

## GR&SC CLUB POLICIES

The following policies are in place to maintain the enjoyment and safety of all our members. We appreciate the full cooperation of you, your families and your guests.

### **Keeping Your Cool:**

**Membership:** Costs are listed in the club brochure. Juniors are those age 3 through 23, living in same household at least three months a year, with the same membership type. Only members with active membership or valid card on file have account charging privileges.

**Guests:** Club Members may bring individual guests four times between June 1 and May 31 of the following year. Guest names MUST be registered with the Front Desk, allowing daily guests the same access to the facilities as their host. Swim Only guests have no access to the tennis courts.

**Payments:** Indoor Season programs are billed in full in August, with one-tenth of the programming due each month August through May, plus additional incremental charges. Statements are emailed on the 1<sup>st</sup> or 2<sup>nd</sup> of each month. Payment arrangements can be discussed by contacting [beth@guilfordracquet.com](mailto:beth@guilfordracquet.com). All major credit cards are accepted at the Club and on our secure website. All dues are deducted through Electronic Funds Transfer on a monthly basis on the 15<sup>th</sup> unless other arrangements have been made with the Customer Accounts person.

**Rewards:** Those members under annual contract have the right to accumulate rewards in three ways: membership payment in full rather than a monthly payment, those whose referrals to the club subsequently sign an annual membership contract and those who pay more than a threshold amount toward their membership and tennis programs.

**Tennis Attire:** Shirts, bottoms and tennis shoes must be worn while playing. No sandals, flip flops, running shoes or bathing suits for tennis play.

**Playroom Policy:** We request that you leave sick children at home. The playroom is open and supervised during certain hours for children ages 1 and up, and there is no charge while parents or grandparents enjoy their tennis or swimming on the premises.

**Potty Training & Pool Diapers:** If a little one is not potty trained or not fully potty trained, we require that they wear a swimmie diaper COVERED by a re-usable swim diaper, sold at the desk, before entering the pools.

**Season Timeline:** Adult Season Courts, Leagues and Private Lesson Groups are scheduled from September through mid-June.

**USTA Matches** The Club will stay open 1/2 hour after the official ending time of evening USTA matches for teams. Any additional time is at the discretion of the Front Desk staff person. As a courtesy to all USTA players in the match (home and away teams) 15 minutes of complimentary warm up time, or a ½ hour if reserved in advance, but players *may* be bumped for other paying members. Only 2 courts may be used per team. Members have priority over non-members and guest fees do not apply to the visiting team under these circumstances. When players are down on the courts, they will not be bumped off. If desired, additional 30 minute or more increments may be reserved prior to the complimentary time, at the going court rate. It is the policy of GRSC that all USTA players shall be off the courts several minutes before match time and that all players will go down to their designated courts with their opponents at the match starting time.

**Club Seating** The Club lobby and seating areas are for all to enjoy and there are enough seats to accommodate everyone.

**Moderate Drinking** At the urging of our insurance company, any alcoholic drinking must be merely social. Individuals must be mindful of their personal consumption. Bring only non-alcoholic beverages in plastic containers down on to the courts and no glass poolside.

### **Don't Leave Us Hanging!**

**Timeliness** - Please arrive in good time for your tennis programs ~ ready to play at your appointed start time. The other players (and pros in the case of instructional programs) count on you for full enjoyment of the allotted time and program. Standard Leagues: If a member is chronically 10 minutes late (as noted more than once by Front Desk Staff or other players), they will be penalized 3 games for that day's match. Progressive Leagues: If a member is chronically 10 minutes late (as noted more than once by Front Desk Staff or other players), and there is a tie as to who moves down on the court, they will move down, regardless of the prior week's scores.

**Inclement Weather/Make Ups:** If we have to close the Club or suspend programs due to inclement weather we will post the information on our website homepage or you can call our front desk in the summer. We do not automatically follow Guilford school closings, so please check. Prepaid programming make-ups for weather are granted through Make-Up Coupons. Make Up coupons are electronically put on a member family's account in the amount prepaid for a specific program and day, and may be used by anyone in the family for USTA play, open time, private swim or tennis lessons, CAPP, CORE and summer camps by a specific expiration date.

**Court Time Policies:** Courts can be reserved by members up to one week in advance through the desk or online. Open time and lesson reservations must be canceled at least 24 hours in advance to avoid paying for unused court time. Respect the start and end times of reserved court times. Regardless of availability as you will be charged for any additional time used at the going court rate. We have no court fees in the summer.

