



MEMBER & GUEST

POLICIES & PROCEDURES MANUAL

5th Edition (November 15, 2020)

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SECTION A: ABOUT US

A.1 - ABOUT US

The OSTEN & VICTOR Alberta Tennis Centre (otherwise known as the 'Centre') is a community-based tennis Centre located in Southeast Calgary. The Centre opened in May, 2016.

A not-for-profit organization, the Centre welcomes the local community with year-round access to eight indoor courts, five outdoor championship courts, multiple court viewing areas, a fitness centre, pro shop, the Forty Love Café & Bistro and onsite parking. The Centre has become the heart of Calgary's growing tennis community and has redefined the standard for major tennis facilities across Canada.

For more information, please visit: <http://www.albertatenniscentre.ca>

A.2 - CLUB AMENITIES

The Centre is a state-of-the-art indoor/outdoor Tennis Centre. The Centre has been built to international standards, which gives us the privilege to provide you with the best court & lightning technology available in Canada.

Our facilities at a glance:

- 8 indoor plexipave cushion tennis courts in a state-of-the-art permanent structure
- 5 outdoor plexipave cushion tennis courts
- 2 Playsight Smart Courts (9 camera systems) with debriefing stations & kiosk
- Ball machine
- Fitness Centre
- Men's & Women's locker rooms with shower facilities
- Licensed food & beverage service area; Forty Love Café & Bistro
- Pro-shop (stringing service, balls & grips) products
- Seating capacity for up to 400 people in our 2nd floor mezzanine
- Administrative offices for Tennis Canada
- Home of the Tennis Canada National Junior Training Program – Alberta
- Tennis Canada National High-Performance Tennis Development Centre

A.3 – MISSION, VISION & VALUES

OUR VISION:

"To be the best community-based Tennis Development Centre in Canada."

OUR MISSION:

"We will be a vibrant community hub inspiring players to enjoy tennis and develop at all levels as a healthy sport for life."

HOW WILL WE ACHIEVE THIS?

1. By being welcoming & friendly to our customers
2. By hiring the best talent available
3. By having the best adult & junior tennis programming
4. By hosting provincial, national and international world-class events
5. By having world-leading technology

OUR VALUES & COMPANY TRAITS:

Family oriented ★ Friendly ★ Inclusive ★ Ethical ★ Progressive ★ State of the art ★ Holistic ★ Service oriented ★ Honour/sportsmanship ★ Teaching ★ Pride ★ Kids focused ★ Benevolent

A.4 - BOARD OF DIRECTORS

The Board of Directors is comprised of the following five Alberta based Board of Directors and one ex-officio staff member:

- Mr. Ron Ghitter, Q.C., Chairman
- Mr. Glen Scott, Q.C., Vice-Chairman
- Mr. Al Osten, Honorary Board Member
- Mr. Al Fowler, Director
- Mr. Steven Kirk, Director
- Mr. Mike Smith, Director
- Mr. Robert Rivard, Director
- Ms. Wendy Ng, Director
- Mr. Danny Da Costa, Chief Executive Officer (Ex-officio staff)

A.5 – MANAGEMENT & PROGRAM LEADERS

Mr. DANNY DA COSTA, Chief Executive Officer

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EMAIL: ddacosta@albertatenniscentre.ca

Mr. NICK COUTTS, Tennis Director

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Mr. ADAM BOND, Head Tennis Professional & Head of U12 Performance

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Mr. GORAN ZOVKO, Head of High Performance

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Ms. SHANNON PERRAS, Manager of Finance & Administration

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Ms. SILA HUANG, Member Services Manager

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Mr. SIXTO SOLOMON, Maintenance Manager

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Email: ssolomon@albertatenniscentre.ca

PROGRAM LEADERS

Mrs. DIANA JACOBS, Head of U10 Performance & Competitive Teen Tennis

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Ms. SUZANA CAVALCANTE, Head of Junior Development

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EMAIL: scavalcante@albertatenniscentre.ca

NOTE: Please refer to the staff directory on our webpage for a full list of staff members and personnel.

SECTION B: MEMBER & NON-MEMBER OPTIONS

B.1 – OVERVIEW

The Centre is pleased to offer both member and non-member access to the citizens of Calgary and Province of Alberta. While membership has its privileges, we offer a cost-effective option for everyone and a wide range of programs and services to meet your individual needs.

