

TENNIS CENTER SAND POINT (TCSP) | POLICIES AND GUIDELINES

SECTIONS:

- I. Membership Classifications
- II. Hours of Operations
- III. General Policies
- IV. Facilities and Programs
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SECTION I: MEMBERSHIP CLASSIFICATIONS

A. STANDARD, JUNIOR, & SENIOR MEMBERSHIP

1. Online account to manage tennis activities
2. 6-day advance tennis court reservations
3. Online registration for all tennis programs
4. Able to register for private lessons
5. 5% discount at Pro Shop

B. PRIORITY MEMBERSHIP

1. Online account to manage tennis activities
2. 10-day advance tennis court reservations
3. Online registration for all tennis programs
4. Able to register for private lessons
5. 5 % discount at Pro Shop

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 the reservation.
2. Court must be paid for at the time of reservation.
3. Non-Members cannot sign up or drop into classes or private lessons.
4. Required to sign liability waivers prior to using courts.
5. All of the above policies apply 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 – Thursday 5:45 AM – 11:15 PM
2. Friday 5:45 AM – 10:00 PM
3. Saturday – Sunday 7:00 AM – 10:00 PM

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B. HOLIDAY HOURS

1. The facility may be closed on holidays or other occasions. The following days are identified as holidays for TCSP:
 - a. Fourth of July - Limited Hours
 - b. Labor Day - Closed
 - c. Thanksgiving Day - Limited Hours
 - d. Winter Break - Limited Hours
 - e. Christmas Eve - Limited Hours
 - f. Christmas Day - Closed
 - g. New Year's Eve - Limited Hours
 - h. 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 discretion, 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. CHECK-IN

1. All members are to check-in at the Front Desk prior to classes, court times, or private lessons.

B. RESTROOMS AND LOCKER AREAS

1. Restrooms are for TCSP patrons and their guests.
2. Unless all toilets are taken, please leave handicapped stalls unoccupied.
3. Children aged 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. Unaccompanied minors over the age of 12 are limited to two at a time in the restrooms, shower and locker areas.
7. Lockers are available at no charge for same day use; please bring your own locks.
8. TCSP is not responsible for any items left in the locker room unattended.
9. Any lock left on a locker overnight will be removed and the locker's contents will be placed in Lost and Found.
10. Lost and Found is located at the front desk and will be donated to charity on the 1st and 15th of the month.
11. Members may use showers if he/she has a class, private lesson, or court reservation.
12. Non-members may use showers, but must pay a \$10 facility fee.

C. ATTIRE

1. All tennis players are expected to wear appropriate attire during their court time activities. Items prohibited for tennis play include:
 - a. Jeans
 - b. Vulgar or offensive t-shirts or sweatshirts
 - c. Only non-marking shoes (court shoes) are allowed on the tennis courts.

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- d. Footwear not permitted on court includes but is not limited to:
 - i. Sandals and slippers
 - ii. Boots and heels
 - iii. Dress shoes
 - iv. Casual shoes
 - v. Skate shoes
 - vi. Running shoes
 - vii. No footwear / bare feet

D. LOST & FOUND AND VALUABLES

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 5th of every month.

E. SMOKING

1. TCSP is a designated smoke-free and tobacco-free environment (including chewing tobacco).

F. ANIMALS

1. TCSP prohibits all visitors from bringing pets into the facility.
2. Service animals are allowed in all public areas of the facility when assisting a disabled member or guest. Service animals must be trained for the purpose of assisting that person's sensory, mental, or physical disability.
3. TCSP prohibits service animals-in-training.
4. TCSP prohibits service animals accompanying non-disabled individuals.

G. CLEATS

1. Cleats cannot be worn inside the facility. They must be removed and stowed before entering or left outside the facility.

H. 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's public operating hours (8am-8pm).
3. Visitors are also defined as individuals wishing to purchase goods sold by the café, pro shop or any other TCSP vendor.
4. Visitors and spectators are expected to exercise good judgment when watching matches in play. 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 from the sidelines during classes and/or matches.

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I. SPECIAL EVENTS

1. Special events have priority to court space & time over regularly scheduled activities. Special events include but are not limited to:
 - a. Tournaments
 - b. USTA League matches
 - c. USTA Jr. Team Tennis matches
 - d. Corporate Events
 - e. Social Mixer Events

J. 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.

K. SOLICITATION/DISTRIBUTION

1. No literature other than that 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.

L. 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.
3. Alcohol purchased from the Center Court Cafe can only be consumed upstairs in the Main Building and cannot be taken downstairs, outside, or to the North Building.

