

TENNIS CENTER SAND POINT (TCSP) | POLICIES AND GUIDELINES

SECTIONS:

- I. MEMBERSHIP CLASSIFICATIONS
- II. HOURS OF OPERATIONS
- III. GENERAL POLICIES
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SECTION I: MEMBERSHIP CLASSIFICATIONS

B. STANDARD ACCESS MEMBERSHIP

1. Online account to manage tennis activities
2. Monthly billing options
3. 6-day advance tennis court reservations
4. Online registration for all tennis programs
5. 10% discount at Pro Shop
6. TCSP ID Access Card

C. PRIORITY ACCESS MEMBERSHIP

1. Online account to manage tennis activities
2. Monthly billing options
3. 10-day advance tennis court reservations
4. Online registration for all tennis programs
5. 10% discount at Pro Shop
6. TCSP ID Access Card

D. NON-MEMBER PARTICIPANT

1. Reservation for courts must be made in person or over the phone at the front desk on the day of reservation. Court must be paid for at time of reservation.
2. Non-Members cannot sign up or drop in for classes or private lessons.
3. Required to register and sign liability waivers prior to using courts
4. All of the above applies to all visiting guests as well

E. CLASSIFICATIONS DEFINED

1. Juniors: Defined as persons between 3-18 years of age
2. Adults: Defined as persons 19 years of age and older
3. Seniors: Defined as persons 65 years of age and older

SECTION II: HOURS OF OPERATION

A. TCSP HOURS OF OPERATION

1. Monday – Friday 5:45 AM – 11:15 PM
2. Saturday – Sunday 7:00 AM – 10:00 PM

B. HOLIDAY HOURS

The facility may be closed from time to time on holidays or other occasions. The following days are identified as holidays for TCSP:

1. Fourth of July - Limited Hours
2. Thanksgiving Day- Limited Hours
3. Winter Break Limited Hours
4. Christmas Eve- Limited Hours
5. Christmas Day - Closed
6. New Year's Eve- Limited Hours
7. New Year's Day- Limited Hours

C. MAINTENANCE CLOSURES:

1. TCSP may be closed periodically to perform necessary maintenance, repair and remodeling.
2. TCSP may, at its option, close the premises to all tennis patrons a maximum of 14 days per year without a deduction to his or her annual membership fee.

SECTION III: GENERAL POLICIES

A. MEMBERSHIP CARDS

1. Each member will receive an identification card.
2. Lost or damaged ID cards will be replaced at the rate of \$20 per individual.

B. CHECK-IN

1. ID Cards will be required to check in for your reserved court or registered class.
2. Check In also helps facilitate attendance for classes and clinics.

C. RESTROOMS AND LOCKER AREAS

1. Restrooms are for all TCSP patrons and their guests.
2. Unless all toilets are taken, please leave handicapped stalls unoccupied.
3. Children ages 5 and under must be accompanied by a parent or adult.
4. Children over the age of 5 are not allowed in the opposite gender locker room.
5. Children under the age of 12 may not be in the locker or shower areas unless supervised by a parent of the same gender.
6. Lockers are available at no charge; please bring your own locks.
7. Any lock left overnight will be removed and the contents be placed in lost and found.
8. Lost and Found is located at the top of the stairs.

D. ATTIRE

All tennis players are expected to wear appropriate attire during their court time activities. Items prohibited for tennis play include:

1. Jeans
2. Vulgar or offensive t-shirts or sweatshirts

Only non-marking shoes (court shoes) are allowed on the tennis courts.

1. Footwear not permitted, but are not limited to:
2. Sandals and slippers
3. Boots and heels
4. Dress shoes
5. Casual shoes
6. Skate shoes
7. Running shoes

E. LOST & FOUND AND VALUBLES

1. TCSP will not be responsible for lost, stolen or damaged articles inside or outside the premises.
2. Valuables are advised to be left at home.
3. Lost & Found items will be donated to charity on the 1st and 15th of each month.

