

GR&SC CLUB POLICIES as of 2/1/2023

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

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 players with a valid credit card on file have account charging privileges.

Guests: Club Members may bring as many guests as they like to GRSC, so long as they are checked in but are responsible for other incurred charges, like court fees. There are no additional guest fees. However, any individual guest is limited to four visits, regardless of host member, between June 1 and May 31. Guest names MUST be registered with the Front Desk, or Swimming Pool Gate, allowing daily guests the same access to the facilities as their host.

Payments: Indoor Season programs are billed as played. Statements are available on the 1st or 2nd of each month. Payment arrangements can be discussed by contacting beth@guilfordracquet.com. All major credit cards are accepted at the Club and on our secure website. All previous month's charges, including membership dues, are deducted through Electronic Funds Transfer on a monthly basis around the 10th.

Rewards: Those members whose referrals to the club subsequently sign an annual membership contract will receive rewards in account credits to use toward specific GRSC programming, with some limitations.

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 supervised during certain hours for children ages 1 and up, and there is no charge while parents or grandparents enjoy their tennis or swimming laps for up to 2 hours on the premises. Playroom use requires advance reservation and there are no-show fees. To reserve a spot for your child in the playroom, please email playroom@guilfordracquet.com a minimum of 48 hours in advance.

Potty Training & Pool Diapers: If a little one is 3 and under, 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 for the Indoor Season and from mid-June until the end of August for the Summer Season.

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, may be available, but players *may* be bumped for other paying members. Only 2 courts may be used per team. Members have priority over non-members. 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.

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. Please leave your court on time to allow for the next group of players.

Inclement Weather: If we have to close the Club or suspend programs due to inclement weather we will post the information on our social media sites. We do not automatically follow Guilford school closings, so please check.

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 open time court fees in the summer, nor outside year-round.

Silver Members: Those who hold Silver membership may play paddle and pickleball any time. They are restricted to tennis, on all tennis courts all year round to these times: Weekdays 6:30-9 am, 12-3 pm; Weekends after 2 pm. These memberships have been grandfathered in and are not available for new members anymore.

Private Lesson Groups: If you split a spot, and the other half is not filled, please ONLY come when you are scheduled. Please email Chris for all scheduling questions and changes. Players billed at the time of play.

Private, CORE, CAPP & Paddle Lessons: Non-Members pay non-member rates at time of lesson or add a valid credit card to your account. Members have preferential placement with adequate notice. All recurring lessons are booked for the dates of the current junior session and cancellation policies apply. If you cancel less than 24 hours in advance for a CORE program, you will pay both a sub finding fee and the class cost.

Junior Instructional Policy: Junior programs require payment in full upon registration. There are no guaranteed make-ups for missed lessons, but you may receive loyalty dollars for the value of one missed class per season (excluding Summer Tournament Team). Non-members will pay a higher rate for lessons. Junior playing privileges apply to junior members (up to age 23). Any missed pre-paid program as a result of club closure will be credited in Loyalty Dollars to the GRSC account.

Injury Policy: In case of an injury, you may be excused from the date you notify the Club from financial responsibility and attendance. Contact Beth for clinics and contact Sarah for season courts. Season court players must notify their court captain as well as the Club. You may or may not get the same spot back. We need a Doctor's note for our files.

Withdrawal: In all season-long programs, adult and junior, the participant is responsible for their space in the program from its inception to its conclusion.

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 12month period, paying \$22/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.

Season Courts: The season court captain is responsible for the initial court commitment and the names of all players participating in their group. Season court rosters are done through Sarah. The club should be notified of any changes to players or schedule.

Sub Finding: If you cannot make a scheduled tennis date on a Season Court or PLG, it is your responsibility to secure a sub with active membership and of commensurate playing level. If you secure a sub and tell the desk, the sub will pay and you have no fees. The desk can secure you a sub for a \$12 fee. With more than 3 days notice, that is your total fee. With less than 3 days notice, you will pay the sub finding fee and the court cost. We suggest you plan ahead! Subbing/playing without membership, or as a Silver member, counts as a guest visit and may incur other charges.

No Show/Late Cancellation Fees: For most groups, 1st time an email with policy, 2nd time ½ price, 3rd time full cost, 4th time potential restrictions. Season Long groups (SCs, PLGs, junior groups): charged for cost of play. No Cost Groups, 1st time warning, 2nd time \$5, 3rd time \$15, 4th time potential restrictions.

CANCELLATION AND REFUND

The member understands that membership is continuous and requires no annual renewal and that the membership is in effect for a minimum of twelve months. Thereafter, the membership will automatically renew on a month to month basis. If a member decides to cancel membership (after the initial twelve months), the person will provide the Club with written notice to cancel the membership two weeks prior to renewal date. In addition, the membership may automatically cancel after the initial twelve-month period if payments are not up to date, or at the discretion of the Club.

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