



# **MEMBER & GUEST**

## **POLICIES & PROCEDURES MANUAL**

**6th Edition (January 26, 2024)**

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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 13 indoor courts, multiple court viewing areas, a fitness centre, a ProShop, 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 Tennis Centre. The Centre has been built to international standards, which gives us the privilege to provide you with the best court & lighting technology available in Canada.

Our facilities at a glance:

- 8 indoor plexipave cushion tennis courts in a state-of-the-art permanent structure
- 5 indoor plexipave cushion tennis courts in the bubble structure
- 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
- ProShop (stringing service, balls & tennis accessories) products
- Seating capacity for up to 400 people in our 2<sup>nd</sup> floor mezzanine
- 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 Alberta-based Board of Directors:

- Mr. Al Fowler, Chair
- Mr. Ron Ghitter, Q.C., Director & Founder
- Ms. Wendy Ng, Treasurer and Vice-Chair
- Mr. Steven Kirk, Director
- Mr. Mike Smith, Director
- Mr. Jason Balakas, Director
- Mr. Derrick Rowe, Director

#### **A.5 – MANAGEMENT TEAM**

**Mr. DANNY DA COSTA, Chief Executive Officer**

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**Mr. ADAM BOND, Assistant Tennis Director**

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#### **PROGRAM LEADERS**

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**Ms. SUZANA CAVALCANTE, Head of Junior Development**

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**Mr. MARC COLANGELI, Head of High Performance**

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*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 the 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. All members must provide credit card information to keep on their profile. There are a number of membership categories to choose from including:

- Single Adult Membership (ages 26-64)
- Senior Membership (ages 65+)
- Couple Membership (2 adults or senior members) \*must reside at the same residence.
- Junior Membership (ages 4-17)
- Family Membership (2 adults & 2 or more junior members)
- Fitness Only Membership
- Young Adult Membership (ages 18-25)
- Snow Bird Membership (valid through April 15 – Oct 15) \*must provide proof of secondary address outside of Alberta

The centre also offers various categories of Summer Memberships which are valid from June 1 to August 31 and are available for sale in May.

## 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 tennis courts utilizing the best in tennis court & lighting technology
- 7-day advanced booking privileges on all courts
- Full facility access, including our fitness centre
- Member pricing on programs and lessons, including leagues and clinics
- Access to industry-leading adult & junior programming for players of all ages & abilities
- Online & phone-in court bookings
- Access to some of Canada's top tennis professional coaches
- Eligibility for the ATC Member Rewards Program on the Perkville platform
- Advanced registration for camps & club programs
- Access to the Club Automation Member Portal & club newsletter
- Access to the club championship tournament and member-only social events
- Two tickets to the Calgary National Bank Challenger tournament

\*All benefits are subject to change anytime without notice.

## **B.4 - NON-MEMBER ACCESS, USAGE AND BOOKING PRIVILEGES**

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

A non-member will have a maximum of **48-hour** advanced booking privileges for tennis courts at the Centre. All non-member courts and lessons must be paid in advance by phone or in person. Our policy is that you Pay Before You Play – all court fees and guest fees. At the time of reservation, the non-member must provide a valid credit card or make payment to secure their court or lesson reservation. A non-member will not be permitted to book a private or group lesson or court without pre-payment in full for court bookings and programs or services.

### **B.4.1 – NON-MEMBER GUEST FEES**

A non-member may access the Centre on an unlimited basis, however, they must pay the applicable guest fee of **\$15.00 + GST** per day on any service. For court bookings, the guest fee is divided by the number of non-members on a court.

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

### **B.4.2 - 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 lessons with an Alberta Tennis Centre certified coach with 48 hours advanced notice.

# SECTION C: HOURS OF OPERATION

## C.1 – INDOOR HOURS OF OPERATION

Monday - Sunday: The facility is open from 7:00 am to 10:00 pm. Court bookings can be made between 7:00 am to 10:00 pm.

*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.2 – HOLIDAY HOURS OF OPERATION & FACILITY CLOSURES

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

***Please note that the hours of operation on some holidays may vary.***

HOLIDAY	DATE & INFORMATION
New Year's Eve	December 31 (club open – holiday hours)*
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
Easter Sunday & Monday	Easter Sunday & Easter Monday (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 (club closed) *NOTE: no club programming will be offered on this day
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 Eve	December 24 (Club open – holiday hours)*
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

Members and Non-Members are permitted to book 30 or 60 minutes for Singles Play

Members and Non-Members are permitted to book 60, 90 or 120 minutes for Doubles Play

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

NOTE: All pricing includes applicable tax (GST)

## D.2 –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: <b>\$10.00 (60 min)</b>	Applicable court fee and guest fee + BALL MACHINE RENTAL RATE: <b>\$10.00 (60 min)</b>

NOTE: All pricing subject to applicable tax (GST)

## D.3 – PLAYSIGHT RENTAL RATES

Members and non-members are permitted use Playsight smart court at no-cost when players book Court 4 or 5.