B.2 – MEMBERSHIP CATEGORIES

All memberships at the Centre are for a **12-month period** from the date of joining (commencement) and are valid for a 365-day period. There are a number of membership categories to choose from including:

- Single Adult Membership (18 – 64 years of age)
- Senior Membership (65+ years of age)
- Couple Membership (2 adults or senior members) *must reside at the same residence
- Junior Membership (0 – 17 years of age)
- Family Membership (2 adults & 2 or more junior members)
- Fitness Only Membership
- Weekday Non-Prime Time (Adults only)

B.3 – MEMBERSHIP BENEFITS

We offer a low-cost option to play tennis in the City of Calgary. As a member of the Centre, we are pleased to provide you with the following benefits:

- World-class indoor & outdoor tennis courts utilizing the best in tennis court & lightning technology;
- **7-day** advanced booking privileges on indoor & outdoor courts;
- Membership passport (\$250 value);
- Full facility access, including our fitness centre;
- Free summer outdoor tennis privileges;
- Member pricing on programs, lessons/clinics and indoor court rentals;
- Access to industry leading adult & junior programming for players of all ages & abilities;
- Online & phone-in court booking available;
- Advanced registration on camps & club programs;
- Access to some of Canada's top tennis professional coaches;
- Access to club tennis leagues, social events and tournaments;
- Relaxed atmosphere, family/community focused environment;
- Access to our member services portal & newsletter;
- Fully wheelchair-accessible facility.

B.3.2 – MEMBERSHIP PRIVILEGES

We may terminate your Membership (if applicable) and may refuse you entry into the Centre or eject you from the Centre if you commit a serious or repeated breach of Member Rules, your Membership contract or if you engage in any other serious misconduct.

B.4 - NON-MEMBER ACCESS & USAGE

Non-members are permitted to access the Centre and participate in selected programs and services offered by the Centre.

All non-member court/lessons must be paid in advance by phone or in-person only. At the time of reservation, the non-member must provide a valid credit card or make payment to secure their court/lesson reservation. A non-member will not be permitted to book a private/group lesson or court without pre-payment.

B.4.1 – NON-MEMBER GUEST FEES

A non-member may access the Centre on an unlimited basis, however, he/she must pay the applicable guest fee of **\$15.00 + GST** per day + any service or program fee. The guest fee is charged on a PER COURT basis and is divided by the number of non-members on court.

B.4.2 – NON-MEMBER BOOKING PRIVILEGES

A non-member will have a maximum of **1-day advanced booking privileges** on indoor/outdoor tennis courts at the Centre. Online bookings are not available for non-members.

Non-members are permitted to use the Centre by paying the applicable court fee + guest fee **\$15.00 + GST** per day. Upon entering the Centre, all non-members must register at the Member Services desk and pay all applicable fees.

NOTE: Management and the Board of Directors reserve the right to adjust non-member booking privileges based on facility demand as required.

B.4.3 - NON-MEMBER PRIVATE, SEMI-PRIVATE, GROUP of 3 and GROUP of 4 LESSONS

A non-member is permitted to take a private, semi-private, Group of 3 or Group of 4 lesson with an Alberta Tennis Centre certified coach with 24 hours advanced notice.

SECTION C: HOURS OF OPERATION

C.1 – INDOOR HOURS OF OPERATION

Monday to Friday: 7:00am to 10:00pm
 Saturday & Sunday: 7:00am to 10:00pm

C.2 – OUTDOOR HOURS OF OPERATION

Monday to Friday: 7:00am to 10:00pm
 Saturday & Sunday: 7:00am to 10:00pm

NOTE: Centre hours may vary according to bookings, holidays and events. Any changes to the hours of operation or schedule will be communicated onsite and online through internal communications (e.g., e-blast, newsletters) and our website. Outdoor court access will be at the discretion of the Member Service Desk staff.

C.3 – HOLIDAY HOURS OF OPERATION & FACILITY CLOSURES

Holiday hours are from 9:00am to 9:00pm.

