

# **NORTH SHORE WINTER CLUB**

## **Tennis Policies and Procedures**

*September 18, 2024*

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### **COURT ALLOCATION**

There are several 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 our 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 Racquets 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**

1. Please do not walk onto your designated court prior to the start time if the court is in use.
2. Please do not walk across courts when proceeding to your allocated court of play, walk behind the curtains to your court.
3. Cell phones should be on silent while on the court.
4. Only water or sports drinks are permitted on the court. No other beverages are allowed.
5. Upon arrival at the Club, members and guests must confirm their court allocation and all playing partners at Member Services.
6. Please avoid the use of profanities.
7. 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.
8. Members must abide by and respect all rules of tennis etiquette.

## **TENNIS COURT SCHEDULES**

The Club has seven (7) indoor courts (4 downstairs, 3 upstairs on level 2) and four (4) floodlit roof top outdoor hard courts (April 1 – September 30). Tennis Court operating hours are 6:00am –11:00pm, Monday through Sunday.

### **PRIME TIME HOURS**

6:00pm – 8.30 pm      Monday – Thursday No Singles in this period

### **NON-PRIME TIME HOURS**

All outdoor courts are non-primetime

6:45am – 6:00pm      Monday – Friday

8.30pm – 9:45 pm      Monday – Friday

6:00pm – 8.30 pm      Friday

6:00am – 9:45 pm      Saturday & Sunday

### **JUNIOR COURT TIMES**

3:30pm – 6pm Saturday (court 1 only)

11:45 am-2:15 pm Sunday (court 1 only)

### **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 or by calling Member Services 604-985-4135 (between 6:15am – 9:45pm). Tennis membership application forms are available from the Member Services.

A tennis trial of four (4) court bookings is available for non-tennis Club members, please inquire at Member Services.

### **COURT BOOKINGS - ADULT TENNIS MEMBERS**

Booking for courts 1 – 4, 8 – 11, can be made 6 days in advance (starting at 8pm).

Please note, staff will be unable to book a court for you before 8:30pm.

Bookings for courts 5 – 6 can be made 5 days in advance, starting at 12pm.

Please note, staff will be unable to book a court for you before 12:30pm.

Bookings for court 7 can only be made on the same day.

To book court 7, please call Member Services.

### **WINTER COURT BOOKING MAXIMUM OCTOBER 1 – MAY 31**

Members are allowed a maximum of 5 advanced bookings per week, with a maximum of 2 advanced prime time bookings per week October 1 to May 31. Private and semi-private lessons are counted towards these bookings. Group lessons and drills and socials are not included.

### **SUMMER COURT BOOKING MAXIMUM JUNE 1 – SEPTEMBER 30**

Members are allowed a maximum of 6 advanced bookings per week, with a maximum of 3 advanced prime time bookings per week June 1 to September 30. Private and semi-private lessons are counted towards these bookings. Group lessons and drills and socials are not included.

Walk-on bookings made within 60 minutes of court time DO NOT count towards your maximum (these must be booked at Member Services).

Only doubles will be permitted during prime time. (Unless court available as a walk-on.)

All players must be listed 48 hours in advance of the court time in GameTime, unless booking was made within 48 hours, then all correct player names must be given to Member Services prior to court time.

Courts reserved for Junior tennis members may be booked within 24 hours if not booked by Junior players through Member Services.

On arrival at the Club, all players must confirm their court allocation and all playing partners at Member Services.

### **COURT BOOKINGS - JUNIOR TENNIS MEMBERS**

Junior Members may book courts during Junior Court Time or Non-Prime time, a maximum of six (6) days in advance. They may play during Prime Time if the court is accompanied by two Full Adult Tennis members (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.

### **WAITLIST**

Tennis members may ask to be put on a waitlist should their requested booking not be available. Members who are on the waitlist must provide an email address or phone number where they would like to be notified. If a court becomes available, everyone on the waitlist will be contacted and Members may book the court on a first come, first serve basis.

### **WALK-ON FOR VACANT COURTS**

If a court is available for walk-on, players must check in with Member Services 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.