MEMBERS	NON-MEMBERS
No cost when booking court 4 or 5	No cost when booking court 4 or 5

## D.4 – PLAYER SKILLS ASSESSMENT (PSA)

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 complimentary tennis assessment is included on an annual basis with the Member Rewards Program <b>Additional Tennis Assessment Fee is: \$25.00</b>	Tennis Assessment Fee is <b>\$25.00</b>

NOTE: All pricing subject to applicable tax (GST)

# SECTION E: FINANCIAL PAYMENT OPTIONS

## E.1 – FORMS OF PAYMENT

The Centre accepts the following forms of payment:

- Debit, VISA, American Express & Master Card, Discover Card, Apple Pay and Google Wallet

The Centre also will accept internal transactions via:

- Credit Card Profile
- Electronic Funds Transfer, Wire or House Charge
- Pre-purchased Club Credit
- Pre-paid gift certificate

## E.2 – MEMBER ACCOUNTS & CLUB CREDIT

A Member may 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-paid gift certificate vouchers and can redeem a voucher at the Member Service Desk. Club Credits will be deposited after a gift certificate is redeemed, and can be used for a variety of services and programs at the club.

Members and non-members can purchase Club Credit at the Member Services Desk. Club Credits do not expire after being deposited and they are non-refundable. Club Credits can be used as a payment method for various services at the centre.

Credit Card Profiles and Club Credit can be set up 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 or pre-paid private lesson packages.

*NOTE: Pre-paid private lesson packages are available for purchase for members at the Member Services Desk. After activation, they can be used to pay for the one-on-one private lessons with the ATC's full-time and part-time coaches who are eligible to deliver lessons at the facility at discounted rates. The pre-paid private lesson packages can be shared with linked accounts but cannot be transferred with accounts that are not linked. Please note that purchasing the private lesson packages does not guarantee lesson time with any coach and private lessons must be scheduled with the coach directly.*

**Program Fee Payment:** All adult programs, junior developmental programs and camp fees must be paid within 24 hours of the program registration to complete registration for a program. Failure to pay the program fees in full within 24 hours would result in the players being removed from the programs and the spot will open to the next player in the wait-list or other players if there is no wait-list.

HP programs can be paid in full by the full payment deadline. HP Program fee that have an installment 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**.

#### Locker Rental fees are:

Full Size: \$200.00 + GST / Half Size: \$150.00 + GST. For any locker rental inquiries, please email the Member Services Assistant Manager at [Igokadze@albertatenniscentre.ca](mailto:Igokadze@albertatenniscentre.ca)

#### 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.

##### F.4.1 – CHILDREN USING FITNESS AREA

Children under the age of 14 are not permitted to use the fitness room, unless supervised by someone over 18 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

- Fill out the gym sign-in sheet at the front desk before heading up and into the gym
- Make sure you are an ATC member, or you have a Fitness Membership
- Conduct yourself in a well-mannered fashion
- Approach other Members and associates in a friendly and respectful way
- Do not bring food and beverage items into the gym
- Allow fellow Members & guests to work in between sets
- Replace all weights/equipment to their proper place when you are finished using them
- 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](http://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 48-hour notice.

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

*NOTE: All fees include court fees. 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 are required to pay a guest fee (\$15.00+GST) on top of the applicable lesson fees, and the guest fee is shared by all non-member players in the lessons.

## 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 PROVINCIALLY 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](http://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 7:00 am 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, 90 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) when a member makes their first booking of the day.
- Any 30-minute court bookings can only be booked through Member Service Desk over the phone or in person.
- Only 1 continuous booking is allowed per player per day (programs and private lessons excluded).
- Members can extend a court booking at the time of check-in for a fee and if there is court time available.
- The Club will charge the players for extended court time according to usage, even if a player fails to extend the court at the Member Services Desk.
- 2 names (singles) or 4 names (doubles) must appear on the booking sheet when making a reservation. All players must have a profile created at the club (including the guests of a member).
- A Member may book multiple courts during their 7-day period, provided that the appropriate court fee is paid prior to their reservation.
- 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 a court with **48 hours advanced notice** beginning at 7:00 am 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 2 hours (120 minutes).
- A Non-Member is only permitted to book 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 upfront;
- 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.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 & and 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.

