

TENNIS CENTER SAND POINT

POLICIES AND PROCEDURES

Updated February 25, 2021



SECTIONS:

- I. Membership Classifications
- II. Hours of Operations
- III. General Policies
- IV. Facilities and Programs
- V. Membership Account Policies
- VI. Children Policies
- VII. Conduct
- VIII. COVID-19*

*Note that some policies in this document may be temporarily altered due to COVID-19. Please refer to Section VIII and our COVID-19 Preparedness Plan.

SECTION I: MEMBERSHIP CLASSIFICATIONS

A. STANDARD, JUNIOR, & SENIOR MEMBERSHIP

1. Online account to manage tennis and batting activities
2. 6-day advance tennis court reservations
3. Online registration for all tennis programs
4. Able to register for private lessons

B. PRIORITY MEMBERSHIP

1. Online account to manage tennis and batting activities
2. 10-day advance tennis court reservations
3. Online registration for all tennis programs
4. Able to register for private lessons

C. BATTING CAGE MEMBERSHIP

1. Online account to manage batting activities
2. 6-day advance batting cage reservations

D. NON-MEMBERS

1. A non-member is any individual that does not have an active Standard, Junior, or Senior Membership.
 - a. Batting Cage, Guardian, Evaluation, and Complimentary Senior designations do not qualify an individual as a TCSP member.
2. Non-members may play on courts reserved by member hosts (the member that originally reserved the court and whose name the court is reserved under) at no additional charge but may not reserve their own courts.
3. Non-Members cannot sign up or drop into classes or private lessons.
4. All non-members are required to sign liability waivers prior to using courts.
5. All visitors, spectators, and participants agree to follow the rules and policies of TCSP by entering TCSP premises.

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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

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
 - i. Memorial 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.

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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 facility fee.

C. ATTIRE

1. All tennis players are expected to wear appropriate attire during their court time activities. All players must wear shirts.
2. Items prohibited for tennis play include:
 - a. Jeans
 - b. Vulgar or offensive t-shirts or sweatshirts
 - c. (Men only) Sleeveless shirts/tops - shoulders must be covered
 - d. Only non-marking shoes (court shoes) are allowed on the tennis courts.
 - e. 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

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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.
6. In order to maintain a comfortable environment and the safety and well-being of customers and employees, TCSP prohibits individuals and/or groups of individuals loitering on TCSP premises, i.e. lingering idly, aimlessly, or without any intention to utilize TCSP amenities.
7. Visitors shall not annoy, injure or endanger the safety, health, comfort, or repose of other visitors, render any other TCSP members or guests insecure in the use of TCSP's amenities, or otherwise be a public nuisance as defined in section 9.66.010 of the Revised Code of Washington.

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.
3. By entering Tennis Center Sand Point, visitors consent to be recorded with video. All visitors release Tennis Center Sand Point, its successors, assigns, and licensees, from any and all liability on account of such usage and waive all rights they may have to any claims for payment or royalties in connection with exhibition, broadcast, or other display of these materials. If you do not wish to be subject to the foregoing, please do not enter Tennis Center Sand Point.
4. Video may be recorded on court using PlaySight cameras at player discretion. Recordings are administered by TCSP and PlaySight and are available to registered players for coaching and training purposes via a PlaySight account.
 - a. Use of PlaySight cameras is allowed only for the following activities:
 - i. Court Reservations
 - ii. Private Lessons

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iii. League Matches

1. A match may be recorded, or live streamed, by any player as long as all four players on court agree to the recording or feed. If one player objects then the match cannot be recorded. Recordings and live stream cannot be used to review line calls, scoring discrepancies or anything else during or after the match.
2. Footage recorded with PlaySight cameras may only be used for educational purposes by the individual who is recording. Commercial use of recording footage by any entities other than TCSP is strictly prohibited.
3. Use of PlaySight cameras or footage obtained with PlaySight cameras for any of the following activities is strictly prohibited and will result in consequences outlined in TCSP's Conduct Policy (Section VII):
 - Recording of Group Clinics, Junior Clinics, or Team Practices
 - Recording of any activity in which the host is not present.
 - Use of Instant Replay or other footage to aid in line calls for official league matches.
 - Using footage in a disrespectful way or in a manner inconsistent with TCSP's Conduct Policy.

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.

M. PRIVACY

1. TCSP does not disclose its members' personal, contact, or registration information to other members.
2. Inquiring members should leave their contact information with the Front Desk to be relayed by TCSP to the other party.

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-served 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. Courts canceled less than 48 hours prior to the reserved time will be charged the full singles court fee. Moving a reservation to a different time is considered a cancellation and rebooking.
6. "No-shows" will not be refunded.

