



# **MEMBER & GUEST**

## **POLICIES & PROCEDURES MANUAL**

**4th Edition (April 2017)**

# TABLE OF CONTENTS

## SECTION A: ABOUT US

A.1 – ABOUT US.....	04
A.2 – CLUB AMENITIES.....	04
A.3 – MISSION, VISION, VALUES.....	04
A.4 – BOARD OF DIRECTORS.....	05
A.5 – MANAGEMENT.....	05

## SECTION B: MEMBER & NON-MEMBER OPTIONS

B.1 – OVERVIEW.....	06
B.2 – MEMBERSHIP CATEGORIES.....	06
B.3 – MEMBERSHIP BENEFITS.....	06
B.3.1 – MEMBERSHIP PRIVILEGES.....	06
B.4 – NON-MEMBER ACCESS & USAGE.....	07
B.4.1 – NON-MEMBER GUEST FEES.....	07
B.4.2 – NON-MEMBER BOOKING PRIVILEGES.....	07

## SECTION C: HOURS OF OPERATION

C.1 – INDOOR HOURS OF OPERATION.....	08
C.2 – OUTDOOR HOURS OF OPERATION.....	08
C.3 – HOLIDAY HOURS & FACILITY CLOSURES.....	08

## SECTION D: COURT RENTAL & BALL MACHINE FEES

D.1 – INDOOR COURT RATES.....	09
D.2 – OUTDOOR COURT RATES.....	09
D.3 – BALL MACHINE RENTAL RATES.....	09
D.4 – PLAYSIGHT RENTAL RATES.....	09

## SECTION E: FINANCIAL PAYMENT OPTIONS

E.1 – FORMS OF PAYMENT.....	10
E.2 – MEMBER ACCOUNTS & GIFT CERTIFICATES.....	10
E.3 – MEMBERSHIP DUES PAYMENT OPTIONS.....	10

## SECTION F: USE OF FACILITIES

F.1 – SHOWER FACILITIES.....	11
F.2 – TOWELS.....	11
F.3 – LOCKERS.....	11
F.4 – FITNESS AREA.....	11
F.4.1 – CHILDREN USING THE FITNESS AREA.....	11
F.4.2 – FITNESS AREA RULES & REGULATIONS.....	11

## SECTION G: PROGRAMS & SERVICES

G.1 – PRIVATE, SEMI-PRIVATE & GROUP LESSONS.....	12
G.2 – BOOKING PRIVATE, SEMI-PRIVATE & GROUP LESSONS.....	12
G.3 – REGISTERING FOR MEMBER & NON-MEMBER PROGRAMMING.....	12
G.4 – REGISTERING FOR PROVINCIALLY OR NATIONALLY SANCTIONED EVENTS.....	12
G.5 – NON-CLUB EVENTS.....	12

## SECTION H: TENNIS COURT RULES & REGULATIONS

H.1 – COURT BOOKING RULES AND REGULATIONS.....	13
H.1.1 – MEMBER COURT BOOKINGS.....	13

- H.1.2 – NON-MEMBER COURT BOOKINGS.....13
- H.1.3 – BLOCK BOOKING REQUESTS.....13
- H.1.3 – SPECIAL GROUP BOOKINGS.....13
- H.1.4 – CANCELLATION POLICY.....14
- H.2 – MEMBER & NON-MEMBER ARRIVAL.....14
- H.3 – INSTRUCTION.....14
- H.4 – ONCOURT ETIQUETTE.....14
  - H.4.1 – ARRIVING & LEAVING THE COURT.....14
  - H.4.2 – CELL PHONE USAGE.....14
  - H.4.3 – NOISE ON COURT.....14
- H.5 – BALL MACHINE & BALL HOPPER USAGE.....14
- H.6 – FOOD & BEVERAGES ON COURT.....14
- H.7 – BEHAVIOUR & DRESS.....14
  - H.7.1 – ONCOURT FOOTWEAR.....15
- H.8 – CHAIRS & BENCHES ON COURT.....15
- H.9 – NET ADJUSTMENTS.....15
- H.10 – COURT CLEANING & MAINTENANCE.....15