HOLIDAY	DATE & INFORMATION
New Year's Day	January 1 (club closed)
Alberta Family Day	Third Monday in February (Club open – holiday hours)* *NOTE: no club programming will be offered on this day
Good Friday	Friday before Easter* (club open – holiday hours)* *NOTE: no club programming will be offered on this day
Victoria Day	Monday before May 25 (club open – holiday hours)* *NOTE: no club programming will be offered on this day
Canada Day	July 1, except when it falls on a Sunday, then it is July 2 (club closed)
Heritage Day	First Monday in August (club open – holiday hours)* *NOTE: no club programming will be offered on this day
Labour Day	First Monday in September (club open – holiday hours)* *NOTE: no club programming will be offered on this day
Thanksgiving Day	Second Monday in October (club open – holiday hours)* *NOTE: no club programming will be offered on this day
Remembrance Day	November 11 (club open – holiday hours)* *NOTE: no club programming will be offered on this day
Christmas Day	December 25 (Club Closed)
Boxing Day	December 26 (club open – holiday hours)* *NOTE: no club programming will be offered on this day

SECTION D: COURT RENTAL & BALL MACHINE FEES

D.1 – INDOOR COURT RATES

	INDOOR COURT RATES MEMBERS	INDOOR COURT RATES NON-MEMBERS
Weekday Prime Time <ul style="list-style-type: none"> 7:00am to 4:00pm Weekend Prime Time <ul style="list-style-type: none"> 7:00am to 4:00pm 	\$30.00 per hour (court) – SINGLES \$15.00/person (singles) - 60 minutes \$45.00 per hour (court) – DOUBLES \$11.25/person (doubles) – 90 minutes	Court Fee + Guest Fee
Weekday Non-Prime Time <ul style="list-style-type: none"> 4:00pm to 10:00pm Weekend Non-Prime Time <ul style="list-style-type: none"> 4:00pm to 10:00pm 	\$24.00 per hour (court) – SINGLES \$12.00/person (singles) – 60 minutes \$36.00 per hour (court) – DOUBLES \$9.00/person (doubles) – 90 minutes	Court Fee + Guest Fee

NOTE: All pricing includes applicable tax (GST)

D.2 – OUTDOOR COURT RATES

	OUTDOOR COURT RATES	OUTDOOR COURT RATES NON-MEMBERS
<ul style="list-style-type: none"> 8:00am to 10:00pm Mon-Fri 8:00am – 9pm Sat & Sun 	No Charge (Included in membership)	\$15.00 Guest Fee per court / hour

NOTE: All pricing subject to applicable tax (GST)

D.3 –BALL MACHINE RENTAL RATES

Members and non-members are permitted to rent the club ball machine based on the following rates:

MEMBERS	NON-MEMBERS
Applicable court fee + BALL MACHINE RENTAL RATE \$10.00 (60 min)	Applicable court fee and guest fee + BALL MACHINE RENTAL RATE of \$10.00 (60 min)

NOTE: All pricing subject to applicable tax (GST)

D.4 –PLAYSIGHT RENTAL RATES

Members and non-members are permitted to add the playsight smart court service to their bookings based on the following rates:

MEMBERS	NON-MEMBERS
FREE WITH THE PURCHASE OF MEMBERSHIP	Applicable court fee and guest fee + PLAYSIGHT RENTAL RATE of \$10.00 (60 min)

NOTE: All pricing subject to applicable tax (GST)

D.5 – ACE TENNIS ASSESSMENT (ACE)

A tennis assessment is a requirement to join any program 2.5 and up. A tennis assessment can be scheduled with a tennis professional or can participate in our scheduled assessments which are offered each week.

MEMBERS	NON-MEMBERS
One tennis assessment is included on an annual basis with membership (Member Passport)	Tennis Assessment Fee is \$25.00 (30 min)

SECTION E: FINANCIAL PAYMENT OPTIONS

E.1 – FORMS OF PAYMENT

The Centre accepts the following forms of payment:

- Cash, Debit, Cheque, VISA, American Express & Master Card

The Centre also will accept internal transactions via:

- Credit Card Profile
- Electronic Funds Transfer
- Pre-purchased Club Credit
- Gift Certificate

E.2 – MEMBER ACCOUNTS & CLUB CREDIT

A Member or non-member must set up a Credit Card Profile, which allows a member to charge court time, programs and services to their credit card directly. Members may review their transaction history (charges) online through their Member account.

Members and non-members may also purchase pre-loaded gift certificates that can be used for a variety of programs and services (Pre-purchased Club Credit)

Credit Card Profiles and Club Credit can be set up at on our website or at the Member Services Desk.

E.3 – PRIVATE LESSON & PROGRAM FEE PAYMENT

Private Lesson Payment: We offer three options for Private Lesson payment.