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7. Non-members may play on courts reserved by member hosts at no additional charge but may not reserve their own courts.
8. "Singles" court reservations are permitted to have a maximum of two (2) unique players using the court within the reservation period.
9. "Doubles" court reservations are permitted to have a maximum of four (4) unique players using the court within the reservation period.
10. USTA league warm-up courts may be reserved as "Doubles" court reservations and are permitted to have a maximum of six (6) unique players using the court within the reservation period. Warm-up courts must be for home matches, specifically be declared as such by the host to TCSP staff prior to the court time beginning, and begin no earlier than three (3) hours prior to the match start.
11. Players are responsible for providing their own tennis balls and are allowed a maximum of two (2) tennis cans or six (6) balls per court.
12. Use of personal ball hoppers is prohibited. Members may not bring their own hopper.
13. TCSP hoppers are available for rent.
 - a. TCSP hoppers are available for the following uses only:
 - i. Practicing serves
 - ii. A family member feeding to another stationary family member
 - iii. Other static drills for no more than two players at a time if not supervised by a TCSP staff member
 - b. Net dividers must be drawn closed when using a TCSP hopper.
14. Private lessons and drilling by coaches other than TCSP Tennis Pros are prohibited. Use of teaching equipment and other aids is prohibited.
15. TCSP will make an effort to open the facility 5 minutes prior to open to allow players playing on courts that begin at open enough time for check-in and locker room use.
16. The member host (the person who reserved the court and whose name the reservation is under) is responsible for payment of the entire court fee. It is the host's responsibility to split the fee among multiple party members at the Front Desk before their court time if they wish to split the fee. If TCSP is unable to obtain payment from any party member, the host will be responsible for that member's share of the fee.

B. CLASSES

1. Group classes are available to members only 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 or remove them 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. TCSP does not offer make-ups 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 participate on a drop-in basis in workout classes with open spaces (for list of applicable classes, see the ["Drop-In Class List"](#)).

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- i. There are no Drop-Ins for instructional classes in order to maintain the progression of each class.
- ii. The number of dedicated drop-in spots for each class is subject to change from session to session based on enrollment levels. Check [this page](#) frequently for the most updated information.
- iii. To successfully drop in to a class, players must ensure the following requirements are met:
 1. Desired class is a drop-in eligible class (see list)
 2. Membership is current
 3. Player rating is appropriate for the class
 4. A valid credit card is on file or the class fee is paid prior to drop-in
- iv. There are two types of drop-in spots available to players: a) Dedicated (ONLINE), and b) Standby (IN-PERSON)*.
 1. *Dedicated Drop-Ins (ONLINE)*: If the class you would like to drop into has dedicated drop-in spots (see list below), you may sign up in advance through your online member portal for a guaranteed spot – **sign-ups for dedicated spots open 120 minutes prior to each class and close 30 minutes prior to each class.**
 - a. Sign up online by [logging in](#) to your TCSP account, clicking “[Register for Drop-Ins](#)” in the left menu bar, then selecting “Today”.
 - b. Registration for dedicated drop-in spots is online only; phone requests will not be accepted.
 - c. Dedicated Drop-Ins should obtain their Drop-In Ticket from the Front Desk upon arrival and bring it to their instructor at the start of class.
 - d. Online registration for dedicated drop-in spots is final. No refunds or credits are awarded for withdrawals or no-shows.
 2. *Standby Drop-Ins (IN-PERSON)*: Players who do not register online for a drop-in spot may still be able to drop in on a standby basis.* – **sign-ups for standby spots begin 30 minutes prior to the start of the class and close at the class start time.**
 - a. To drop in on a standby basis, check in at the Front Desk in-person to obtain a Drop-In Ticket.
 - b. Registration for standby spots is in-person only; phone requests will not be accepted.
 - c. Standby Drop-Ins must bring their ticket to the class instructor at the start of class in order to play.
 - d. Standby Drop-Ins are first-come, first-served, in order of the Drop-In Position noted on your ticket.*
 - e. ***TCSP does not guarantee space for any Standby Drop-In.** If a class is overcapacity due to the late arrival of an enrolled player (including players who signed up online for a dedicated drop-in spot), TCSP reserves the right to ask Standby Drop-Ins to vacate the court in reverse order of Drop-In Position and credit their fees. Enrolled players are advised to call the Front Desk if they anticipate late arrival in order to avoid overcapacity.
- v. **Drop-In Class List**
 1. The Drop-In Class List may be found at tenniscentersandpoint.com/drop-ins.