F. SMOKING

TCSP is a designated smoke-free and tobacco-free environment and includes chewing tobacco.

G. VISITOR AND SPECTATOR POLICY

1. TCSP welcomes non-tennis participants as visitors and spectators.
2. Visitors are defined as individuals wishing to observe tennis matches, lessons, tournaments or other programs during TCSP operating hours.
3. Visitors are also defined as individuals wishing to purchase goods sold from the café, pro shop or any other TCSP vendor.
4. Visitors and spectators are expected to exercise good judgment when watching matches in play. No heckling, shouting, line calls, or misbehavior along these lines will be tolerated. Visitors and spectators exhibiting this sort of behavior will be asked to leave immediately.
5. Parents are expected to refrain from making comments or coaching on the sidelines during classes and/or matches.

H. SPECIAL EVENTS

1. Special events have priority over space and time of regularly scheduled activities.
2. Special events include, but are not limited to:
 - i. Tournaments
 - ii. USTA League matches
 - iii. USTA Jr. Team Tennis matches
 - iv. Corporate Events
 - v. Social Mixer Events

I. PHOTOGRAPHY

1. TCSP owns all video, images and recorded materials it produces itself on TCSP grounds.
2. TCSP reserves the right to use all video, images and recorded materials for marketing, advertising and other promotional purposes.

J. SOLICIATION/DISTRIBUTION

1. No literature other than posted by TCSP may be distributed nor any solicitation made on the premises without the consent of the TCSP management.
2. The bulletin board and electronic displays are available for member use only with TCSP approval.

K. ALCOHOL

1. Teams and individuals are prohibited from bringing any type of alcohol into the facility.
2. Alcohol and other beverages are available for purchase at Center Court Cafe.

SECTION IV: FACILITIES AND PROGRAMS

A. COURT RENTALS

1. TCSP members may reserve courts in advance based on their membership status (6 or 10 days in advance) by logging into their online account and selecting an available court. Juniors under the age of 12 years may make a reservation, but must be accompanied by an adult on the court.
2. Bookings are instantaneous and will be considered permanent within 48 hours of the reserved court time.
3. Courts are reserved on a first-come, first-serve basis.
4. There is a 48-hour cancellation policy for all reserved courts.
5. Court(s) cancelled less than 48 hours from the reserved time will be charged the full court fee.
6. "No-shows" will not be refunded the already paid court fee.
7. "Walk-on" or "drop in" opportunities for those interested in playing without purchasing a membership will be allowed to do so in person at the front desk only on the day of reservation.
8. Tennis courts reserved as a "Singles Court" can only have a maximum of two (2) players at a time.
9. Tennis courts reserved as a "Doubles Court" can only have a maximum of four (4) players at a time.
10. Players are responsible for providing their own tennis balls and are only allowed a maximum of two (2) tennis cans or six (6) balls per court. One ball hopper may be rented at the Front Desk for \$5 each per court time.

