

## AMY YEE TENNIS CENTER ● POLICIES AND PROCEDURES

Knowledge of and adherence to Tennis Center policies are your responsibility. The Tennis Center appreciates your cooperation.

- Reservations will be taken between the hours of 7:15am and 9:00pm (closing times change seasonally), seven days a week. The Tennis Center operates on a 6-day advance reservation system. For example, if today were Monday, you could reserve a maximum of one court per day for yourself only through next Sunday.
- Reservations may be made in person using proper identification and phone number, or over the phone with the purchase of an annual reservation number (\$55).
- Anyone who has made a reservation and fails to appear shall pay a penalty equal to the current singles rate, or future play will be denied.
- Anyone who cancels a court reservation less than 24 hours prior to their starting time will be charged the current singles rate for that court if it is not sold. No-shows or canceled reservations for private or semi-private lessons without 24 hours advance notice will be billed at the current private lesson rate.
- Continued failure to follow court reservation policies may result in reservation cards being revoked.
- All court and private lesson fees must be paid PRIOR to taking the court. Reserved courts that have not been claimed and paid for 10 minutes after the scheduled playing time will be released to waiting parties.
- *Three* players using a court will be charged the doubles usage price.
- **Only Amy Yee Tennis Center instructors are authorized to teach at the facility.** Outside instructors will be asked to leave the facility, and reservation cardholders may have their privileges revoked.
- Payment or fees for all Tennis Center programs (flights, group lessons, etc.) must be made by the designated payment deadline each registration period in order to ensure enrollment in that program.
- All program refunds require a Refund Request form (avail at front desk) and are subject to approval of a supervisor. All pro shop items are non-returnable.
- The maximum number of balls used on any court, other than Tennis Center programs, will be **SIX**.
- Unattended children under age 8 are not permitted to remain courtside or in the lounge & lobby areas.
- Appropriate athletic attire must be worn on the court while playing. Shirts must be worn on indoor courts. Tennis-soled shoes are required on all courts. No running shoes are allowed, regardless of the sole color.
- Water is the **ONLY** liquid permitted on the courts. No food, gum, or tobacco is permitted on the courts.
- No spitting (include in the drinking fountain), swearing, racquet throwing or hitting on court surfaces, nets, or backdrop curtains.
- All tournament players and spectators are expected to follow the USTA Code of Conduct; if anyone at any time behaves disrespectfully toward others, they will be asked to leave the facility. Depending on the severity of the behavior, individuals may be banned from any future use of the facility.
- Players failing to comply with these policies & procedures will be asked to leave the facility without refund.