**SECTION I: CLUB POLICIES**

- I.1 – GENERAL CLUB POLICIES.....16
- I.2 – STANDARDS OF CONDUCT.....16
- I.3 – HARRASSMENT.....16
- I.4 – EMPLOYEES.....16
- I.5 – ALCOHOL CONSUMPTION.....16
- I.6 – LIABILITY ON CESSATION OF MEMBERSHIP.....16
- I.7 – EXPULSION & SUSPENSION OF MEMBERS.....16
- I.8 – REINSTATEMENT OF MEMBERS OR GUESTS.....16
- I.9 – NO SMOKING.....17
- I.10 – PARKING.....17
- I.11 – OTHER POLICIES & PROCEDURES.....17

# SECTION A: ABOUT US

## A.1 – ABOUT US

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

A not-for-profit organization, the Centre welcomes the local community with year-round access to eight indoor and five outdoor championship courts, court viewing area, a fitness studio, pro shop products and services, food and beverage services, hospitality services 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 Centre and Canada's newest indoor/outdoor 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 outdoor plexipave cushion tennis courts
- 2 PlaySight SmartCourts (9-camera systems) with debriefing stations & kiosks
- Ball machine
- Fitness Centre
- Men's & Women's locker rooms with shower facilities
- Food & beverage service area
- Pro-shop (stringing service, balls & grips) products and services
- Seating capacity for up to 400 people on our 2<sup>nd</sup> floor mezzanine
- Administrative offices for Tennis Alberta & 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;
3. By having the best adult & junior tennis programming;
4. By hosting provincial, national and international world-class events; and,
5. Being the most technologically-advanced tennis centre in the world.

**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 Fowler, Director
- Dr. Christine Gray, Director
- Mr. Steven Kirk, Director
- Ms. Sheila McFadyen, Director
- Mr. Mike Smith, Director
- Mr. Danny Da Costa, General Manager (Ex-officio staff)

#### **A.5 – MANAGEMENT**

**Mr. DANNY DA COSTA, General Manager**

TEL: 587.393.1604

EMAIL: [ddacosta@albertatenniscentre.ca](mailto:ddacosta@albertatenniscentre.ca)

**Ms. CASSANDRA (CASEY) KENNEDY, Membership & Marketing Manager**

TEL: 587.393.1603

EMAIL: [ckennedy@albertatenniscentre.ca](mailto:ckennedy@albertatenniscentre.ca)

**Mr. CHARLIE McLEAN, Tennis Director**

TEL: 587.393.1605

EMAIL: [cmclean@albertatenniscentre.ca](mailto:cmclean@albertatenniscentre.ca)

**Ms. MICAELA WIDMER, Member Services Manager**

TEL: 587.393.1601

EMAIL: [mwidmer@albertatenniscentre.ca](mailto:mwidmer@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

For more information on membership rates, please contact our Membership & Marketing Manager, Cassandra Kennedy at: [ckennedy@albertatenniscentre.ca](mailto:ckennedy@albertatenniscentre.ca).

## 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, with the best in tennis court & lighting technology;
- **7-day** advanced booking privileges on indoor & outdoor courts beginning at 8:00am MST;
- Ability to book singles in 30, 60 & 90 minute increments; doubles in 60, 90 & 120 minute increments;
- Discounted pre-paid court booking passes available (reduced court rates);
- Free summer outdoor tennis privileges;
- Summer Play Pass (unlimited tennis for a reduced rate);
- Online & phone-in court booking available;
- Free access to our fitness centre;
- PlaySight fees included in membership;
- A one-time 30-minute assessment included;
- Reduced pricing on programs, lessons/clinics and indoor court rentals;
- Access to the ball machine for \$10 per session;
- Access to the singles' ladder;
- Advanced registration on camps & club programs;
- Access to industry leading adult & junior programming for players of all ages & abilities;
- 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.3.1 – MEMBERSHIP PRIVILEGES

We may terminate your Membership (if applicable) and may refuse you entry into 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.

