

# **GREEN BELT TENNIS CLUB**

## **Policies and Procedures Manual**



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## SECTION 1 – MEMBER & NON-MEMBER OPTIONS

### 1.A – OVERVIEW

At the Green Belt Tennis Club, we are pleased to offer access to anyone wishing to play tennis. Membership does have its benefits; however, we offer cost effective non-member fees and offer all players a wide range of lessons, programs and social activities.

### 1.B – MEMBERSHIP CATEGORIES

At Green Belt Tennis Club, we offer a wide variety of membership options to suit the needs to year-round players, students, and frequent travelers.

Memberships are available as follows, each having their own benefits and booking privileges:

#### Full Membership

- 3 month, introductory or annual option
- All-inclusive court fees
  - 7-day advance booking privileges

#### Weekday Membership

- 3 month, introductory or annual option
- All-inclusive court fees Mon – Fri 9:00 – 4:00. (Member court fees at other times.)
  - 7-day advance booking privileges

#### Standard Membership

- 3 month, introductory or annual option
- Pay as you play
  - 4-day advance booking privileges

#### Out-of-Town Membership

- All-inclusive court fees
- 5-day advance booking privileges

#### Junior Membership

- Under age 24 as of Dec 31
- 2-day advance booking privileges

#### Family Membership

- 2 Full memberships
- Combined with 2 Junior, 2 Standard, or 1 Junior and 1 Standard membership.

#### Student Membership

- Must have current Student ID
- 2-day advance booking privileges
  - 4 month membership

All up to date pricing and membership details are available 24/7 at [www.greenbelttennis.com](http://www.greenbelttennis.com)

### **1.C – MEMBERSHIP TERMINATION**

We may terminate your membership (if applicable) and refuse you access into the club if you commit a serious or repeated breach of posted club policies and standards or other major misconduct. All expulsions will be reviewed by the board.

### **1.D – NON-MEMBER ACCESS & USAGE**

Non-members are permitted to use the Green Belt Tennis Club to access courts and participate in private lessons and select programs. Non-member booking, and fee guidelines are as follows:

- 2-day advanced booking only. Non-members can create an online account for booking if they choose, or can call the customer service desk
- Booking in 30, 60, or 90-minute increments at the posted rates
- Access to ball machine at \$10 hourly rate
- Access to programs and leagues at a non-member rate
- Private lessons with certified coaches at posted rates per coach with an additional \$5 non-member fee.

## SECTION 2 – COURT RENTAL & BALL MACHINE FEES

### 2.A – COURT FEES

Court fees are charged to standard members and non-members. Fees listed below are charged depending on whether you play in prime time or non-prime time.

**Prime Time:** Monday – Thursday: 4p – 10p  
 Friday: 4p – 6p  
 Saturday & Sunday: 9a – 1p

**Non-Prime Time:** Monday – Thursday 9a – 4p  
 Friday – 9a – 4p, 6p - close  
 Saturday & Sunday 1p – close

#### Hourly Court Fees:

	<u>MEMBER COURT FEES:</u>		<u>NON-MEMBER COURT FEES:</u>	
	<u>Singles</u>	<u>Doubles</u>	<u>Singles</u>	<u>Doubles</u>
Non-Prime Time	\$11.00	\$8.00	\$21.00	\$16.00
Prime Time	\$16.00	\$11.00	\$26.50	\$21.00

### 2.B – BALL MACHINE RENTALS

Ball machine is available for use by members and non-members on courts 1 and 2 when available. Use of the ball machine will be based on the following rates:

All-In Members	Court Fee Memberships	Non-Members
Ball machine rental rate - \$10/hour (+tax)	Applicable Member Court Fee + Ball machine rental rate - \$10/hour (+tax)	Applicable Non-Member Court Fee + Ball machine rental rate - \$10/hour (+tax)

Ball machine may be booked online by adding the machine as player 2, or by calling the customer service desk.

## **SECTION 3 – PAYMENT OPTIONS**

### **3.A – FORMS OF PAYMENT**

Green Belt Tennis Club accepts the following forms of payment:

Cash, Debit, Visa, MasterCard & AmEx

### **3.B – GIFT CARDS**

Green Belt Tennis Club does offer Gift Cards for purchase online or in person. Gift Cards are available in any denomination the purchaser chooses and are redeemable for all services.