**Private Lesson Groups:** If you split a spot, and the other half is not filled, please ONLY come when you are scheduled (every other week in most cases). Please email Beth for all scheduling questions and changes. Members can either sub for free for paying members when asked, or pay a one-time fee for open spots. You may play in a group one time to try it out, when asked by a pro, compliments of the Club. If there are only 2 or 3 of you at a clinic, the pro will adjust the lesson plan to accommodate this. If you would rather not have match play with a pro playing, please say so, and other strategies will be implemented to ensure enjoyment.

Private, CORE, CAPP & Paddle Lessons: Non Racquets members pay non member rates at time of lesson. Late cancellations (less than 24 hours) will be charged 50% of the lesson cost. In the event of a private lesson with 2 or more people: If one of the lesson participants cancels with adequate notice with the pro, it is the pro's responsibility to contact the other party and let them know that they can change the format and what the new charges would be (i.e. switch from semi-private to private or from 1 hour to a ½ hour.) Less than 24 hours notice or a no show means a 50% charge. There will be no exceptions unless expressly approved by Sarah or Chris. All recurring lessons are booked for the dates of the current junior session and cancellation policies apply.

Junior Instructional Policy: Junior programs require payment in full upon registration. There are no credits or guaranteed make-ups for missed lessons. See junior flyers for junior playing privileges. Non-members will pay a higher rate for lessons.

Injury Policy: In case of an injury, you may be excused from the date you notify the Club from financial responsibility and attendance. You will receive a pro-rated refund from the date of notification forward, and the Club may now sell your spot to someone else. If you do not wish to forfeit your spot, you are still responsible financially but the Club can help find non-paying subs at no charge. If the club can secure paying subs, we will reimburse you. In either case, we need a Doctor's note for our files. Often, injured parties will find another member of commensurate playing level to take over their play, and to also pay for the course of rehabilitation time: you can notify the Club of this arrangement and we can make billing adjustments, where necessary. Contact Beth for clinics and contact Sarah for season courts. Season court players must notify their court captain as well as the Club, and must make arrangements for a replacement player, or have the other season court players absorb their share of the total court cost.

Withdrawal: In all programs, adult and junior, the participant is responsible for their space in the program from its inception to its conclusion. If they drop out, they will be credited from the date of replacement not the drop out date.

Membership Freeze: If you move away to a second home out of state, you may "freeze" your membership over a period of time, once per 12-month period, paying \$21/month to hold your spot and avoid initiation fees upon your return. Please speak to Beth or Sarah to see if this applies in your situation.

Leagues: League players are responsible for providing their own subs. The Front Desk can find subs, for a small fee. No Show fees may be charged for missing a scheduled tennis time, as it is an inconvenience to the other players.

Season Courts: The season court captain is responsible for the initial court contract and the names of all players participating in their group. Season court billing, rotations and adjustments are done through Sarah. Account adjustments for Season Court changes cannot be made in arrears: keep the club abreast of current or upcoming changes. The Season Court must be paid in full throughout the Indoor Season, and the club can reimburse injured players if their spot is re-sold. Players may be charged a no-show fee for lack of attendance or securing of a sub.

Sub Finding: If you cannot make a scheduled tennis date, it is your responsibility to secure a sub with active membership and of commensurate playing level. If you need a list of subs, please email [desk@guilfordracquet.com](mailto:desk@guilfordracquet.com). The desk can secure you a sub for a \$10 fee. Subbing/playing without membership, or outside of Special Times membership, counts as a guest visit and may incur other charges.

### **What We Must Tell You:**

Buyer's Right to Cancel If I wish to cancel this contract, I may cancel by mailing a written notice by certified or registered mail to the address specified below. If I cancel before my first 12 month period, I may be subject to an early cancellation fee, and be subject to both an initiation fee upon return and will be required to pay my membership in full. The notice must say that I do not wish to be bound by this contract and must be delivered or mailed before midnight of the third business day after I sign this contract. After I cancel, the health club may request the return of all contracts, membership cards and other documents of evidence of membership. The notice must be delivered or mailed to:

Guilford Racquet & Swim Club  
420 Church St.  
Guilford, CT 06437

I may also cancel this contract if I relocate my residence further than twenty-five miles from any health club operated by the seller or from any other substantially similar health club which would accept the obligation of the seller. This contract may also be cancelled if I die, or if the health club ceases operation at the location where I entered into this contract.

If I become disabled, I shall have the option of (1) being relieved of liability for payment on that portion of the contract term for which I am disabled, or (2) extending the duration of the original contract at no cost to me for a period equal to the duration of the disability. I must prove such disability by a doctor's certificate, which certificate shall be enclosed with the written notice of disability sent to the health club. The health club may require that I be examined by another physician agreeable to me and the health club at its expense. If I cancel, the health club may keep or collect an amount equal to the fair market value of the services or use of facilities I have already received.

We hope these policies are clear and appreciate everyone's cooperation.