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) by logging into their online account and selecting an available court.
2. Juniors under the age of 12 years may make a reservation, but must be accompanied by an adult on the court.
3. Courts are reserved on a first-come, first-serve basis.
4. Bookings are instantaneous and will be considered permanent within 48 hours of the reserved court time.
5. There is a 48-hour cancellation policy for all reserved courts. Court(s) canceled less than 48 hours prior to the reserved time will be charged the full singles court fee.
6. "No-shows" will not be refunded.
7. "Walk-on" opportunities for those interested in playing without purchasing a membership will be allowed only on the day of reservation in-person at the front desk or by phone call. Payment is required at the time of booking and is non-refundable.
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. USTA warm-up courts may be reserved as "Doubles Court" and can have a maximum of six (6) players at a time. (Warm-up courts are considered as courts reserved prior to a match on the same day.)

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11. 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 per time.
12. Members may not bring their own hopper. Rented hoppers are to be used only for a family member feeding to another family member or practicing serves.
13. Private lessons and drilling by coaches other than TCSP Tennis Pros are prohibited.

B. CLASSES

1. Group classes are available to members only (excluding Tennis 101) online.
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:
 - a. Please note that TCSP does not offer a make-up policy for missed classes.
 - b. There is no account credit or financial refunds for missed classes.
7. Substitutes and Drop-Ins:
 - a. Starting January 1st, 2016, there will be no substitutions. You cannot have anyone fill in for you in a class.
 - b. Members with eligible ratings may drop into eligible drop-in classes (see list below) with open spaces. There are no Drop-Ins for Instructional Classes in order to maintain the progression of the class.
 - c. Drop-In players must adhere to the following procedure:
 - i. Players must ensure the class they are requesting to drop into is a workout class, their membership is current, and they have the correct rating for the class.
 - ii. Players must sign up for the Drop-In Waiting List at the Front Desk in-person. Drop-Ins can sign up for the waitlist a maximum of 30 minutes prior to the start of the class. Drop-Ins are first-come, first-serve.
 - iii. After any dedicated drop-in spots are filled, waitlisted players may be required to wait up to 10 minutes after the class start time before being allowed in on a space-available basis depending on class attendance.* Waitlisted players are not permitted on court without signing in at the Front Desk and may not warm up on court while waiting.
 - d. *Drop-In rates apply. TCSP does not guarantee space for any Drop-In. If a class is overcapacity due to the late arrival of an enrolled player, TCSP reserves the right to ask Drop-Ins to leave the court and credit their fee. Registered players are advised to call the Front Desk if they anticipate late arrival in order to avoid overcapacity.
8. Class Change:
 - a. Class withdrawals and other schedule changes must be requested before the first day of each session begins. Members will receive an account credit refund for the full class fee if requested within this time frame.
 - b. Requests for withdrawals after each session has begun will be refunded a prorated amount of the class fee in account credit based on the number of classes remaining in the session if made by the first Sunday of the session. No account credit will be issued after the second week or later.
 - c. The only exception to this policy will be if a member has become injured and a physician's note has been issued and provided to TCSP. A member will then be refunded a prorated amount of the class fee in account credit based on the number of classes remaining in the session.

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- d. For instance, if the first day of the session is Monday, January 04, 2015, then the last day to withdraw from a class without a physician's note is Sunday, January 10, 2015 for an account credit refund.

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9. Level Policy:
 - a. Players need to have an NTRP Rating on file in order to register for classes and programs.
 - b. If you have a verifiable USTA rating, TCSP will use that as your TCSP rating.
 - c. If you do not have a rating, an Evaluation Clinic is offered on the 4th Saturday of each month from 3:45 PM – 5:00 PM. Cost is \$10. Registration is offered online or by calling the Front Desk.
 - d. Alternatively, you may schedule a 15-minute evaluation with a TCSP Pro by emailing the TSCP Private Lesson Coordinator at lessons@tenniscentersandpoint.com. Private evaluation times are available Monday – Friday at 9:15 – 9:30 AM. Cost is \$25.
 - e. 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 reserved by contacting the Front Desk.
3. A ball machine rental fee is applied to all courts renting a ball machine. (\$10 per 75 minutes).
4. To ensure the safety of players, first-time ball machine users must receive assistance/training from a staff member.
5. Ball machine use by children under 12 years old is prohibited unless otherwise cleared by 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. (Is this still correct?)
7. Juniors under the age of 14 must be accompanied by an adult while using a ball machine.
8. There is a 48-hour cancellation policy for all reserved courts. Court(s) canceled less than 48 hours prior to the reserved time will be charged the full singles court fee.

E. BALL MACHINE HITTING LANE (BML)

1. The BML is available for use on a first-come, first-serve basis.
2. The BML can be reserved online or by contacting the Front Desk.
3. Payment is required prior to reservation (\$20/30min, \$35/60min. Private lessons \$70/60min)
4. To ensure the safety of players, a maximum of two players at a time is allowed in the area.
5. Juniors under the age of 14 must be accompanied by an adult while using the BML.
6. There is a 48-hour cancellation policy for the BML. Reservations canceled less than 48 hours prior to the reserved time will be charged the full BML reservation fee.