### **3.C – CHARGE ACCOUNTS**

Members and non-members are given the option to set-up a charge account at the club. This account can be used to accumulate court fees, private lesson fees, canteen and pro-shop charges, etc. To activate this benefit, you must log-in to your online account and create a credit card profile. Once active, your card will be billed on the 1<sup>st</sup> and 15<sup>th</sup> of every month for any outstanding charges. All receipts and transaction records can be found on your online account for future reference.

### **3.D – MEMBERSHIP PAYMENT OPTIONS**

All Green Belt Tennis Club Memberships are either an annual membership or 3-month membership except for student memberships which are 4 months. All 3-month and student memberships are to be paid in full as of their effective date.

All annual membership fees are due up front unless credit card information is provided for monthly billing. Membership fees will not be credited or refunded for unused time throughout membership.

## SECTION 4 – PROGRAMS & SERVICES

### 4.A – PRIVATE & SEMI-PRIVATE LESSONS

Private and semi-private lessons are available for members and non-members. These lessons are scheduled directly with the coach at a time that is convenient for you. Individuals wishing to book lessons should contact the coach directly. If you are unsure about which coach is the best fit for you, contact the club and we will direct you to the right coach for your needs.

Current rates and contact information is available on our website [www.greenbelttennis.com](http://www.greenbelttennis.com).

Note: There is a \$5.00 additional fee for adult non-members.

### 4.B –PROGRAM REGISTRATION POLICIES

All registrants must first create an online account prior to being able to register for programs, clinics or events. If you are a current or past member, or if you have taken lessons before, you will have an account already active.

- Some programs may be cancelled due to insufficient registrants. Green Belt Tennis Club monitors registration levels prior to the start of programs to ensure quality programs are offered. A great course could be cancelled if there are not enough registrants. Register early to avoid program cancellations. In the event of a program cancellation, participants will be offered an alternate program, or a full refund.
- Level-placement – For your child’s enjoyment and appropriate skill development, we reserve the right to withdraw anyone in a class that may not be at the appropriate level. We will make every effort to place them in a program suitable to their age and skill level whenever possible.
- Classes will not run on club posted Holidays. These will be announced at the beginning of each term and prices will reflect missed classes. Any classes missed for unexpected closures (ex: snow days) will be rescheduled. Classes missed by individual players will not be offered as a make-up.
- Cancellation notice must be received a minimum of 14 days prior to the first day of program/camp to qualify for a refund. Refund will be processed for the full amount of the fee paid, less an administrative charge (10% of the program fee, max \$50). Any cancellations received within 14 days of the program/camp start date will not receive a refund.
- Payment is due in full at time of registration (unless pre-authorized payments are available). Players may not attend classes unless registration and payment are completed.
- Credits may be issued in the case of a significant injury with a Doctor’s note, and subject to the discretion of the General Manager.

### 4.C - NON-CLUB EVENTS

The club has a relationship with Tennis Canada and Tennis Newfoundland & Labrador. As a part of these agreements, they are permitted to run programs and events here at the club. From time-to-time other user groups may use the club for programs and events. Efforts will be made to notify out members of any changes in our regularly scheduled events.

## SECTION 5 – CLUB RULES & REGULATIONS

### 5.A – PLAYER CODE OF CONDUCT

Playing tennis is a safe, healthy and fun activity that is enjoyable for people of all ages and different backgrounds. We have a wonderfully diverse group of players, and as players, we need to be mindful of the things that make us different and how we can all respect each other to make each time we're on court enjoyable.

As a player at the Green Belt Tennis Club, I agree to:

- Refrain from the use of obscene, vulgar, sexist, or threatening language or gestures in any manner to anyone at any time
- Refrain from taunting of players, coaches, officials, of spectators by means of baiting, ridiculing, or use of abusive or demeaning language or gestures
- Mind the rules of the court and be respectful of all equipment, be that my own or the club's, and show good sportsmanship toward all other players
- Be aware that my actions can affect others, so I will always be inclusive and respectful

### 5.B. - COURT BOOKING RULES AND REGULATIONS

#### 5.B.1 - MEMBER COURT BOOKINGS

- A member may book a court up to **7 days in advance** (depending on their membership type). The booking system will restrict any bookings trying to be made more than 7 days (to the exact hour) in advance (ex: you must wait until after 9am to make a booking for 9am the following week).
- Members can make bookings online, by telephone or in person.
- Payments must be made prior to playing the designated court booked.
- Bookings may be made for a maximum for a 2-hour block.
- Bookings may not be one after the other (ex 6:30-8pm and 8-9:30pm) to extend playing time

