



1. When can I book a cage & do I have to book a cage?

- a. Members are not required to book a cage to utilize the facility. However, it is strongly recommended you book a cage prior to your visit to both guarantee there will be a cage available and it will be reserved for you during booking hours.
 - i. **Booking hours are considered M-F 3pm to 9pm and weekends 8am to 5pm. Walk-ins are allowed 24/7.**
- b. Reservations have first priority over walk-ins. Occasionally there are camps and rentals during booking hours. Online booking will help ensure you have access to a cage. During and outside of booking hours, members are permitted to walk in without a reservation.
- c. **Sessions cannot be reserved within 60 minutes of the timeslot.** So if you try to reserve within 60 minutes, it will say “call for details.”. Don’t call us, you can just go walk in.
- d. Members can reserve 30 minutes in the cage and 30 minutes in a tunnel. Members are welcome to stay as long as they want outside that reservation if the space is available/unbooked.

2. Can I use my membership for group or team practices?

- a. Absolutely not, this is a huge violation and results in \$150 per person to the member who’s access code was used.**
- b. Memberships are per family household for individual use only.
- c. Rentals for team and group practices are encouraged as they do help us keep member rates low
 - i. They can be reserved by booking chris via text at 412-953-9234
 - ii. Members do get a discount

3. I have multiple kids, does my one membership cover them all?

- a. Yes! Memberships are per household family.
 - i. You are still only permitted to book 30 minutes per day in the cage and 30 minutes per day in the tunnel. But you can stay as long as you want!

4. What happens if I take a guest without paying?

- a. Any member who takes a guest without pre-paying the \$10 guest fee **before you enter the facility** will result in a \$150.00 fine without notification on the member's credit card.

5. Can members take a guest?

- a. Yes, members are permitted to take a guest after they purchase the guest pass. The guest pass can be purchased for \$10 / 30 min /guest online on the member's profile before you enter the facility.
 - i. **BUY : Packages : Guest Pass.**
- b. A guest is anyone who will utilize the facility such as taking swings, fielding groundballs, playing catch or catching bullpens for a pitcher. A grandparent or Guardian is not considered a guest. We do ask you text us for approval if someone outside your household will be taking your son or daughter, which we will then add to your notes for the security team. Trainers and coaches are not permitted, see rule 5

6. Can members work out with other members:

- a. Yes, multiple members can book cage time in a row or at the same time to utilize more space or time, but every player must be a member. Also, any one member can not book more than the permitted thirty minutes per day in cage and extras. No more than 3 members in any cage or tunnel at any given time. No team practices or groups are allowed in this manner.
- b. The nature of the privilege is to allow members to work out in pairs or three. If you have four or more members who want to workout together, this will require a group rental that can be booked directly thru Chris.
- c. **Teams and groups can RENT cages and the facility anytime by texting 412-953-9234. Do not walk in together under one code, see rule # 4.**

7. I know my buddy is a member, can he walk in with me?

- a. No, if multiple members arrive at the same time, **they must each use their own code to access the facility.** This means one member enters, the door closes behind them, then the next member enters their own code to access.
- b. Failure to do so, the member whose code was entered will be charged a \$150.00 fine per person without notification. Please note the facility is under 24-hour video surveillance.

8. Can I bring a trainer or coach with me?

- a. No, **outside trainers or coaches are not permitted to participate in a member's cage time.** Only parents, guardians, siblings, who live in the members household can work with members in the cage.
- b. Bat24 trainers are available for hire at all locations. Bullpen catchers are considered a guest and must follow Rule #2.

9. Can I take my own bucket or balls?

- a. No, you cannot take your own bucket or balls. **Taking a bucket is a \$50 fine without notification.** We provide premium balls and training equipment and do not want any of it accidentally leaving the facility which would result in theft and fines.
- b. If you require 11” softballs, you will need to get special permission by texting Chris at 412.953.9234. You cannot use 11” softballs in any of the machines. Pitchers are permitted to take one ball of their choice to throw bullpens.

10. What type of shoes can I wear?

- a. You can wear sneakers or turf shoes. **Metal and rubber spikes are prohibited** because they severely damage the hitting mats.

11. Can teams or groups rent the facility?

- a. Yes, **team and group rentals are permitted and encouraged.** Please see the pricing page for more information.

12. Can I share my code?

- a. Sharing your code is strictly prohibited. Security is a top priority. **Sharing your code will result in a \$150 fine and immediate termination of membership.** You may also be prosecuted for theft if the code was used by anyone other than you.
- b. Propping the door open is also prohibited and will result in \$150 fine and immediate cancellation of your membership.

13. I'm not using my scheduled cage time, what do I do?

- a. You can delete your reservation on your online profile by selecting “**My Schedule**” and deleting the time slot you're not using.

14. Is there any staff at the facility?

- a. No, there is no staff at any locations. **It is a members only facility under 24 hour video and code surveillance.**

15. Is the facility under surveillance?

- a. Yes, **the facility is under video & front door access code surveillance 24/7.**

16. My cage time is done, how do I leave?

- a. **Character is who you are when no one is looking.** We expect all of our guests to pick up all balls in the entire cage and place them in a bucket. Place the tee and the bucket at home plate, and push the L screen to the middle of the cage.
- b. Remove all trash from your cage and we ask that if you see any other trash laying around, that you help clean it up.
- c. Please ensure pitching machines are powered OFF and the knobs are turned to ZERO. **Leave the facility better than you found it.**

17. Do you have a Lost & Found?

- a. No, we do not. **Bat24 is not responsible for lost or stolen items.**

18. Are helmets required?

- a. Yes, **helmets are required for machine use.**

19. Something seems suspicious, what should I do?

- a. **If you see something, say something** by texting Chris at 412.953.9234.

20. How do I cancel my membership?

- a. Members can cancel their membership by filling out the **cancellation form on the bottom of the pricing page.** Please note, that your membership and access code will be terminated immediately when you fill out this cancellation form.
- b. EXAMPLE: To be clear, if you're payment went thru on the 5th of this month, and you cancel on the 10th of the same month, you will no longer have access to the facility and forfeit the remainder of your paid invoice. It is recommended to cancel as close to your next auto renew date as possible.

21. How do I cancel?

- a. Per your Member Contract
 - i. **If you cancel your AUTO-RENEW subscription online, your membership will automatically and immediately be canceled. That means if you purchased your contract on April 1st, and you canceled your auto renew the same day on April 1st, you just terminated your membership. It is your responsibility to cancel at the end of your billing term.** You can also cancel by filling out the Cancellation form on the bottom of the pricing page of www.BAT24Nation.com. This will also result in immediate cancellation of your membership with no refunds or prorated days if you cancel before your next billing cycle.

22. Do you offer lesson at BAT 24?

- a. Yes, **we do offer lessons at select BAT 24 locations**. Check out our Pricing page for more information.

Participate at your own risk.