B. CLASSES

1. Group classes are available to members only for participation via online registration.
2. TCSP has the right to cancel any group class or program due to low enrollment.
3. TCSP has the right to alter or vary a group due to challenge in skill level, scheduling conflicts, and/or court allocations.
4. TCSP has the right to move players to different classes if there are challenges within the curriculum of the class or program.
5. Late Registration is allowed on a space available basis and class fee(s) will be prorated appropriately.
6. Make-up classes:
 - i. Please note that TCSP does not offer a make-up policy for missed classes.
 - ii. There will also be no issuance of account credit or financial refunds for missed classes.
7. Substitutes and Drop Ins:
 - i. Starting January 1st, there will be no substitutions. You cannot have anyone fill in for you in a class.
 - ii. Drop-ins are allowed after the first 10 minutes of a class for Fitness Classes only (as long as it is not full).
 - iii. Drop-ins are for Members only.
 - iv. Drop-In rates will apply.
 - v. No Drop-Ins will be admitted after 15 minutes.
 - vi. Class participants, please contact the Front Desk if you will be more than 10 minutes late to your class.
8. Class Change/Refund:
 - i. Schedule changes must be secured by the first Sunday of each session, and can only be done on a space available basis.
 - ii. No schedule change(s), refunds, or account credit will be allowed after the first Sunday of each session. For instance, if the first day of the session is Monday, January 04, 2016, then the last day to withdraw from a class is Sunday, January 10, 2016.
 - iii. Refunds will be issued in the form of Account Credit, and may be prorated depending on which day you withdraw.
 - iv. Account credit will only apply to the use of tennis-related activities, i.e. programs, lessons, clinics, court and ball machine rentals, and USTA/Cup team activity.
 - v. Credit from classes and programs cannot be applied towards the Pro Shop or Cafe purchases.
 - vi. In case of injury, a doctor's note is needed for account credit.
9. Level Policy:
 - i. Players need to have an NTRP Rating on file in order to register for classes and programs.
 - ii. If you have a verifiable USTA rating, we'll use that rating for you in our system.
 - iii. If you do not have a rating, please come to our Evaluation Clinic on the 1st Saturday of each month at 3:45 PM – 5:00 PM. Cost is \$5. Call the Front Desk to sign up.
 - iv. Alternatively, you may schedule a 15-minute evaluation with one of our Pros by emailing our private lesson coordinator at lessons@tenniscentersandpoint.com. Private evaluation times are available Monday – Friday at 9:15 – 9:30 AM and cost is \$20.
 - v. Note that the TCSP Instructional Staff reserves the right to make appropriate placement adjustments as they see fit anytime during the course of any class.

C. PRIVATE LESSONS

1. Private lessons must be booked through TCSP instructional staff only or directly through lessons@tenniscentersandpoint.com.
2. Private lessons are booked individually or can be customized for small groups up to 6 people.
3. Any private lesson cancellation(s) must be done at least 24 hours in advance.
4. "No-shows" and late cancellations will be charged the full lesson fee.
5. If you need assistance finding a teaching pro, please contact lessons@tenniscentersandpoint.com.

D. BALL MACHINES

1. Ball machines are available for use on a first-come, first-serve basis.
2. Ball machine rentals can be made with your online account similar to booking a court.
3. Ball machine rental fees will be added to the court fees.
4. To ensure the safety of players, first time ball machine users must receive assistance/training from a staff member.
5. Ball machine use is prohibited for children under 10 years old, unless otherwise cleared with TCSP Staff.
6. If for any reason, the ball machine is out of operation during a ball machine court rental, a discount will be issued. For two players, a 50% discount will be issued; for one player, the court fee will be fully reimbursed.
7. Juniors under the age of 14 must be accompanied by an adult while using a ball machine.

E. WORKOUTS

1. TCSP training programs will use certain workout equipment while on-court, and participants will be shown how to properly execute the exercises.
2. If a participant cannot perform the training program and wishes to withdraw from the class, account credit only will be issued.
3. TCSP welcomes any player interested in a particular program to watch and evaluate the program prior to participating or registration.

F. JUNIOR PROGRAM

1. Junior players are defined as children between the ages of 3 and 18.
2. Further classification of the Junior Program is as follows:

i.	Hot Tots	Ages 3-4
ii.	Hot Shots	Age 5
iii.	Red Ball 1.0, 2.0, 3.0	Ages 6-7
iv.	Orange Ball 1.0, 2.0, 3.0	Ages 8-10
v.	Yellow Ball 1.0, 2.0, 2.0,	Ages 11-18
3. See website for level descriptions.

G. FLIGHTS

1. Flights are available on a first-come, first-serve basis.
2. Flights are singles or doubles rotational match play available to members of the TCSP.
3. Those placed on a waiting list will be allowed first registration rights into the following session's Flight.

