp

Monthly Membership | $450/month

- Up to two(2) hours of play per day, Monday - Friday
- Weekend access from 9AM-1PM or 9PM to Close
- One complimentary cancellation per month
- 10% off discount on weekend bookings outside the included access window

Full Membership | $700/month

- Up to four(4) hours of play per day, Monday - Friday
- Up to two(2) hours of play on weekends
- Two(2) complimentary cancellation per month
- Two(2) weekday guest passes per session
- One(1) weekend guest pass per session.
- If you have joined Winter League…
    - Weekly league fees covered for the applicable month, including play-ahead, if needed.

- Members may hold unlimited future reservations, subject to availability and membership terms.
- Members have the same advance-booking window as regular customers. There is no priority booking.
- The full reserved duration counts against the member's included time, even if they leave early.
- Unused included time does not roll over to another day.
- Members may make multiple bookings on the same day, but only one (1) booking per day may use their membership benefits and included time allowance.

- Additional bookings on the same day are charged at the standard public rate, with applicable membership discounts applied where eligible. Unused included time cannot be applied to a second booking that day.
- Membership access windows and daily time allowances remain governed by the member's tier.
- Members may book outside included access windows at the standard public rate, with the applicable membership discount applied where eligible. Practice Pass discounts apply to weekend bookings only.

3. Discounts and pricing

- Membership discounts cannot be combined with other offers or promotions. Only one discount or offer may apply per booking.
- Additional paid time is charged at the standard public rate, with any applicable membership discount.
- When a reservation extends beyond an included access window, only the time within that window is covered by the membership. Time outside the included window is charged at the applicable public rate, with the member's standard discount applied where eligible.
- Management may make a one-time courtesy exception for a first-time misunderstanding. Exceptions are not guaranteed and do not establish a precedent for future reservations.
- Repeated bookings extending beyond designated access windows are subject to the standard membership pricing policy.
- ZSTRICT's booking/POS system determines the discount calculation and final price. Staff should advise members of additional charges before play whenever possible.

4. Guest policy

- The guest fee is $50 per guest, per booking.
- Guest fees apply separately to each booking, even if the same guest returns.
- Practice Pass and Monthly Membership holders pay $50 for each guest.
- Full Membership includes 2 weekday guests or 1 weekend guest per booking. The included guest allowance resets for each separate booking, including multiple bookings on the same day.

- Additional guests beyond the included allowance cost $50 each per booking.
- Staff verify the actual number of guests at check-in.
- Guest fees are collected at check-in only when guests actually attend and use the booking. No guest fee is charged for guests who do not attend a canceled reservation; normal booking cancellation rules still apply.
- The member must remain present while guests use the bay. Guests cannot continue using the bay if the member leaves.
- Guests do not inherit membership privileges.

5. Cancellations and no-shows

- Standard cancellation notice is at least 24 hours before the booking. Cancellations made at least 24 hours in advance are free and do not use a monthly complimentary cancellation.
- Monthly complimentary cancellation allowances: Practice Pass — 1; Monthly Membership — 1; Full Membership — 2.
- A late cancellation made less than 24 hours before the booking uses a remaining complimentary cancellation, if available.
- If no complimentary cancellation remains, the late-canceled booking is forfeited without refund or credit.
- No-shows forfeit the booking without refund or credit and are not automatically treated as complimentary cancellations.
- Management determines which circumstances qualify for a complimentary cancellation.
- Rescheduling requests are reviewed by management case by case.

6. Billing, renewal, and expiration

- Memberships renew manually. Members must actively pay for each new month; there is no automatic billing.
- If renewal payment is not successfully completed by the end of the paid period, the membership expires without a grace period and benefits stop.
- Memberships cannot be paused or frozen. Unused time does not extend the membership period.

- Members may choose not to renew for the next month.
- If a membership expires, existing future reservations remain booked, but membership discounts and benefits are removed and the reservations are repriced at the standard public rate unless the member renews by the booking date.
- Members rejoining after expiration pay current prices and receive current benefits and terms.
- Memberships are non-transferable and cannot be shared with another person or family member.

7. Refunds and membership cancellation

- Members may request a refund within five calendar days of purchasing their membership.
- Membership purchases are nonrefundable after the five-day window expires.
- Refund requests submitted within the five-day window are reviewed by management case by case. A refund is not guaranteed.
- Members are not automatically refunded for unused time during a paid month.
- Members can avoid future membership charges by choosing not to renew for the following month.
- Memberships cannot be paused or extended to make up for unused time.
- Simulator booking cancellations and no-shows follow the separate booking cancellation policy.

8. Eligibility and account records

- ALL Members must be at least 18 years old.
- Minors cannot hold a membership independently but may use the facility under its normal rules and applicable supervision requirements.
- Memberships must remain registered to the approved member. Transfers, sharing, and another person taking over a membership are not permitted.
- Management may approve corrections to account details or official records, but not a transfer of membership ownership.
- Routine contact-detail updates may follow ZSTRICT's normal account-update process.

9. Winter League weekly dues benefit

- Eligible membership: Full Membership (T3 — $700/month).
- The benefit is available, subject to management approval, to members already registered for the current Winter League who subsequently become Full Members.
- Approved eligible Full Members may have their $49 weekly Winter League fee covered only while their Full Membership remains active.
- If the Full Membership expires, the member is responsible for subsequent weekly Winter League fees.
- Becoming a Full Member does not automatically register a member for the Winter League.
- Approved members must continue to follow all standard Winter League rules, schedules, and participation requirements.
- The benefit covers weekly fees, not the initial league registration payment.

10. Violations and enforcement

- Members must follow ZSTRICT's facility policies, booking rules, guest policies, and membership terms.
- Management handles violations and disputes case by case.
- Management may issue warnings, suspend memberships, or terminate memberships depending on the circumstances.
- There is no mandatory warning sequence before management takes action.
- Warnings, suspensions, terminations, and exceptions are management decisions.

11. Tier changes

- All membership tier changes require management approval and are reviewed case by case.
- Management may approve a tier change during an active paid month and determines any additional payment required.
- Management confirms the new tier's price, benefits, and effective date before the change takes effect.

- A tier change does not entitle the member to an automatic prorated refund or credit.

12. Changes to membership prices and benefits

- Existing members retain their current price and benefits through the end of their paid month.
- Changes to membership prices, benefits, and terms apply at the member's next renewal.
- Members who do not wish to accept updated terms may choose not to renew.

13. Enrollment and capacity

- Management may limit, adjust, pause, or close enrollment for any membership tier.
- Enrollment decisions may be based on simulator availability, peak-hour demand, league schedules, and operational needs.
- Closing enrollment affects new applicants only. Existing members retain their active membership and may renew under the applicable terms.
- Management determines when enrollment reopens.
- Membership availability for new applicants is not guaranteed.