### **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 **\$10.00 + GST** per day in addition to any service or program fee.

### **B.4.2 – NON-MEMBER BOOKING PRIVILEGES**

A non-Member will have a maximum of 2-day advanced booking privileges on indoor/outdoor tennis courts at the Centre. A non-Member must secure their reservation with a credit card, debit or cash payment at the time of their reservation. They may only book a court by phone reservation or in person.

Non-members are welcome to use the Centre by paying the applicable court fee + guest fee of **\$10.00 + GST** per day. Upon entering the Centre, all non-members must register at the Member Services desk, pay any and all applicable fees and sign the Centre's non-Member waiver.

- World-class indoor & outdoor tennis courts, with the best in tennis court & lighting technology;
- 2-day advanced booking privileges on indoor & outdoor courts beginning at 8:00am MST;
- Ability to book singles in 30 & 60 minute increments; doubles in 60 & 90 minute increments;
- Summer outdoor tennis for \$10 per hour;
- Phone-in or in-person court booking available;
- Access to our fitness centre for \$10 per day;
- Access to PlaySight for \$10 per session;
- Access to the ball machine for \$10 per session;
- Access to industry leading adult & junior programming for players of all ages & abilities;
- Access to some of Canada's top tennis professional coaches;
- Access to club tennis leagues;
- Relaxed atmosphere, family/community focused environment;
- Fully wheelchair-accessible facility.

# SECTION C: HOURS OF OPERATION

## C.1 – INDOOR HOURS OF OPERATION

Monday to Friday: 8:00am to 10:00pm

Saturday & Sunday: 8:00am to 9:00pm

## C.2 – OUTDOOR HOURS OF OPERATION

Monday to Friday: 8:00am to 10:00pm

Saturday & Sunday: 8:00am to 9:00pm

*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
<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>8:00am 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>8:00am to 4:00pm</li> </ul> <b>Weekend Non-Prime Time</b> <ul style="list-style-type: none"> <li>4:00pm to 9:00pm</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 – OUTDOOR COURT RATES

	OUTDOOR COURT RATES	OUTDOOR COURT RATES NON-MEMBERS
<ul style="list-style-type: none"> <li>8:00am to 10:00pm Mon – Fri</li> <li>8:00am to 9:00pm Sat &amp; Sun</li> </ul>	<b>No Charge</b> (Included in membership)	\$10.00 Guest Fee per court / hour

NOTE: All pricing subject to applicable tax (GST).

## D.3 – BALL MACHINE RENTAL RATES

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

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

NOTE: All pricing subject to applicable tax (GST).

## D.4 – PLAYSIGHT RENTAL RATES

Members and non-members are welcome to add the PlaySight SmartCourt service to their bookings (available on courts 4 & 5) based on the following rates:

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

- Cash, Debit, Cheque, VISA & MasterCard

The Centre also will accept internal transactions via:

- Club charge Member Account
- Gift Certificate

## E.2 – MEMBER ACCOUNTS & GIFT CERTIFICATES

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 portal on our website.

Members and non-members may also purchase pre-loaded gift certificates that can be used for a variety of programs and services.

Member accounts and gift certificates can be set up at the Member Services Desk.

## E.3 – MEMBERSHIP DUES PAYMENT OPTIONS

Memberships at the Centre are **12-month contracts, starting from the date joined**. 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, program and service fees. Memberships will auto-renew, unless 60-day notice is given before the expiration date, in which case the membership can be cancelled.

A Member joining the Centre will have the option between the following payment options:

- **Full Year Payment of Membership Dues:** A Member may pay their annual membership dues in full.
- **Monthly\*:** A Member may pay their membership dues in 12 monthly instalments by automatic withdrawal or 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 and automatic withdrawals.*

# SECTION F: USE OF FACILITIES

## F.1 – SHOWER FACILITIES

Members and non-members are permitted to use the Centre's shower facilities.