H. SEATTLE CUP/USTA LEAGUES

1. TCSP will host both Seattle Cup and USTA League teams.
2. Coaches for both Seattle Cup and USTA League teams must be from the TCSP instructional staff, unless otherwise approved or authorized by management.
3. Teams will be assigned both practice and match courts, and times will be based on availability.
4. TCSP will also host USTA Jr. Team Tennis League teams based on availability and adequate enrollment for teams.

I. TOURNAMENTS

1. Tournaments will be held from time to time at the TCSP.
2. Schedules for tournaments will be announced approximately two (2) months in advance of the event.
3. Court times for rentals and lessons will be not available during tournament time unless otherwise indicated on the online reservation system.
4. All tournament players must register and check-in with the Tournament Director prior to participating in the event; members can check in as usual.
5. Tournament players will be allowed full access to the TCSP facilities during their allotted time.

J. SCHOOL USE OF FACILITY

1. High schools and colleges entered into an agreement for usage of TCSP facilities will be bound by the language of this policy.
2. All players, coaches and personnel of said high school or colleges will conform to the rules of conduct stated in this policy and will treat the facility and its members and staff accordingly.

SECTION V: MEMBERSHIP ACCOUNT POLICIES

A. ONLINE ACCOUNTS

Standard and Priority Members will receive an online account to manage tennis reservations, group and private lessons, clinics, and special events.

B. PAYMENTS

1. Members will be required to have a debit or credit card on file to pay for their tennis activities at the time of booking.
2. Non-Members will be required to pay for court rentals at the time of booking.

C. DELINQUENCY

Those members that have not paid their annual fees for membership will have their accounts suspended until such fees have been paid.

D. PREPAYMENT

Members are allowed to prepay online accounts or “load” an account with credit to use towards tennis activities.

E. REFUNDS

1. Refunds in the form of an account credit for programs are allowed only in the event that a member has unintentionally enrolled in the wrong program based on mismatched skills.
2. There will be no refunds for annual member fees.

F. TERMINATION

1. A membership may be cancelled by management at any time due to violation of any rules and regulations of the TCSP, or any conduct, which, in the opinion of the management, is detrimental to the welfare, good order, and character of the TCSP.
2. Any member, non-member, or guest of a member found maliciously or willingly destroying or abusing the facilities of the club, or exhibiting any inappropriate behavior, will be subject to immediate expulsion without refund of registration fees. In addition, the member shall be liable to the club for all damages resulting from such actions.
3. Termination of a member by TCSP does not relieve the member of any charges or fees incurred prior to the date of termination, and said outstanding balance will be due immediately.

G. FEE ADJUSTMENTS

Fees are subject to adjustment at any time as determined by management. A minimum notice of one month for any upcoming adjustments will be sent to members by way of the TCSP’s e-newsletters.

SECTION VI: SUPERVISION AND CONDUCT OF CHILDREN POLICIES

A. SECURITY POLICY

1. Parent/Guardians are responsible for checking in their child(ren) at the time of arrival regardless if parent/guardian chooses to stay or leave during the child(ren)’s tennis activities.
2. Children 7 years and younger are not permitted to be unaccompanied by a parent or guardian other than during a registered program, class, or lesson.
3. Parent/Guardians are allowed to leave children between the ages of 8 to 13 years old unattended on the TCSP upper viewing level up to fifteen (15) minutes prior to and after child(ren)'s registered class time.
4. Children 12 years and older are permitted at TCSP unaccompanied by a parent or guardian.
5. TCSP will not be held responsible for negligence exercised by parents or guardians of any child or children who are left unattended at TCSP as stipulated in the rules of this policy.
6. Any child found engaging in disruptive or negligent behavior, theft, or causing harm to others will be immediately removed from TCSP grounds. TCSP reserves the right to escort the child or children off the premises and to document, report, and/or permanently prohibit said child or children from entry onto TCSP grounds in the future.