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8. Class Changes:
 - 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 provided written notice to TCSP of their injury by emailing info@tenniscentersandpoint.com (for adult players) or juniors@tenniscentersandpoint.com (for junior players). A physician's note is required for any credit to be processed. Once the physician's note has been received, TCSP will process a prorated account credit refund based on the date of the initial written notice.
 - 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.
 - e. To withdraw from an Adult Clinic, please complete the [Adult Clinic Withdrawal Form](#).
9. Level Policy:
 - a. Players need to have an eligible 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.
 - i. USTA self-rates without any match history will not be accepted.
 - c. New members are entitled to a complimentary group evaluation with a TCSP Pro within 90-days of signing up by emailing the TCSP Private Lesson Coordinator at lessons@tenniscentersandpoint.com.
 - d. Private 15-minute evaluations may also be scheduled for an additional fee.
 - e. If enrolled in a class, players wanting an updated rating can obtain a Rating Change Evaluation Form from the Front Desk. Players should give this form to their instructor at the start of class, who will then evaluate specific areas of that player's game with numerical scores and provide any additional comments as necessary. If there is an overall rating change, the Front Desk will input the new rating into the player's profile.
 - i. Players are limited to one (1) in-class rating update per session.
 - f. TCSP Instructional Staff reserves the right to make appropriate placement adjustments as they see fit any time during the course of any class.
10. Junior Members above the age of 18 may enroll and participate in adult programs by registering through the Front Desk.

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 48 hours in advance. Players must contact the Tennis Pro or Lesson Coordinator directly in writing. If you cancel within 48 hours of your lesson, you will be responsible for paying the entire lesson.
4. "No-shows" and late cancellations will be charged the full lesson fee. Moving a reservation to a different time is considered a cancellation and rebooking.
5. If you need assistance finding a teaching pro, please contact lessons@tenniscentersandpoint.com.

D. BALL MACHINES

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1. Ball machines are available for use on a first-come, first-served 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.
4. Ball machines are to be used only for static drilling if unsupervised by a TCSP staff member. 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.
7. Juniors under the age of 14 must be accompanied by an adult while using a ball machine.
8. Net dividers must be drawn closed when using ball machines.
9. Use of personal ball machines is prohibited.
10. There is a 48-hour cancellation policy for all reserved courts. Courts canceled less than 48 hours prior to the reserved time will be charged the full singles court fee. Moving a reservation to a different time is considered a cancellation and rebooking.

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.
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. Moving a reservation to a different time is considered a cancellation and rebooking.
7. The BML is available for same-day reservations to visiting, non-member USTA and Cup teams as a warm-up space for matches.

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.

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

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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.

K. BATTING CAGES

1. All batters must wear helmets.
2. No metal cleats or wood bats.
3. No food, drink, gum, or tobacco in caged areas.
4. Spectators must remain outside green tile and at least 3 feet away from the cages at all times.
5. Only one batter in a cage at a time.
6. No leaning on nets.
7. Enter/exit the cage from designated area only.
8. No walking between the cages while cages are in-use.
9. No swinging of bats outside caged areas.
10. Use of pitching machines requires adult supervision.
11. Any misuse or abuse of the complex and/or its equipment will result in participants' removal from the facility.
12. Players under the age of 18 must be accompanied by an adult.
13. No player under the age of 8 may hit in the Iron Mike pitching machine cage.
14. Use of TCSP Batting Cages is at participant's own risk.
15. Cancellation for batting cages must be made a minimum of 24 hours in advance. Cancellations made within 24 hours will be charged the full fee of the initial booking time. Moving a reservation to a different time is considered a cancellation and rebooking.
16. Batting cage cancellations due to rain will be credited back in the form of account credit if unused.

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17. Little League Teams may structure prepaid rental arrangements to ensure multi-cage rental use at preferred times.

L. ADVERSE WEATHER

3. TCSP will operate per normal operating hours and schedules even in event of snow, ice, or other stormy conditions.
4. TCSP will not close based on local school closures.
5. TCSP members are still required to cancel court reservations per the court cancellation policies if they feel they would not be able to travel safely. Given forecasts typically advise of winter conditions 3-5 days in advance, there should be adequate time to cancel if necessary. There will be no credits issued or make-ups awarded for missed classes.
6. TCSP encourages members to call the club and check TCSP's social media accounts for the latest information, especially early morning classes.
7. If conditions cause the facility to close while operating,:
 - a. Advance court reservations will be notified via email and/or phone and will not be charged for that day's court reservation if unused.
 - b. Canceled programs will be credited to each player's account for that day.
 - c. If the facility still has power, TCSP will wait for players to complete in-progress court times and programs and then close for the remainder of the day. Should you choose to leave a lesson or court early, no credit will be issued.
 - d. In the event of a power outage, players will not be permitted to continue play.
 - i. If programs and court reservations are less than halfway completed, a credit equal to 50% of the class/program fee will be issued.
 - ii. If programs and court reservations are more than halfway completed, no credit will be issued.

