



**TENNIS**  
**NORTH SHORE**  
**WINTER CLUB**

Updated 01-01-22

The image features a solid green background. A thin, light yellow curved line starts from the top left, curves across the middle, and ends at the bottom left, creating a partial circular shape. In the center of the image, the word "WELCOME" is written in a bold, white, italicized sans-serif font.

***WELCOME***

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## TENNIS COMMITTEE

The Tennis Committee consists of members of the Club who are active in all levels of tennis and work closely with Club staff to ensure that policies, procedures, tournaments and events meet the needs of tennis players at the Club. The Committee spends a great deal of time analyzing and developing fair and balanced court usage policies. The percentage of court time provided for events, leagues and instruction is highly considered and in-line with other private clubs similar to the NSWC.

## COURT ALLOCATION

There are several different court user groups: those who would like available courts for normal bookings, those who want courts available for instructional and development opportunities, those who want to participate with their peers in leagues or regular weekly bookings, and those who participate in NSWC social events and tournaments. We strive to balance and meet the needs of all playing members.

The following court usage and reservations policies have been adopted by the North Shore Winter Club Tennis Committee, approved by the Board of Directors, and are intended to support all tennis players. We want all players to enjoy their playing time with equal respect and fairness for junior, adult, recreational and competitive participants and balance the demand for open play, lessons, clinics, teams, and tournament usage.

## GENERAL POLICIES

- *Please do not walk onto your designated court prior to the start time if the court is in use.*
- *Please do not walk across courts when proceeding to your allocated court of play, walk behind the curtains to your court.*
- *Cell phones should be on silent while on the court.*
- *Only water or sports drinks are permitted on the court. No other beverages are allowed.*
- *Upon arrival at the Club, members and guests must confirm their court allocation and all playing partners at the Front Desk.*
- *Please avoid the use of profanities.*
- *Clothing must be appropriate for tennis play. Shirts must be worn at all times; no cutoffs or jeans are permitted; only non-marking tennis shoes may be worn.*

## TENNIS COURT SCHEDULES

The Club has seven (7) indoor courts (4 downstairs, 3 upstairs on level 2) and four (4) LED-lit roof top outdoor hard courts (April 1 – September 30). Tennis Court operating hours are 6:00am –10:00pm, Monday through Sunday.

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### PRIME TIME HOURS

**6:00pm–9:00pm**

**Monday – Friday**

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### JUNIOR COURT TIMES

**3:30pm – 6:00pm**

**Monday – Friday (courts 1-4)**

**3:30pm – 6:00pm**

**Saturday (court 1)**

**11:45am – 2:15pm**

**Sunday (court 1)**



# RESERVATIONS & COURT BOOKING PROCEDURES

Tennis court bookings are open to all NSWC registered tennis members in good standing, and who have paid their annual activity fee. Court reservations may be done online through GameTime: ([nsw.gametime.net](http://nsw.gametime.net)) or at [www.nswc.ca](http://www.nswc.ca), made in person at the Front Desk Reception or by calling the Front Desk Reception: 604-985-4135 ext 0. Tennis membership application forms are available from the Front Desk Reception. A tennis trial of four (4) court bookings is available for non-tennis Club members, please inquire at Front Desk Reception.

## RESERVATIONS - ADULT TENNIS MEMBERS

- *Booking for courts 1 – 4, 9 – 11, can be made 6 days in advance (starting at 8pm)*
- *Bookings for courts 5 and 6 can be made 5 days in advance, (starting at 12pm)*
- *A player may have a maximum of four (4) advanced court bookings within a 7-day period (Sunday – Saturday). Maximum of two (2) PRIME TIME bookings.*
- *A player may also book available courts within a 24-hour period (does not count towards maximum advanced bookings), with the exception of weekday Junior Court Time Hours.*
- *To reserve a tennis court for play, two (2) players' names must be provided for singles and for doubles, four (4) players' names must be provided.*
- *On arrival at the Club, all players must confirm their court allocation and playing partners at Front Desk Reception.*

## RESERVATIONS - JUNIOR TENNIS MEMBERS

- *Junior tennis members may book courts during Junior Court Time or Non-Prime time, a maximum of six (6) days in advance. Junior members may play during Prime Time if the court is accompanied by a Full Adult Tennis member (who may book six (6) days in advance or with 24-hour advance booking).*
- *Junior Members may also book available courts within a 24-hour period.*
- *Junior Members may book Court 1 in designated Saturday & Sunday times.*

## WAITLIST

- *Tennis members may ask to be put on a waitlist should their requested booking not be available. On the tennis booking page, click “waitlist” and then click “join the waitlist” and select your desired court requests. If a court is cancelled, GameTime will automatically reserve the court, and an email will be sent to you. All players must be booked, and will be subjected to a rules check when a court is cancelled and the waitlist is triggered. If any player is breaking a rule, the booking will be bypassed and the booking will be given to the next group.*

## CANCELLATIONS

- *Court bookings must be cancelled no less than six (6) hours before the booked time or a late cancel/no-show fee of \$25.00 + GST per court will be charged to each player booked.*

## WALK-ON FOR VACANT COURTS

- *If a court is available for walk-on, players must check in with the Front Desk Reception and book the court for immediate play. Failure to do so may result in the players being bumped by subsequent players who do check in and book with the Front Desk Reception.*

## NO SHOWS

- *A court that is not claimed within ten (10) minutes of start time will be released. Open Courts are available on a first come, first serve basis, and must be reserved at the Front Desk Reception.*
- *A cancellation fee of \$25.00 + GST will be charged to each player booked, in the event of a no show.*
- *If you know you will be late, please call the Front Desk Reception to avoid your court being released.*