"Coaching" will be defined by us as a combination of two or more of the following behaviours:

- Engaging more than 6 balls on the court
- Playing with others on the court who are well below your level of play and are not directly related to you (parents or siblings)
- Feeding balls from a basket or by hand
- Giving instructions (especially from one side of the court to the other)
- Demonstrating to others how to hit shots
- Using the ball machine (and balls) for instruction
- Using the Red Court for instruction

If you have any questions, please contact the Tennis Director at [ncoutts@albertatenniscentre.ca](mailto:ncoutts@albertatenniscentre.ca)

#### **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 the court.

##### **H.4.2 – CELL PHONE USAGE & VIDEO TAPING**

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. Video taping of any kind is not permitted without the express consent of management.

## **H.5 – BALL MACHINE & BALL HOPPER USAGE**

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

Members and guests are not permitted to bring/use their own ball machine. Only ball machines rented from the ATC will be permitted. A ball machine may only be used or booked in the main building (Courts 1 – 8).

## **H.6 – NOISE ON COURT**

Out of respect for your fellow Members and guests, we ask that noise be kept to a 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.
- Alcohol is only permitted in the mezzanine level, while staff is present in the café.
- No outside alcohol is permitted at the club.

## **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 and a bottom must be worn at all times while on court; Sport Bras are not considered a top.
- 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. Such requests can be sent by email to management.

## **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.

## **H.12 – CANCELLATION POLICIES (MEMBERSHIP, COURT BOOKINGS, LESSONS AND PROGRAMS)**

### **H.12.1 – COURT CANCELLATION:**

- A member or non-member must provide a minimum of 24-hour notice to cancel a tennis court otherwise the full court fee will be charged.
- Members or guests who fail to show up for a court reservation will be charged the full applicable court fee.

### **H.12.2 – LESSON & PERSONAL TRAINING CANCELLATION:**

- There is a 48-hour cancellation policy for private, semi-private, group of three, group of four lessons and personal training lessons. If a participant or member cancels a lesson with less than 48 hours notice, they will be responsible for 100% of the lesson fee.

### **H.12.3 – PROGRAM CANCELLATION:**

- Any program cancellation requests must be received in writing and sent directly to the Member Services Desk, or expressed verbally in person or over the phone with a Member Services Attendant or an ATC Management member. The Member Services Desk can be reached at [info@albertatenniscentre.ca](mailto:info@albertatenniscentre.ca) or (587) 393-1600.
- Anyone registering for a program is fully committed to the program at the time of registration. The OSTEN & VICTOR Alberta Tennis Centre has established the following cancellation policies:
  - Up to 8 days of the program start date, participants wishing to cancel their program may do so by paying the \$25.00 Admin Fee plus 10% of the total program fee. The participant can receive the rest of the program fees as a credit or a refund.
  - There will be no refunds of any form offered within 7 calendar days of the start of a program or after a program has started. If a cancellation request is received after a program ends, no refund or credit will be issued.
  - If a player cannot participate in a program due to an illness or an injury for 3 weeks or more, a doctor's note must be submitted to the Member Services Assistant Manager. If a withdrawal is approved, a club credit for the missing classes will be deposited on or shortly after the day of the resumption of the program activity.
  - When a participant is removed from a program by the centre due to program incompatibility, there will be a pro-rated refund for the balance of the classes. Our staff will use our best efforts to move the participant into an appropriate level program prior to offering any refund or credits.
  - When a player is removed from a program for disciplinary reasons, refunds will not be issued in instances at the choice or request of the program/camp participant or member or their parent/guardian(s) or is dismissed from the program or camp for contravention of program/camp guidelines or the Club's code of Conduct and Ethics Policy.
  - The OSTEN & VICTOR Alberta Tennis Centre reserves the right to cancel programs due to insufficient registration, in which case the following options will be offered to the member/program participant:



- Future credit in the full amount of the affected class registration fee will be offered (NOTE: The credit will not have any expiry date and can be used for any future program or service offered by the OSTEN & VICTOR Alberta Tennis Centre.)
- The member or program participant will be given the opportunity to register in advance for a future/upcoming program registration.
- A full refund can be provided if the member or program participant if they decline option 1 or 2.
- If a program is cancelled by the OSTEN & VICTOR Alberta Tennis Centre due to unforeseen circumstances (e.g., due to facility closures attributed to the pandemic or due to facility repairs) will not be refunded. Program participants will be notified and given one of the following options:
  - Future credit in the full amount of the affected class(es) will be offered (NOTE: The credit will not have any expiry date and can be used for any future program or service offered by the OSTEN & VICTOR Alberta Tennis Centre.)
  - The program registrant will be given the ability to defer registration for a future/upcoming registration. (NOTE: No refunds will be offered for any unforeseen circumstances that are beyond the control of the OSTEN & VICTOR Alberta Tennis Centre.)