B. WELL CHILD POLICY

1. For the protection of other children and staff as well as your own child, please exercise best judgment and do not bring ill or sick children to the facility out of respect for other participants and staff members.
2. Management and instructional personnel reserve the right to refuse participation of any child in a group or private lesson on any given day if exhibiting signs of illness.
3. For our purposes, we define "ill" or "illness" as a child who has:
4. A fever within the last 24-hour period
5. Diarrhea or nausea
6. Discharge from eyes, or profuse nasal discharge
7. A contagious disease (pink eye, or a rash of any sort)
8. A constant or persistent cough

C. BEHAVIOR/DISCIPLINE

1. Children are expected to exercise good behavior on and off the court at all times in TCSP.
2. Children that are disrespectful and/or disruptive to their classes, classmates, instructors, or any staff member(s) will have one phone call placed to his/her parent/guardians to discuss the matter.
3. Children that continue to violate Section C.2. will be removed permanently from the TCSP system and not be permitted to return or re-enroll in classes at TCSP.
4. Children that have been removed from the TCSP system will not be eligible for a refund of class fees or paid membership fee, if applicable.

D. PERSONAL ITEMS

1. Parents/Guardians are asked to please label all belongings such as racquets, bags, clothing, water bottles, and sacks used for food/snacks. This helps to cut down on the incidence of misplaced items.
2. Children are required to bring a water bottle to all classes as programs will take necessary water breaks in between activities.
3. Snacks and food are not allowed on the tennis courts.

SECTION VII: CONDUCT POLICY

A. ON COURT POLICIES

1. Good sportsmanship should be observed at all times.
2. Players or visitors should not enter the court prior to their reserved time slot and/or until players on the court have had a chance to finish their point.
3. On-court players should relinquish their court when their reserved time slot ends.
4. Appropriate tennis attire is required on court (no jeans, vulgar t-shirts, etc.).
5. Proper court or tennis shoes are required on court.
6. Sandals, boots, dress, running, skate & casual shoes are not permitted.
7. Profanity or inappropriate conduct will not be tolerated.

B. CONSEQUENCES FOR MISBEHAVIOR

1. Violations: May include, but not limited to the following:
 - i. Profanity
 - ii. Littering
 - iii. Minor disrespect towards staff, members and/or guests
 - iv. Infraction of a TCSP policy

C. CONSEQUENCES:

A verbal warning and explanation of the rules will be given. The incident will be logged in the member database.

D. SUSPENSION:

1. May include, but not limited to the following:
 - i. Defiance – unwilling to correct behavior when asked.
 - ii. Repetitive Minor offences as described above.
 - iii. Disrespect towards staff, members and/or guests.
 - iv. Abuse of equipment such as, but not limited to:
 - v. Smashing of racquet on court / Racquet abuse.
 - vi. Abuse of tennis nets, net posts, divider curtains, backdrop curtains.
 - vii. Abuse of tennis teaching aids – ball carts, training aids, ball machines.
2. Consequences:
 - i. Offenders may be removed from activity immediately without warning.
 - ii. If offender is under 18, parents/guardians of offender will be immediately notified by phone.
 - iii. A suspension may be issued for the individual's membership. Non-members or guests may not be allowed to re-enter the TCSP in the future.
 - iv. The incident will be logged in the member database.

E. ERGREGIOUS BEHAVIOR

1. May include, but not limited to the following:
 - i. Assisting or leading an unauthorized entry on the premises.
 - ii. Vandalism of any kind to TCSP real or personal property.
 - iii. Violence such as assault/fight, threats, etc... (physical or verbal).
 - iv. Any act which necessitates intervention by law enforcement
2. Consequences:
 - i. Local police will be called.
 - ii. Staff person will be present to assist and give a statement to responding officers.
 - iii. Membership will be terminated immediately.
 - iv. Incident report will be logged in the member database.

F. APPEAL PROCESS

1. Any member or non-member may submit a written appeal to the TCSP office.
2. TCSP management will review each submission and respond in writing.