## GUESTS PRIVILEGES

- *The Tennis Member must meet their guest in the front lobby and check in at Front Desk Reception.*
- *If a Tennis Member’s name is substituted for the guest name, this change must be recorded by Front Desk staff.*
- *As per the Club Rules R20 – each Member is allowed a maximum of four (4) participating guests per month, none of whom may be introduced more frequently than twice in a given month.*
- *A Guest fee of \$10 + GST for juniors and \$15 + GST for adults must be paid before the guest is permitted to enter the NSWC to play.*

## BALL MACHINE

- *The rental rate for the tennis ball machine is \$10 + GST per booking.*
- *The Ball Machine is located behind the curtain at the center of court 5. Please return the Ball Machine to the same location after use.*
- *The Ball Machine may be used ONLY between 7:00am – 9:00pm. Ball machines cannot be used during Prime Time.*
- *It is the user's responsibility to leave the court in the same condition as prior to the use of the ball machine. Courts must be swept to remove the ball fluff after each use.*
- *Use of the Club's (or privately owned) ball machine, is restricted to the upstairs Courts 5, 6 and 7. If Court 7 is not being used by a pro for coaching, that is the preferred court to use.*

## PLAYSIGHT

NSWC offers a state-of-the-art tennis analytics technology system equipped with six fully automated cameras and an interactive touch-screen kiosk. The system uses advanced image processing and analytical algorithms to capture and log stroke type, ball trajectory, speed and spin, in-depth shot data, player movement and more! Every time you use the PlaySight system, your activity is recorded, analyzed and saved to the PlaySight cloud where you can access it any time through the on-court kiosk or at PlaySight.com. Train smarter. Perform better.

- *PlaySight is only available on Court 5.*
- *PlaySight is free of charge to Members, but a private information session is recommended by a Tennis Pro prior to use.*

## COURT RENTAL

Requests for court rentals must be approved by the Tennis Director.



# PRE-BOOKED COURT LIMITATIONS

## TOURNAMENTS

During scheduled tournament and events, the policies and procedures DO NOT CHANGE. Booking times will remain the same to allow non-participating members access to available courts as normal. All organizing committees will release courts not being used.

## BLOCK BOOKINGS

Block bookings may occur at the discretion of the Tennis Director. To avoid conflict on court allocations, please forward information to the Tennis Director thirty (30) days prior to the dates required. Committee representatives must complete a block booking form listing all players and court time required. Only after receipt of this information will courts be reserved on the court booking system.



## COURT RESERVATION POLICIES FOR TENNIS PROFESSIONALS

Tennis Pros must adhere to the following rules for advance court reservations for private lessons:

- *Six (6) indoor courts must always be available for 6-day advance booking for members during Prime Time.*
- *Three (3) indoor courts must always be available for 6-day advance booking for members during Non-Prime Time.*
- *Tennis Professionals may reserve courts for private lessons seven (7) days in advance, first booking upstairs courts 5, 6 & 7. Court 7 is the designated Coaching Court and is scheduled for programs and lessons at all times.*
- *Tennis Professionals may reserve courts for lessons more than seven (7) days in advance if they have a commitment from a client for a series of lessons, but only with the advance approval of the Tennis Director.*
- *Additional Non-Prime Time courts may be pre-booked by the tennis professionals three (3) days in advance.*
- *Additional Prime Time courts may be pre-booked by the tennis professionals 24 hours in advance. Member lessons only during prime time hours.*
- *If the 3 upstairs courts are booked, Pros may then book downstairs courts starting with court 1.*
- *Tennis Professionals are required to release pre-booked teaching courts when they are not in use. If court 7 is available, day of, members may book the court by calling Front Desk Reception.*



## CURRENT TENNIS COMMITTEE APPROVED ADVANCED BOOKING EXCEPTIONS

- **Tennis Canada** has a contract agreement with the NSWC for three (3) upper courts, 1:00pm-3:30pm, Monday through Friday.
- **Junior Programs:** Three (3) courts are allocated to these programs from 1:30-3:30pm, Monday through Thursday; one (1) court must be available for advance court reservations.
- **Junior Programs:** Four (4) courts are allocated to these programs from 3:30-6:00pm, Monday through Friday. Two (2) courts are allocated to these programs from 10:00am-3:00pm Saturdays.
- **Dogwood League:** Three (3) courts are allocated to this program from 12:00-1:30pm on Mondays & Fridays (Oct-Mar); two (2) courts must be available for advance court reservations.
- **Monday Women's Doubles Program:** (10:30am-12:00pm Fall/Winter; 12:00-1:30pm Spring): Four (4) courts are allocated for this program; two (2) courts must be available for advance court reservations.
- **Tuesday Senior Men's Play** (10:30am-12pm): Three (3) courts are allocated for this program; one (1) court must be available for advance court reservations.
- **Saturday Men's Social Play** (9:00am-10:30am): Three (3) courts are allocated for this program; two (2) courts must be available for advance court reservations.
- **Sunday Sr. Men's League** (3:00pm-5:00pm, October to February): Four (4) courts are allocated for this program; two (2) courts must be available for advance court reservations.
- **Spring League:** end-March to mid-June, four (4) courts may be booked for the women's league from 10am-12pm and 6-8pm on weekdays. Four (4) courts may be booked for the men's league from 7:30-9:30pm on weekdays. Weekend matches can be booked on Saturdays and Sundays for two hour time slots between 9am-5pm. During prime time on Monday to Thursday, a maximum of two league matches per week will be booked. Only one league match may be booked per day with the exception of Friday, which could have both one day league match and one night league match, and Saturdays and Sundays which could have two league matches. All dates will be pre-selected and approved by the Tennis Director



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