#### 5.B.2 - NON-MEMBER COURT BOOKINGS

- A member may book a court up to **2 days in advance** (depending on their membership type). The booking system will restrict any bookings trying to be made more than 2 days (to the exact hour) in advance (ex: you must wait until after 9am to make a booking for 9am).
- Members can make bookings online, by telephone or in person.
- Payments must be made prior to playing the designated court booked.
- Bookings may be made for a maximum for a 2-hour block.
- Bookings may not be one after the other (ex 6:30-8pm and 8-9:30pm) to extend playing time

#### 5.B.3 - BLOCK BOOKING REQUEST

- Block bookings are designated for club leagues, group lessons and private events.



- Other block bookings can be requested but need approval from the General Manager and/or the Board

#### **5.B.4 - SPECIAL GROUP BOOKINGS**

- Special group bookings may be approved in a case by case situation. We do offer group bookings and instruction for schools, clubs and other groups wishing to play together. Please contact the club for details and bookings.
- Unfortunately we do not accommodate trade shows, family days etc

#### **5.B.5 – COURT CANCELATION POLICY**

We do not have a cancelation fee at this time, but we ask you to keep other members and users in mind and cancel as soon as you know you will not be using the court.

#### **5.C – MEMBER AND NON-MEMBER CHECK IN**

All members and non-members must check in with the front desk prior to participating in any court usage.

#### **5.D – INSTRUCTION**

Green Belt Tennis Club and the board of directors have appointed coaches and tennis professionals who shall run lessons and clinics. All other outside teaching is prohibited

#### **5.E – ON-COURT ETIQUETTE**

##### **5.E.1 - ARRIVING & LEAVING THE COURT**

- Please wait until play has suspended on the court before crossing behind.
- Please clean up all the balls after your court usage.
- Please put all garbage into the garbage bin once finished.

##### **5.E.2 - CELL PHONES**

- We ask that all players turn off cell phones while on the court or switch them to silent. If you need to take a call, please move away from the court or other players.

##### **5.E.3 - NOISE ON COURT**

- We ask that all noise while on the courts be kept to a level respectful of your fellow members and non-members. The club offers many different lessons and clinics during the same time as regular court rentals in the same space so keeping the noise down is important to help instruction.

#### **5.F - BALL MACHINE & BALL HOPPERS**

To ensure that the ball machine does not affect other players around you, the ball machine must be kept on courts 1 and 2. Please pay attention where the machine is firing the balls to ensure it does not affect others play around you and that all balls are picked up after use.

Club ball cart and hoppers are available when not in use during lessons. We ask that you ensure all balls are cleaned up and hoppers emptied into ball carts after your court booking before leaving the Bubble.

#### **5.G - FOOD AND BEVERAGE ON COURT**

- Only water in closed bottles or containers are permitted on courts, no open drinks
- Food or snacks should be consumed off court or prior to heading out to the courts.
- Chewing gum is not permitted on courts.

#### **5.H - BEHAVIOUR AND DRESS**

In addition to our player code of conduct, all players are required to behave in a respectable manor always while here at Green Belt including:

- Approaching members and non-members in a friendly way.
- Refrain from taking pictures and videos unless receiving permission from the individual first. This is not permitted in the locker room area.
- Please pay attention to your time while on court and respect those using the court after you. Also, be mindful of finishing your booking on-time at the end of the night to allow for prompt club closure.
- For health and safety please wear appropriate tennis/exercise clothing and appropriate footwear while on courts and playing.

#### **5.I - COURT CLEANLINESS**

Members and non-members must ensure that all garbage is placed into the garbage cans by their courts to help keep the area clean. Please keep all personal bags or belongings away from the court playing area by either leaving it in the club or on the respected benches by your courts.

Courts must be cleaned of debris after use, including garbage and balls after use. We have many ball dumps to place used balls in after use to be used for lessons or the ball machine.

## SECTION 6 – MEMBERSHIP POLICIES

### 6.A – CANCELLATION POLICY

**Three Month Memberships** – You have seven days after signing a membership agreement to rescind it in writing by e-mailing admin@greenbelttennis.com. Persons wishing to cancel their contract after the seven days will not be able to do so until the end of their contract term.

The remainder of a three-month membership may be credited towards an annual membership if the request is made before the membership expiry. Members wishing to change to an annual term must contact the front desk manager to calculate the remaining balance of the three months. No cash refund will be issued after the first seven days.