- In person, on the day of, before the lesson takes place.
- Checking in at the Member Services Desk before the lesson and having the lesson charged to the account's Credit Card Profile.
- Checking in at the Member Services Desk before the lesson and having the lesson deducted from pre-purchased club credit.

Program Fee Payment: Program fees must be paid at time of the program registration to hold the individual's place in the program. Programs that have an instalment schedule will be subject to payment deadlines put in place by the Alberta Tennis Centre. Failure to pay instalment fees by the stated deadline may result in the individual not being allowed to participate in the program until all fees have been paid in full.

E.4 – MEMBERSHIP DUES PAYMENT OPTIONS

Membership at the Centre is **valid for 12 months** from the date of joining. Members are expected to fulfill the terms and conditions outlined in the membership agreement, which include but are not limited to the payment of all membership dues and other programs and services. Memberships will auto-renew. 30-day notice must be given before the expiration date in order to cancel a membership.

A member joining the Centre will have the following membership dues payment options:

- **Full Payment of Membership Dues:** A member may pay their membership dues in full.
- **Monthly*:** A member may pay their membership dues in 12 monthly instalments by pre-authorized credit card payment. Please note that this is still an annual membership and not a monthly membership.

**NOTE: Service fees may apply for monthly charge(s), pre-authorized credit cards.*

SECTION F: USE OF FACILITIES

F.1 – SHOWER FACILITIES

Members and guests are permitted to use the Centre's shower facilities.

F.2 – TOWELS

Towels are not provided at the Centre. Members and guests are kindly asked to bring their own towel(s). When in stock, towels can be purchased at the Member Service Desk.

F.3 – LOCKERS

Lockers are available for you to use on a first come, first serve basis. You must provide your own lock. Use of lockers is at your own risk and the Centre is not liable for any theft of or damage to your property.

With the exception of any designated rented lockers (if applicable) lockers are available for day use only.

F.4 – FITNESS CENTRE

The fitness centre has been designed to provide our tennis Members and program participants with the optimal training environment to excel. Our fitness centre is filled with premium fitness equipment supplied by LIFE FITNESS & HAMMER STRENGTH.

The following equipment has been supplied:

- LIFE FITNESS Treadmills (2)
- LIFE FITNESS Elliptical Machine (1)
- Spinning Bikes (2)
- LIFE FITNESS Assisted Chin Dip Machine (1)
- LIFE FITNESS Dual Adjusted Pulley Machine (1)
- HAMMER STRENGTH Flat Bench (1)
- HAMMER STRENGTH Back Extension Bench (1)
- HAMMER STRENGTH Dumbbell Rack with weights from (5 lbs – 50 lbs) (1)
- HAMMER STRENGTH Half Rack with Olympic weight plates & accessories (2 lbs – 50 lbs) (1)
- Plyometric boxes (12", 18" and 24")
- Medicine Ball Rack with medicine balls (4 lbs – 12 lbs)
- Stretching mats, BOSU balls, stability balls, skipping ropes, tubing (various gauges), speed and agility ladders, hurdles, tri-level balance boards, TRX bands & foam rollers.

F.4.1 – CHILDREN USING FITNESS AREA

Children under the age of 13 are not permitted to use the fitness room, unless supervised by someone over 16 years of age or after the completion of a fitness equipment orientation by a tennis or fitness Centre staff member.

F.4.2 – FITNESS AREA RULES & REGULATIONS

- Conduct yourself in a well-mannered fashion;
- Approach other Members and associates in a friendly and respectful way;
- Allow fellow Members & guests to work in between sets;
- Replace all weights/equipment to their proper place when you are finished using them;
- Use of mobile devices is permitted in common areas of the Centre. Refrain from using mobile devices in the locker rooms or while using equipment;
- Request permission from Centre management if you need to take photos or videos in the Centre. Image capturing is not permitted in the change room area;
- Please be respectful of the Centre hours and ensure you have enough time to leave the Centre at or before the

closing time;

- The use of chalk is not permitted in the Centre;
- Wipe down your equipment after use;
- During busy times, limit time on cardiovascular machines to 30 minutes;
- For your health and safety, wear appropriate exercise clothing and proper athletic footwear when in the Centre;
- Dropping of weights is not permitted.