#### **H.12.4 – MEMBERSHIP CANCELLATION, HOLD & TRANSFER POLICY:**

- Any membership cancellation requests must be received in writing with a 30-day notice and sent directly to the Member Services Assistant Manager for consideration. The Member Services Assistant Manager can be reached at [lgokadze@albertatenniscentre.ca](mailto:lgokadze@albertatenniscentre.ca) or by telephone (587) 393-1601.
- A 100% refund will be offered if you are not satisfied within the FIVE calendar (5) days of your membership. No refunds will be offered after FIVE calendar (5) days of your membership registration.
- If a member suffers a major medical event or illness (e.g. life-threatening or very serious medical reason), the OSTEN & VICTOR Alberta Tennis Centre may upon written request cancel the remaining months of their membership. The member will be required to provide a written request addressed to the Member Services Manager within 5 days of notice. The written request shall outline the members' illness/injury and their written request must include a doctor's note which outlines the nature of the illness, the expected recovery if any and the doctor's declaration (recommendation) that the member cannot continue tennis activities. The Chief Executive Officer will review the documentation and at his/her sole discretion approve the request. If approved, a stop payment will be placed on the member's account and the member will be removed from our membership. (NOTE: Major Medical Event would be an injury which would require treatment or recovery of a minimum of 3 months.)
- Cancellation of membership due to death: If a member passes away, their membership will be terminated upon death and no further charges will be applied. The family of the deceased shall submit a notice of death to the Member Services Assistant Manager at their earliest convenience.
- A member may provide a written request to transfer his/her membership to another person. The written request must be sent to the Member Services Manager. The Chief Executive Officer will review the request and approval will be authorized, provided the members does not have any outstanding balances due at the time of transfer. If approved, the transferred membership holder will be responsible for all charges and dues going forward for the remaining months of membership and any membership renewal and notice period.
- A member may put their membership on hold for a medical reason only. A written request must be submitted along with a Doctor's note outlining the reason (illness/injury) as well as the period of time the member will be not able to participate. The written request must be sent to the Member Services Manager within 5 days of the injury/illness. The Chief Executive Officer will review the request and approve or deny the request. If approved, the OSTEN & VICTOR Alberta Tennis Centre will place the member on hold until the member's return date. The member's expiration date will be extended to reflect the length of time they will be placed on hold. While the member is placed on hold, they will not incur any membership due charges until their return date.

*NOTE: Members placed on hold, will not have access to club registration software, member accounts, program registration or booking privileges, while on hold. Once the member is reactivated their club access and privileges will resume.*

A member may not put their membership on hold for any other reasons including but not limited to any travel-related reasons, in-activity or any other voluntary reason.

- 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.

#### **H.12.5 – USER ACCOUNT RELATED POLICIES:**

- Any outstanding balances that are owed to the OSTEN & VICTOR Alberta Tennis Centre must be paid before the member or program participant can resume activities in the club. The Centre may debit your Credit Card on Account for any outstanding amounts.
- A member may transfer club credit to another member or program participant. A written request outlining the amount to be transferred and who will receive the club credit, must be sent to the Member Services Manager and Chief Executive Officer. The Chief Executive Officer has the authority to approve the transfer of club credit.
- Refunds will not be issued for any club credit or court passes.

# 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.2.1 – ALBERTA TENNIS CENTRE CODE OF CONDUCT AND ETHICS AGREEMENT

Alberta Tennis Centre Program Participant & Parent Agreement: As a program participant and parent at the Alberta Tennis Centre, we agree to:

1. Demonstrating, to the best of your abilities, the values of the Alberta Tennis Centre (Family oriented, Friendly, Inclusive, Ethical, Progressive, State-of-the-art, Holistic, Service Oriented, Honorable, Teaching, Pride, Youth Focused, Benevolent.)
2. Ensuring behaviour is respectful of all coaches, players, other parents, and centre facilities as well as facilities where I may be a guest attending a tournament or practice.
3. Discussing and reinforcing this agreement and the ATC centre values with my child.
4. Taking the initiative to maintain open communication with both my child and the coaching staff regarding goals or, any issues regarding the program that may arise.
5. Prompt payment of all fees and honouring the withdrawal fee if the participant leaves the program.
6. Being fully supportive of the ATC program and coaches (NOTE: If one or both parents are not in support, staff will assist in finding alternative options).
7. Compliance with the Tennis Alberta Code of Conduct both within the centre, and at other facilities where I may compete.