**Annual Memberships** – You have seven days after signing a membership agreement to rescind it in by e-mailing admin@greenbelttennis.com. An annual membership is a non-refundable membership. Monthly payments are offered as a courtesy to members who do not wish to pay in full at renewal. By purchasing an annual membership and paying monthly, you are agreeing to fulfill a 12-payment obligation, regardless of use.

At the end of the initial term, unless paid in full, your membership will renew automatically on a month-to-month basis at the current posted rates for that year. If you do not wish to have automatic renewal you may cancel it by advising the front desk 30 days before your renewal date. Once the membership has automatically renewed, you have agreed to fulfil another annual membership term as described above.

### 6.B – MEDICAL CREDIT

Members who provide a medical note indicating that they are physically unable to use the facility may receive credit for their annual membership for the time denoted on their medical documentation. These time credits can be applied retroactively. Freezes must be in weekly increments with a minimum of eight weeks.

During the injury time, **pre-authorized payments will continue, and the contract expiry date will be extended depending on the length of the injury/illness**. The extended time cannot be re-extended and must be applied at the end of the contract unless medical reasons do not permit the use of the facility. In extenuating circumstances, the board reserves the right to review whether or not a refund is acceptable versus credits time back.

### 6.C – MEMBERSHIP CREDIT

Should you be unable to use the club part way through your membership, you can transfer your membership to another party. A financial credit for the remaining time on your membership will be transferred to that person, and you will lose your status as an active club member from that point forward. Membership transfers are subject to board approval and must be requested through the General Manager.

## **6.D – ADDITIONAL POLICIES**

The Green Belt Tennis Club is periodically closed for holidays, snow days, special events, and maintenance. We will inform members of any closures with as much notice as possible. Please understand that some of these closures may be outside of our control. No refunds/credits/extensions will be given for that missed time.

All membership fees are due up front unless credit card information is provided for monthly billing. Membership fees will not be credited or refunded for unused time throughout membership.

The out of town membership is based on your principal residence being at least 100 km direct drive from the Green Belt Tennis Club. A member must reapply each year stating the location of their principal residence. Your principal residence is where you reside 6 consecutive months + 1 day each year.

Intro memberships are available to anyone who has not had a Green Belt Tennis Club membership in the past 24 months

Green Belt Tennis Club does not advertise its services via electronic communication and is committed to emailing only information that may be of benefit and/or impactful to members.

## **SECTION 7 – CLUB POLICIES**

### **7.A - GENERAL CLUB POLICIES**

Green Belt Tennis Club is not responsible for the loss of or damage to property belongings to members or guest. Users are responsible to keep their personal belongings with them or in lockers. Members and users legally are financially responsible for damages to the club property including windows, locker rooms and courts.

### **7.B - STANDARD OF CONDUCT**

Members and on-members of the club are expected to follow the club's general standards of conduct as follows:

- Maintain friendly relationships with the club's employees, coaches and other members and non-members.
- Uphold a high standard of personal conduct to help reflect the image of the club and its users.
- Learn and follow the rule and regulations of the club.
- Uphold a high standard of personal conduct to help reflect the image of the club when representing at outside club events.
- If you feel any members are not following the rules and tarnishing the name of the club, feel free to report to the general manager anonymously.

### **7.C - HARASSMENT**

Green Belt has a zero-tolerance harassment policy. Any form of harassment related to race, religion, colour, sex, religion, national origin, age etc. is a violation of this policy and will be treated in a serious matter. This applies to all members and non-members, if you ever feel victim to this please report to the general manger or board members and it will be dealt with accordingly.

### **7.D - EXPULSION AND SUSPENSION OF PLAYERS**

If a member or non-member, at any time does not follow the rules and regulations of the club or follow the player code of conduct while at the club could be suspended or expelled from the club. This will be at the discretion of the Board.

### **7.E - PARKING**

Members and guest will be able to avail of free parking while using the club. Our lot is a permit parking lot between 8a and 6p. Please ensure you have a valid permit displayed to avoid any tickets. We also have permits for Memorial University students at a cost while supplies last. Members who possess wheelchair/ handicap decals may park in those designated space at the front of the club.

### **7.F - OTHER POLICIES AND PROCEDURES**

Green Belt has the right with or without notice to add, delete, change or modify its operating policies and procedures at any time in the best interest of the club.