SECTION V: MEMBERSHIP ACCOUNT POLICIES

A. ONLINE ACCOUNTS & COMMUNICATION

1. Junior, Standard, Senior, and Priority Members will receive an online account to manage tennis reservations, group and private lessons, clinics, and special events.
2. All members must sign TCSP's Liability Release upon account activation and agree to adhere to TCSP policies.
3. By activating a TCSP account (any account) and signing up for a TCSP membership, players are agreeing to allow TCSP to contact them via email and SMS. Players may opt out of this service at any time.
4. Accounts are archived if they become 30 days delinquent (V.C.3) or when a member elects to discontinue their membership(s). If a player(s) decides to return to TCSP, the original account(s) must be reactivated by a TCSP staff member to restore all previous profile information, rating, and participation history. Creating a new account will not bring up previous information, which will be helpful for online clinic registration.
5. If you have created an account before and cannot log in/find your account, please do not create a new account. Call Member Services at 206.522.5008 to have your account reactivated.

B. PAYMENTS

1. All members must place a payment card on file with TCSP or have a minimum of \$100 credit prepaid on their account. Effective June 14th, 2020, TCSP will no longer process cash transactions or issue paper receipts.

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2. **House Account Policy:** TCSP processes payments for each member account by charging the payment card associated with that account for the entire balance on the account every Monday morning via an electronic funds transfer (EFT). TCSP members agree to authorize TCSP to conduct EFTs for services rendered.
3. TCSP memberships renew automatically each year. When an account's membership fee is due, that account will automatically be charged the appropriate fee for an additional year from the date of renewal at TCSP.
 - a. Members electing not to renew have up to 30 days after their membership auto-renews to cancel and receive a refund.
4. As of March 25th, 2019, TCSP and Club Automation, LLC have implemented credit card updater services for the four major card companies in American Express, Discover, Mastercard, and Visa. This updater service keeps all members' credit card information current including, but not limited to, new credit card numbers and updated expiration dates. Credit cards are verified at least once a month per the agreement that Club Automation has with its merchant processor.
 - a. Because every member of TCSP agrees to an authorization to conduct electronic funds transfers (EFT's) for services rendered, members are responsible for payment regardless of a cards' status on file.
5. 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.
6. 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.
7. Classes: Payment is required at the time of registration.

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. They will be unable to further enroll in classes and private lessons, reserve court times, or play in USTA leagues. Once payment has been received, all suspended services will be reactivated. Please call the Front Desk after remitting payment to ensure that your membership is reactivated.
3. For outstanding balances not paid in full within 30 days, or after three violations of V.B.4, V.C.1 and/or V.C.2, TCSP may enforce the following consequences in addition to those stipulated in V.C.2 until payment has been received and a valid credit card has been permanently placed on file with TCSP for weekly billing:
 - a. Suspension of all linked accounts
 - b. Removal of offending account and all linked accounts from ongoing TCSP activity, including but not limited to classes, private lessons, court times and leagues
4. If the credit card is removed from the account at any time after V.C.3. has applied, then the above consequences will immediately apply.

D. PREPAYMENT

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

E. REFUNDS

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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.

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. TCSP's fees are subject to adjustment at any time as determined by management. TCSP will provide a minimum notice of one week for any adjustments.

H. POLICY MODIFICATIONS

1. TCSP reserves the right to change its policies and procedures at any time.

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.

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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

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 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, food, and chewing gum 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.

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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.

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

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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.

SECTION VIII: COVID-19

A. COVID-19

1. TCSP is operating in accordance with federal, state, and local guidelines, standards, and recommendations in response to the COVID-19 pandemic.
2. The complete list of measures that TCSP has implemented in response to COVID-19 is included in TCSP's Policies and Guidelines and can be found on [this page](#).
3. All persons entering TCSP premises agree to adhere to the measures that TCSP has implemented to reduce the spread of COVID-19.
4. In the event that a court reservation, private or semi-private lesson, group program, or other TCSP service is canceled by a member, standard TCSP cancellation policies will apply.
5. In the event of any program cancellations due to local, state, or federal regulations – including, but not limited to: phasing rollbacks that limit operations or require TCSP to close, or any stay-at-home orders – all program fees will be refunded in the form of TCSP account credit for remaining or unused clinics in a session.
6. In the event of the cancellation of a scheduled clinic resulting from TCSP staff falling ill due to COVID-19 or any other illnesses, program fees will be refunded in the form of TCSP account credit. No cash or credit card refunds will be issued or processed.