SECTION G: PROGRAMS & SERVICES

G.1 – PRIVATE, SEMI-PRIVATE, GROUP LESSONS

Private, Semi-Private or Group Lessons are available for Members and non-members. The established rates are listed on our www.albertatenniscentre.ca website. Rates vary based on the level of certification and experience of each tennis professional. Please contact the pro you wish to be instructed by to book your lesson; or our Tennis Director, Nick Coutts if you would like a recommendation for a pro.

A non-member may book a lesson with a tennis professional with 24-hour notice.

All persons taking private, semi-private or group lessons must create a Alberta Tennis Centre user profile.

NOTE: All fees include court fees. Guest fees are \$15.00 more than member rates. Fees are subject to the applicable tax (GST).

G.2 – BOOKING PRIVATE, SEMI PRIVATE OR GROUP LESSON

Members wishing to book a private, semi-private or group lesson with a tennis professional are instructed to contact the tennis professional they wish to have their lesson with directly. If you are not sure which tennis professional best suits your needs, please contact the Tennis Director who would be more than happy to find the right tennis professional for you.

Membership is not required for instruction. Non-members, however, are required to pay a higher fee (guest fee) for instructional programs/privates.

G.3 – REGISTERING FOR MEMBER & NON-MEMBER PROGRAMMING

- To register for a club program, clinic or event, a Member or non-member must first create an account on the online portal before being able to register online for a program;
- Payment must be made at the time of registration. In some cases, payment plans will be available in registering for a program or clinic;
- Members will be given first priority (minimum of 5 days) to register for programs and/or club events. After Member registration opens, non-members will be permitted to register for programs, clinics, leagues, camps and events.

G.4 – REGISTERING FOR PROVINCIALY OR NATIONALLY SANCTIONED EVENTS

Periodically, the Centre will host provincially or nationally sanctioned events, which may require a membership to Tennis Alberta or Tennis Canada, as per these organizations' regulations. For more information on Tennis Alberta events visit: www.alberta.tenniscanada.com

G.5 – NON-CLUB EVENTS

The Centre has a relationship with Tennis Canada and Tennis Alberta, and under the terms of our agreements, these parties are permitted to run programming and events at the Centre. From time-to-time, other user groups may be permitted to utilize the facility for school programming and events. Every effort will be made to notify our members of any changes in programming or facility availability.

SECTION H: TENNIS COURT RULES AND REGULATIONS

H.1 – COURT BOOKING RULES AND REGULATIONS

H.1.1 – MEMBER COURT BOOKINGS

- A member may book an indoor or outdoor court with **7 days advanced notice** beginning at 7:00am MST (system time). *NOTE: System time refers to our online court booking program internal time.*
- Members will be permitted to make court reservations online, by telephone or in-person. No email reservations will be accepted.
- Members must pay for their court prior to their reservation (playing/service) by making payment at the Member Services desk. Please refer to the method of payment section (E.1).
- A Member may book a singles court in increments of (30 or 60 minutes) and doubles in increments of (30, 60 or 120 minutes). The maximum allowable booking for singles will be 1-hour (60 minutes) and a maximum allowable doubles booking will be 2-hours (120 minutes).
- 2 names (singles) or 4 names (doubles) must appear on the booking sheet when making a reservation.
- A Member may book multiple courts during their 7-day period, provided that the appropriate court fee is paid prior to their reservation.
- A Member is only permitted to book and play on 1 court per day.
- Any court reservation made between 7:00 am – 9:00 am Monday to Sunday must be made on the hour.
- Any court reservation made between 8:00 pm – 10:00 pm Monday to Sunday must be made on the hour.

H.1.2 – NON-MEMBER COURT BOOKINGS

- A non-member may book an indoor or outdoor court with **1 day advanced notice** beginning at 7:00am MST (system time). *NOTE: System time refers to our online court booking program internal time;*
- A non-member may only book a court by telephone or in person;
- A non-member may book a singles court for a maximum of 1 hour (60 minutes) or a doubles court for a maximum of 1.5 hours (90 minutes).
- A Non-Member is only permitted to book and play on 1 court per day.
- Any court reservation made between 7:00 am – 9:00 am Monday to Sunday must be made on the hour.
- Any court reservation made between 8:00 pm – 10:00 pm Monday to Sunday must be made on the hour.

H.1.3 – BLOCK BOOKINGS REQUESTS

Members and non-members are not permitted to book courts outside of their membership & non-membership privileges.