F. WORKOUTS

1. Some 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.

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G. 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:
 - a. Hot Tots : Ages 3 - 4
 - b. Hot Shots : Age 5
 - c. Red Ball 1.0, 2.0, 3.0 : Ages 6 - 7
 - d. Orange Ball 1.0, 2.0, 3.0 : Ages 8 - 10
 - e. Yellow Ball 1.0, 2.0, 3.0, 4.0 : Ages 11 - 18
 - f. See website for class descriptions.

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. A membership is required in order to be on a team.
4. Teams will be assigned both practice and match courts, and times will be based on availability.
5. TCSP will also host USTA Jr. Team Tennis League teams based on availability and adequate enrollment for teams.
6. When there are more team applications than spaces available, TCSP reserves the right to hold a lottery for a particular division.
7. Captains are required to have a credit card on file. In the event a player has not paid their match fee, the captain will be charged accordingly.

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.

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SECTION V: MEMBERSHIP ACCOUNT POLICIES

A. ONLINE ACCOUNTS

1. Junior, Standard, Senior, 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. Court Rentals : The person whose name the initial court reservation is made under (the host) is responsible for payment of the full court fee. If any player wishes to split the fee among multiple party members, it is their responsibility to do so at the Front Desk before their court time.
3. Classes : Payment is required at the time of registration.
4. TCSP processes payments for each member account by charging the credit card associated with that account for the entire balance on the account every Monday morning. If an account does not have a card associated with it or the card on file is declined, that member will have 7 days after the first failed transaction to remit payment for all outstanding charges or have their account suspended until payment is received.
5. Non-Members will be required to pay for court rentals at the time of booking.

C. DELINQUENCY

1. Those members that have not paid their annual fees for membership will have their accounts suspended until such fees have been paid.
2. Accounts with outstanding balances older than 7 days will have their memberships suspended until payment has been received and their billing information has been updated. They will be unable to enroll in classes and private lessons, reserve court times, or play in USTA leagues. Once we have received payment, all suspended services will be reactivated. Please call the Front Desk after remitting payment to ensure that your membership is reactivated.
3. Outstanding balances not paid in full within 30 days will result in member/non-member unable to play tennis at TCSP until the account is reconciled.

D. PREPAYMENT

1. 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.
3. TCSP will refund members in the form of an account credit only.
4. Account credits are non-transferable and are not redeemable for cash.
5. Account credits will expire two (2) years after date of issuance, and will only apply to tennis-related activities, i.e. programs, lessons, clinics, court and ball machine rentals, USTA/Cup team activity, and membership fees.
6. Account credits can be used to purchase TCSP gift certificates.
7. Prices for services are subject to change without notice.
8. Credit from classes and programs cannot be applied towards Pro Shop or Cafe purchases.
9. TCSP does not issue cash refunds or returns to credit cards.
10. TCSP will only provide a full monetary refund in the instance a program is canceled due to low enrollment prior to a session starting or on a prorated basis if canceled after a session has started.

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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 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

1. 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 of whether the parent/guardian chooses to stay or leave during the child(ren)'s tennis activities.
2. Children 12 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 12 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. All unaccompanied minors 12 years and older wishing to use TCSP facilities are permitted to do so without a parent or guardian in accordance with Sections III.B., III.H., and all other TCSP Policies.
5. TCSP will not be held responsible for negligence by parents or guardians of any child or children who are left unattended at TCSP or sitting on the benches on the court 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:
 - a. A fever within the last 24-hour period
 - b. Diarrhea or nausea
 - c. Discharge from eyes, or profuse nasal discharge
 - d. A contagious disease (pink eye, or a rash of any sort)
 - e. A constant or persistent cough

C. BEHAVIOR/DISCIPLINE

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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.

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D. PERSONAL ITEMS

1. Parents/Guardians are asked to label all belongings such as racquets, bags, clothing, water bottles, and sacks used for food/snacks. This helps reduce the number of incidents 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 and footwear is required on court.
5. Profanity or inappropriate conduct will not be tolerated.

B. MISBEHAVIOR DEFINED

1. Violation of TCSP policy includes but is not limited to the following:
 - a. Profanity
 - b. Littering
 - c. Minor disrespect towards staff, members and/or guest
 - d. Infraction of a TCSP policy

C. CONSEQUENCES:

1. 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:
 - a. Defiance – unwilling to correct behavior when asked.
 - b. Repetitive Minor offences as described above.
 - c. Disrespect towards staff, members and/or guests.
2. Abuse of equipment such as, but not limited to:
 - a. Smashing of racquet on court / Racquet abuse.
 - b. Abuse of tennis nets, net posts, divider curtains, backdrop curtains.
 - c. Abuse of tennis teaching aids – ball carts, training aids, ball machines.
3. Consequences:
 - a. Offenders may be removed from activity immediately without warning.
 - b. If offender is under 18, parents/guardians of offender will be immediately notified by phone.
 - c. 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.
 - d. The incident will be logged in the member database.

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E. EGREGIOUS BEHAVIOR

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