### **CANCELLATIONS**

Court bookings must be cancelled no less than 24 hours before the booked time or a late cancel of \$15.00 + GST per court will be charged. To avoid being deemed a no-show, at least one player for a given court booking must check in with Member Services upon arrival.

### **NO SHOWS**

A court that is not claimed within fifteen (15) minutes of start time will be released. Open Courts are available on a first-come, first-serve basis, and must be reserved at Member Services.

If you know you will be late, please call the Member Services to avoid your court being released.

If you do not notify Members Services prior to your court time. All players who do not show will be fined \$50 each.

## **GUESTS PRIVILEGES**

The Tennis Member must meet their guest in the front lobby and check in at Member Services.

If a Tennis Member's name is substituted for the guest name, this change must be recorded by Member Services 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 \$8 + GST for juniors and \$15 + GST for adults must be paid before the guest is permitted to enter the Club to play.

## **BALL MACHINE**

Tennis members must check in with Member Services to receive keys for the Ball Machine. Tennis members will be required to leave their keys or other personal belonging with the Member Services until the Ball Machine keys have been returned. The cost for the ball machine rental is \$20. The ball machine may only be used on Courts 5,6 or 7. Personal /private ball machines are also restricted to use on courts 5, 6 or 7.

## **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 the 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 any conflict on court allocation, please forward this 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:

All Tennis Professionals hired by NSWTC may make priority bookings using the seven (7) day in advance priority rule for all courts. (as outlined below).

Please contact the Tennis Director or the Tennis Professional directly for private or semi-private lesson bookings. The members' names must appear on the booking in Gametime. Bookings count toward maximum court bookings a week.

Private /semi-private lessons with any Tennis Professionals must have the member(s) name added to the court booking.

Coaches must book upstairs Courts 5-7 before booking Courts 1 – 4.

For Junior member booking, lessons must be booked to include the name of the Junior member.

All Tennis Professionals will seek to minimize "unusable" time around the scheduled lessons.

Tennis Professionals may reserve courts for lessons more than seven (7) days in advance but must leave three courts open. During City League scheduled sessions at least one court must be left open.

If courts remain unbooked 3 days in advance Tennis Professionals may book these available courts.

No Prime Time courts may be booked for lessons.

Tennis Professionals are required to immediately release pre-booked teaching courts upon cancellations or moving courts.

Coaches may bring in non-members/guests to "hit" with if courts available within 24 hours, but must check them in at member services and they pay the regular guest fee and follow the regular "4 guests, and same one twice in a month" rule.

### **CURRENT RACQUETS COMMITTEE APPROVED BLOCK BOOKINGS**

**Tennis Canada** has a contract agreement with the NSWC for three (3) upper courts, 1:30pm-3:30pm, Monday through Friday. 7:00am - 9:00am Mondays, Wednesdays and Fridays

**Junior Programs** : Four (4) courts are allocated to these programs from 3:30-6:00pm, Monday through Friday. Six (6) courts are allocated to these programs Mondays, Wednesdays and Thursdays 3:30pm – 6:00pm. Two (2) courts are allocated to these programs from 12pm - 4:00pm Saturdays.

**Dogwood League**: Three (3) courts are allocated to this program from 11:45-1:15pm on Mondays & Fridays (Oct-Mar); two (2) courts must be available for advance court reservations

**Saturday Men's Social Play** (9:15am-10:30am): Three (3) courts are allocated for this program; two (2) courts must be available for advance court reservations

**Sunday Men's In-house League** (3:30pm-6:30pm, January to February): Four (4) courts are allocated for this program.

**Sunday Sr. Men's League Play** (1:30pm-3:30pm, October to February): Four (4) courts are allocated for this program; two (2) courts must be available for advance court reservations.

**Sunday Men's Beginner Social** Sundays: 8am - 9.15am – 2 courts

**Ladies Beginner League** Fridays 11:45 – 1pm – 4 courts

**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 can 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.

**EXCEPTIONS**

Members may apply to the RC for an exception to a policy. The exception must be approved by the RC Chair, NSWC GM and the Tennis Director and will be reflected in the RC meeting minutes