Management may consider requests for Member block booking (see note), using the following parameters:

- Block booking times are restricted only to the following low-peak days/times as determined by Management;
- All participants in the block booking must be annual Members of the Centre or Community Groups;
- If the Member block booking is approved by Management, all courts fees are to be paid up front for the entire duration of the block booking;
- A maximum of 3 courts for 2 hours (doubles) will be considered and approved by the CEO;
- Only one block booking request per time period noted above, per day, per week will be considered;
NOTE: Management and the Board will assess the block booking policies on an ongoing basis and will, at their discretion, continue or discontinue block-booking privileges due to court utilization.

H.1.4 – SPECIAL GROUP BOOKINGS

Special group booking requests from outside groups may be accommodated on a case-by-case basis provided they meet the following guidelines:

- Pay membership guest fees and user fee dues up front;

- Be a Member of a Community Association, Community Group or School;
- Only booking requests approved by the CEO will be accommodated.

A maximum of 3 courts will be permitted to be booked as part of any block. Management and the Board of Directors reserve the right to continue or discontinue the group booking privileges after the contracted period.

Only Centre staff/management will be permitted to block book courts for Centre programs, special events, tournaments or lessons where a fee is paid directly to the Centre.

H.1.5 – CANCELLATION POLICY (COURTS OR LESSONS)

- A Member or non-member must provide a **minimum of 48-hour notice** to cancel a tennis court or Private, Semi-Private or Group Lesson, otherwise the full court or lesson/program fee will be charged to the Member;
- Members or guests who fail to show up for a court reservation or lesson/program will be charged the applicable court or lesson fee.

H.2 – MEMBER & NON-MEMBER ARRIVAL (CHECK-IN)

- Upon arrival, each Member must check-in at the Member Services desk;
- Non-members must check-in at the Member Services desk and pay any applicable guest & court/service fee prior to participating in any club activity or service.

H.3 – INSTRUCTION

The Centre's Management & Board of Directors shall expressly appoint tennis professionals (and Centre-approved contractors), who shall be the exclusive tennis-teaching professionals of the Centre. Any other teaching or coaching is strictly prohibited at the Centre.

H.4 - ONCOURT ETIQUETTE

H.4.1 – ARRIVING & LEAVING THE COURT

- Before entering the court, players are asked to wait behind their court until the buzzer sounds;
- If a Member or guest needs to cross the court, please wait until a point is over before moving/crossing the court;
- Members and guests must have their balls picked up by the time the buzzer sounds;
- Members and guests are asked to pick up any garbage (e.g., ball tins, grips) and place them in the garbage bins located on court.

H.4.2 – CELL PHONE USAGE

As a courtesy to our Members and guests, cell phone use is strictly prohibited on court. Members are asked to turn off their cell phone or set to silent while on court. In the event you receive a phone call on court, please leave the court area to answer it.

H.5 – BALL MACHINE & BALL HOPPER USAGE

In order to minimize the amount of potential disruptions on court by Members, guests or our tennis professional staff, ball machine and ball hopper may be used on any court, however, divider nets must be completely drawn on all playing sides of the court.

H.6 – NOISE ON COURT

Out of respect for your fellow Members and guests, we ask that noise is kept to minimum. The Centre will strive to have clinics, instruction and other programs occupy the same side of the building as much as possible to minimize noise generated from private or group instruction.

H.7 – FOOD & BEVERAGES ON COURT

- Only water in closed containers will be permitted on court; No open drinks will be permitted on court.

- Food and snacks should be consumed in the food service area located on the mezzanine;
- Chewing gum on the courts is not permitted as the removal of dried chewing gum damages the court surface.

H.8 – BEHAVIOUR & DRESS

Members are asked to behave in a respectable manner at all times inside and outside the tennis court area(s), which includes:

- Approaching other Members and guests in a friendly and respectful way;
- Use of mobile devices is permitted in common areas of the Centre. Refrain from using mobile devices in the locker rooms, Tennis Court & Fitness areas and while using equipment;
- Request permission from Centre management if you need to take photos or videos in the Centre. Image capturing is not permitted in the locker room area;
- Please be respectful of the Centre hours and ensure you have enough time to leave the Centre at or before the closing time;
- Only non-marking shoes are permitted on court;
- Shirts must be worn at all times while on court;
- For your health and safety, please wear appropriate tennis/exercise clothing and proper athletic or tennis footwear when in the Centre.