## F.2 – TOWELS

Towels are not provided at the Centre. Members and non-members are kindly asked to bring their own towel(s). Towels may be purchased at the Member Service Desk.

## F.3 – LOCKERS

Lockers are available on a first come, first serve basis. You must bring 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, lockers are available for day use only.

## F.4 – FITNESS AREA

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 (3)
- 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") (3)
- 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 professional staff Member.

### F.4.2 – FITNESS AREA RULES & REGULATIONS

- Conduct yourself in a well-mannered fashion; approach other users in a friendly and respectful way;
- Allow fellow Members to work in between sets; during busy times, limit time on cardiovascular machines to 30 minutes;
- 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. Image capturing is not permitted in the change room area or while using equipment;
- Request permission from Centre management if you need to take photos or videos in the Centre.
- 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; dropping of weights is not permitted;
- Wipe down your equipment after use;
- For your health and safety, wear appropriate exercise clothing and proper athletic footwear when in the Centre.

# 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, Charlie McLean if you would like a recommendation based on your preferences.

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

*NOTE: All lesson fees include court fees. A \$10.00 guest fee is applicable for non-members. 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 should contact the tennis professional they wish to have their lesson with directly. If you are unsure which tennis professional best suits your needs, please contact our 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 for lessons and programs.

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

- Both Members and non-members must first create an account on the online portal before being able to register online for a program, clinic or event;
- Payment must be made at the time of registration. Payment plans are available for High-Performance programs.
- 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 with 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 up to **7-days advanced notice** beginning at 8:00am 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 for a maximum of 1 1/2 hours (90 minutes) or a doubles court for a maximum of 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.
- Consecutive court bookings are not permitted (i.e., 7–8pm and 8–9pm).

### H.1.2 – NON-MEMBER COURT BOOKINGS

- A non-Member may book an indoor or outdoor court with **2-days advanced notice** beginning at 8:00am 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 and must secure payment (via credit card, cash or debit) at the time of their reservation, otherwise the non-Member reservation will not be held;
- 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).

### 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 on a trial basis (see note), using the following parameters:

- Block booking times are restricted only to the following days/times:
  - Monday to Friday: 8:00pm – 10:00pm
  - Saturday & Sunday: 6:00pm – 9:00pm
- All participants in the block booking must be annual Members of the Centre;
- 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 1.5 hours (doubles) will be considered and approved by the General Manager;
- 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 guest fees and court fees up front;
- Be a Member of a Community Association, Community Group or School;
- Only booking requests approved by the General Manager 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 24-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 to the Member Services desk and fill out the guest registration form, sign the non-Member waiver 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;
- Please wait until a point is over before moving/crossing the court;
- Balls must be picked up by the time the buzzer sounds;
- Any garbage needs to be picked up (e.g., ball tins, grips) and placed in the garbage bins located on court.

##### **H.4.2 – CELL PHONE USAGE**

As a courtesy to other players, cell phone use is strictly prohibited on court. Players are asked to turn off their cell phones 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.4.3 – NOISE ON COURT**

Out of respect for your fellow Members and non-members, 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.5 – BALL MACHINE & BALL HOPPER USAGE**

In order to minimize the amount of potential disruptions on court by Members, non-members 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. Please ensure that all balls are collected by the end of the booking time.

#### **H.6 – 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.7 – 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 non-members 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;
- 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.7.1 – 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.8 – CHAIRS & BENCHES ON COURT**

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

#### **H.9 – 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.10 – 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 General Manager 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, colour, 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, non-members and employees.

## I.4 – EMPLOYEES

Members and non-members 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 non-members shall abide by the rules and regulations as set out by the AGLC.

Alcohol shall not be brought onto or removed from the property 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 non-member, such person shall be responsible for any costs the Centre incurs. The General Manager or their designate may at any time, without stating the reasons, deny entry/usage privileges to 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 person's Membership.

## I.7 – EXPLUSION AND SUSPENSION OF MEMBERS

If a Member or non-member, 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 individual.



### **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 non-member 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 and non-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.