

San Rafael Tennis Center Club Policy Handbook

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HOURS OF OPERATION

The courts are open

10:00 am – 10:00 pm seven days a week 365 days a year.

A combination lock is provided for court 1. A combination will be given to members for access.

MEMBERSHIP

The membership application is on-line and we require the application fee and the annual fee with the membership application. If the club has availability, as we only have 140 available memberships.

May reserve courts five days in advance

May have one free guest pass per month. No pass carry over policy.

Rosters

All members are entitled to a printed membership roster. Numbers and email addresses, are not for public use.

Changes in Membership Status

Notice of changes in membership status must be made in writing to the Director of Tennis

Inactive Status

All members have the right to change their membership status to “Inactive” for reasons of injury, serious illness, or other physical condition. Inactive status allows the member to pay discounted monthly dues of \$25 for each individual. Inactive status is granted for a minimum of three months, and must be requested in writing to the Director of Tennis. While maintaining “Inactive” status member may not play tennis at the Club.

Short Term Memberships

Effective December 2014 SRTC offers short term, temporary memberships for those people visiting from out of the area or part of the Student Athlete Program. The membership term must be a minimum of one month. The fee for a single temporary membership is \$125 per month.

CHILDREN POLICY

SRTC welcomes tennis enthusiasts of all ages to join and use our facility. However, all children under 18 are considered junior members and part of the Morson Performance Program. Members who wish to play with their children will use their guest credit or pay a \$25 guest fee and must accompany the child.

GUEST POLICY

Guests of members may visit or use the club during club hours provided the guests are accompanied by the host member. Members may bring guests only during club hours. The guest policy is for the protection of all members; violation of the policy may result in membership suspension.

Guest fees are \$25 per visit. An individual guest may play no more than two times per month at the Club.

Guests may not reserve courts.

Unused guest passes may not roll over to the next month.

COURT RESERVATIONS

Courts and court reservations are for the exclusive use of members and their guests. Courts may be reserved for a maximum of one and one-half hour daily.

Court Cancellations

If you are unable to use your court reservation, please update the registration system.

Members may reserve courts up to 5 days in advance.

RESERVE TODAY

The online court scheduler will be used to take reservations for court times.

Consecutive reservations

The overall objective of the court reservation policy is to make the courts available to as many members as possible during any given time period. Therefore, we have established the following clarification to this policy.

Two members may not make consecutive reservations to play singles with each other. If the same two members each have a reservation to play the other, there must be at least a one-hour interval between the end of the first reservation and the beginning of the second reservation. However, one or both members may play another member or members with a consecutive reservation. Likewise, two members may make a reservation to play singles and immediately join another member's reservation to play doubles. The above rules apply to reservations only. If there are available courts, players may continue playing.

Ball Machine Reservations

Reservations for the ball machine can be made with Jenno Morson or Dave Kregel.

As with all other reservations, ball machine users may stay on the court past their reservation period if time and court availability permit.

During prime-time hours, ball machine usage will be on a walk-on basis only. During these times the pro's will determine if the ball machine can be used, based upon court availability. Top

COURT ASSIGNMENT AND USAGE

Morson Performance Tennis will be using the courts during the schedule posted on the web site and available to logged-in members viewing the Tennis Court Schedule:

Kregel Tennis will be using the courts during the schedule posted on the web site and available to logged-in members viewing the Tennis Court Schedule:

Bumping

Once players have used their reservation period, they may be bumped at the discretion of Jenno or Dave. Before new players enter the court, it is the custom to allow players being bumped to finish the point they are playing.

If players are bumped, they must check the online system to see if they can extend play time on another court. If you move to another empty court without checking the online system you may be bumped again, possibly within minutes of occupying an empty court. Please remain courteous if this occurs.

If you are bumped from a court at the end of your allotted time, even though there is an empty court, you should assume that the incoming players have reservations. A member does not have the right to bump someone from a court at his or her own discretion.

COURT ETIQUETTE

Attire

We require that members and their guests wear appropriate tennis attire. Shirts are required at all times. Only smooth-soled, non-marking regulation tennis shoes are allowed on the courts. Black-soled shoes are allowed if they are regulation, non-marking, tennis-specific shoes. Jenno and Dave are required to enforce these policies.

Commentary

Please keep game commentary and other expressions of feeling regarding your tennis suitable for the ears of those playing around you. Please keep the level of your commentary down so as not to disturb players on neighboring courts.

Beverages and food

The only beverage allowed on the courts is water. Glass bottles and other glass containers are not allowed on the courts. No chewing gum is allowed on the courts.

Guests

Members are responsible for their guests' attire, and conduct.

THE LIGHTS

The lights are the biggest single expense for the club.

The lights will be on at dusk but the motion detectors will shut down the lights if a court is not occupied for 20 minutes. In addition the lights will go off at 10pm automatically.

RAIN

In case of rain, the courts will operate under the following conditions:

Squeegee when it aids the drying process and time permits.

Closure two hours before nightfall during Daylight Savings Time and at 5:00 pm during the winter months if the courts are wet. The decision to close the club for the day may be made when conditions and the forecast indicate that there is no chance for the courts to dry.

TENNIS PROS

The club has two great pros:

Jenno Morson is the Director of Tennis and the founder of Morson Performance Tennis. Dave Kregel has been teaching tennis at the courts for over 30 years. Please go to their web sites for teaching details .Lessons must be scheduled directly with the professional staff.

Members waiting room

All members and their guests are asked to treat the waiting room as if it was their own home. There are 2 rooms and a bathroom. Members in the Student Athlete Program may be studying and we ask that other members respect their need to have a relative quiet environment. Please keep the area clean and please keep the bathroom clean as we have no staff. The waiting area will have a key pad for entry at all time and we ask that you do not give the number to non-members.

Telephone, Computer Use, Paging

Members are requested to not use telephone on the tennis courts but can use in the members waiting area.

COMPLAINTS PROCEDURE

The Director of Tennis is responsible for member satisfaction. Any complaints should be put in writing and mailed or emailed to the Director. at