NOTE: Guidance as to suitable attire may be obtained from the management team of the Centre.

H.8.1 – ONCOURT FOOTWEAR

Only non-marking tennis shoes will be permitted for use on the indoor and outdoor tennis courts. Members without proper tennis shoes will not be permitted to play on courts. Please speak with a Tennis Professional for more information on permitted footwear patterns.

H.9 – CHAIRS & BENCHES ON COURT

No chairs or benches are permitted on the court without the consent of the CEO.

H.10 – NET ADJUSTMENTS

Members are not permitted to adjust or alter the tennis nets at the Centre. Members may request net height measurements and adjustments, as required.

H.11 – COURT CLEANING & MAINTENANCE

Members must ensure that the court is left tidy and that garbage is properly disposed of. All personal belongings must be removed from the court after play has ended.

Courts will be cleaned and cleared of debris as required at the discretion of the Centre staff, utilizing appropriate maintenance equipment in order to maintain a safe and clean playing environment.

SECTION I: CLUB POLICIES

I.1 – GENERAL CLUB POLICIES

The Centre will not be responsible for the loss of or damage to property belonging to Members or guests. Members are advised to have all personal equipment insured. Members will be legally and financially responsible for damages to the Centre property such as windows, locker rooms and courts.

I.2 – STANDARDS OF CONDUCT

Members of the Centre are expected to respect and adhere to the Centre's general standards of conduct, as follows:

- Maintain courteous relations with the Centre's employees, fellow Members and guests;
- Uphold the highest standards of personal conduct to reflect the image and stature of the Centre;
- Become familiar with, and abide by the spirit and rules and regulations of the Centre;
- Observe the highest standards of conduct & integrity when representing the Centre at outside events;
- Conduct of any member that is detrimental to the best interests of the Centre will be immediately referred to the Directors or CEO for disciplinary measures, which may include suspension of privileges or the termination of membership.

I.3 – HARRASSMENT

The Centre will not tolerate harassment. Any form of harassment related to race, sex, religion, national origin or age is a violation of this policy and will be treated as a serious disciplinary matter. This policy applies to members, guests and employees.

I.4 – EMPLOYEES

Members and guests will not, under any circumstances, reprimand employees or discuss Centre affairs with any employee. Complaints and concerns shall be directed in writing to the management team as appropriate.

I.5 – ALCOHOL CONSUMPTION

The Centre is licensed under the Alberta Gaming & Liquor Commission (AGLC). To ensure enjoyment of the Centre, Members and guests shall abide by the rules and regulations as set out by the AGLC.

Alcohol shall not be brought on to the property or removed at any time. Alcohol may only be purchased and consumed in designated areas. If the Centre occurs any penalty or liability by reason of breach of this regulation by any Member or guest, such person shall be responsible for any costs the Centre incurs. The CEO or their designate may at any time, without stating the reasons, deny guest privileges of any individual.

I.6 – LIABILITY ON CESSATION OF MEMBERSHIP

Any person ceasing to be a Member, regardless of how the Membership ceased, shall be liable for and shall pay all amounts owing to the Centre. Any persons ceasing to be a Member shall forfeit all rights to use the Centre and all cards, badges and documents to that persons Membership.

I.7 – EXPLUSION AND SUSPENSION OF MEMBERS

If a Member or guest, at any time, does not comply with the rules and regulations of the Centre, or if the conduct or behavior of any such person, whether inside or outside the Centre, is in the opinion of the Centre, injurious or detrimental to the character, reputation and image of the Centre and its Members, the Centre may expel the member.

Non-compliance with the rules and regulations of the Centre shall be cause for the Centre to expel or suspend the Member.

I.8 – REINSTATEMENT OF MEMBERS OR GUESTS

The Centre may, at its absolute discretion, on written application by a person who has been expelled, reinstate such

person as a Member or guest or restore any rights and privileges that have been suspended.

I.9 – NO SMOKING

The Centre is pleased to provide a smoke-free environment. Smoking is strictly prohibited in all areas inside/outside our premises, as per municipal guidelines.

I.10 – PARKING

Members are permitted to park in the designated area at the Centre. Members who possess wheelchair/handicap decals may park in those designated area.

I.11 – OTHER POLICIES & PROCEDURES

The Centre reserves the right, with or without notice, to add, delete, change or modify its operating policies and procedures at any time, always in the best interests of the Centre.