## I.3 – HARASSMENT

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 onto 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 – EXPULSION 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. **No smoking tobacco or marijuana, vaping or using electronic cigarettes is permitted in the facility.**

#### **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 areas.

No parking in the fire lane or by the garbage dumpster is permitted at any time. Failure to comply with the parking policy might result in damage, or the vehicle being towed with owner's expense. ATC is not responsible to any damage or losses to any patron's vehicle. ATC is not responsible for damage or loss of valuables in a patron's vehicles.

#### **I.11 – OSTEN & VICTOR ALBERTA TENNIS CENTRE DISCIPLINARY POLICY**

At OSTEN & VICTOR Alberta Tennis Centre, our mandate is to ensure a club environment that is safe for junior and adult members/athletes, parents, tennis professionals, all staff, and guests. The disciplinary policy ensures all parties understand the behaviours and actions that will be implemented if club values are breached. (NOTE: The club management reserves the right to expedite the disciplinary process pending circumstances).

MINORS	
These behaviours are handled initially by the on-court tennis professional or supervising tennis professional but are referred to the management they become chronic.	
Behaviours	Actions
<ul style="list-style-type: none"> <li>• Defacing club property</li> <li>• Excessive talking</li> <li>• Failure to complete assigned work.</li> <li>• Inappropriate behaviour during club sponsored activities</li> <li>• Inappropriate clothing</li> <li>• Inappropriate displays of affection</li> <li>• Inappropriate hallway behaviour</li> <li>• Inappropriate internet sites and/or print material.</li> <li>• Inappropriate language</li> <li>• Inappropriate use of personal equipment</li> <li>• Lateness</li> <li>• Lying</li> <li>• Matches/Lighter</li> <li>• Non-compliance</li> <li>• Pushing in halls &amp; stairwells</li> <li>• Teasing and/or derogatory remarks</li> <li>• Throwing foreign objects</li> <li>• Unprepared for class</li> <li>• Use of unapproved electronic devices during class instruction</li> </ul>	<p>Step 1:</p> <ul style="list-style-type: none"> <li>• Verbal reminder to the junior and/or adult member/athlete of the expected appropriate behaviours.</li> </ul> <p>Step 2:</p> <ul style="list-style-type: none"> <li>• Verbal reminder to the junior and/or adult member/athlete of the expected appropriate behaviours.</li> <li>• Consequence applied by tennis professional.</li> <li>• Junior and/or adult member/athlete complies/makes amends.</li> </ul> <p>Step 3:</p> <ul style="list-style-type: none"> <li>• Verbal reminder to the junior and/or adult member/athlete of the expected, appropriate behaviours.</li> <li>• Home Contact made by supervising tennis professional.</li> </ul> <p>Step 4:</p> <ul style="list-style-type: none"> <li>• Move directly to Step #1 of Majors.</li> </ul>

MAJOR	
These behaviours are immediately referred to the management.	
Behaviours	Actions
<ul style="list-style-type: none"> <li>• Bullying</li> <li>• Defiance</li> <li>• Endangerment of Self/Others</li> <li>• Fighting</li> <li>• Inappropriate representation of club</li> <li>• Non-Emergency Fire Alarm</li> <li>• Overt Sexual Behaviour</li> <li>• Possession of drugs and/or alcohol</li> <li>• Possession of weapons</li> <li>• Selling drugs and alcohol</li> <li>• Theft</li> <li>• Sexual Harassment</li> <li>• Smoking</li> <li>• Vandalism</li> <li>• Verbal Aggression</li> </ul>	<p>Step 1:</p> <ul style="list-style-type: none"> <li>• Referral to Club Management.</li> </ul> <p>Step 2:</p> <ul style="list-style-type: none"> <li>• Home contact made by Club Management.</li> </ul> <p>Step 3:</p> <ul style="list-style-type: none"> <li>• Meeting with junior and/or adult member/athlete. For Junior, parents are involved.</li> </ul> <p>Step 4:</p> <ul style="list-style-type: none"> <li>• In/Out of Club Suspension.</li> </ul> <p>Step 5:</p> <ul style="list-style-type: none"> <li>• Written apology to offended parties before athlete is permitted to return to the club.</li> </ul>