



# CLUB POLICIES

## MEMBERSHIP

- ★ Annual memberships require a 12-month initial contract to be signed.
- ★ Early cancellations of annual monthly memberships will be charged a cancellation fee of 50% of the remaining dues.
- ★ Annual prepaid memberships may not be cancelled early.
- ★ All memberships with the exception of annual prepaid require an initiation fee. If a membership is cancelled for any reason, a new initiation fee will be required to re-join the club.
- ★ In order to have a house account, all members are required to have a credit card on file. Members without a credit card on file must remit payment at the time of services rendered, items purchased, or activity enrollment.
- ★ All monthly memberships are required to have a credit card on file.
- ★ Multiple memberships for family members that are started within a (1) month time period will only be charged one initiation fee.
- ★ Family memberships include all children ages 18 and under residing in the home. Children ages 23 and under who are enrolled in college may also be included.
- ★ Senior membership is for ages 60+.
- ★ Individual memberships may be upgraded at any time to family. Upgrades are considered a new contract. Any change in membership after 30 days will require a new contract.
- ★ Persons with a membership on hold or who are not paying dues for any reason are not considered members.
- ★ Memberships may only be placed on hold for injury and must have a valid doctor's note.
- ★ Cancellation of all memberships requires a 30 day written notice. Notice may be submitted via mail, email, or by completing a cancellation form in person. Notice of cancellation must be received 30 days prior to the end of the month. Member accounts must be paid in full before cancellation is complete, including any fees accrued during the notice period.
- ★ Five Star Tennis Center reserves the right to terminate at management's discretion the membership of persons determined to be detrimental to the safe operation of the Club.
- ★ Membership prices are subject to change with a 30 day written notice.

## **GUESTS**

- ★ Guests must be accompanied by a member.
- ★ Members are responsible to the club for any unpaid fees incurred by their guests, as well as the appropriateness of attire, and conduct of guests.
- ★ All guests must register at the Front Desk and sign the assumption of risk waiver.
- ★ The guest fee is \$10 per visit. The guest will still incur the standard court fee.
- ★ All guest and court fees must be paid prior to stepping on the court.
- ★ There is no limit on the number of times a person may be a guest.
- ★ Members may bring up to 3 guests at a time.
- ★ Spouses and family of members are considered guests and are subject to applicable guest fees and court usage fees.

## **COURT RESERVATIONS**

- ★ Only members may reserve courts.
- ★ Members must have a credit card on file in order to reserve courts online.
- ★ Courts may be reserved up to 14 days in advance.
- ★ Members are required to provide the names of all persons who will be on the court, including guests, at the time the reservation is made or prior to the start of the court time.
- ★ All members and their guests must check in at the Front Desk prior to walking on the court.
- ★ All court fees must be paid prior to walking on the court for any member or guest that does not have a valid credit card on file.
- ★ A parent/guardian may be on court with their child at no charge as long as the parent does not have a racquet in hand. If a racquet is put in hand, court fees and guest fees will apply.
- ★ Players wishing to extend their reservation beyond the completion of their scheduled time must report to the Front Desk for a new court assignment and pay any additional fees.
- ★ Reserved courts are forfeited to waiting players if the reserving players have not arrived 15 minutes after the reservation time.

## **COURT CANCELLATIONS**

- ★ Reserved courts must be cancelled at least 24 hours in advance to avoid court cancellation fees.
- ★ Any cancellation less than 24 hours in advance will be assessed the applicable court fee of 50%.
- ★ Any “no show” for court reservations will result in a court cancellation fee of 100%.
- ★ WiKaDuKe reservations cancelled less than 24 hours in advance will be billed in full.

## **PRIVATE LESSON CANCELLATIONS**

- ★ Lessons cancelled less than 24 hours in advance will be assessed a 50% cancellation fee.
- ★ “No show” lessons will be assessed the full cost of the lesson.

## **CLASS REGISTRATION**

- ★ All registrations are accepted on a space availability basis.
- ★ Payment is due in full at time of reservation.
- ★ We accept cash, check, MC, Visa, Discover Card and American Express.
- ★ A student may not withdrawal from a class after the start of the session.
- ★ If a player withdrawals from a class prior to the first day of the session, a refund of the registration fee can be issued in lieu of account credit.
- ★ If a student enrolls after the start of the session, a pro-rated fee will be charged.
- ★ A signed liability waiver must be on file.
- ★ The class fee is non-refundable and non-transferable to other activities, i.e. lessons, tournaments, court fees, etc., except as follows:
  - For any injury preventing tennis training and competition, a pro-rated credit, less a 10% processing fee, shall be given for the dates specified by a written doctor’s statement explaining the nature of the injury and duration.
  - Illness / sick days are covered under the Five Star Tennis make up policy.
  - A pro-rated refund or credit shall be issued to a student who is asked to withdraw from a class due to not meeting level requirements.
  - No refunds will be issued after the start of the session for any reason.
- ★ If a class fails to meet the minimum enrollment, it may be cancelled and players will be asked to transfer to another class.
- ★ Acceptance into a class is based on meeting qualification as noted on class description. Five Star Tennis reserves the right to move a student into a more appropriate level class after a session has begun.
- ★ There will be a Priority Registration period before every session for students already enrolled in classes.
- ★ Dropping in to classes is not allowed.

## **JUNIOR CLASS MAKE UPS**

- ★ A player may receive three make ups, per class enrolled, per session.
- ★ Make ups are not guaranteed.
- ★ Players may not make up a class by attending a different day.
- ★ Make ups may only be done during scheduled make ups or make up match play days.
- ★ Make ups may be done in any session of the indoor season.
- ★ Make ups do not carry over from the previous indoor season.

## **ADULT CLASSES**

- ★ There is a minimum and a maximum enrollment for each class.
- ★ If a class fails to meet the minimum enrollment, it may be cancelled and players will be asked to transfer to another class.
- ★ Advance registration in a class must be reserved on the “Schedule a Drop In” link on our website.
- ★ 24 hour notice of cancellation is required if you cannot make a scheduled class. If 24 hour notice is not given, the full amount of the class will be billed if the spot cannot be resold.
- ★ Participants not reserving a class spot in advance will not be able to attend if a class is fully reserved.
- ★ **There are no make ups allowed for adult programming.**

## **PARKING LOT**

- ★ Designated handicapped spots are for placarded handicapped persons exclusively.
- ★ There is no parking in the Drop Off lane. The drop off / pick up lane is for active loading and unloading of students.
- ★ There is NO STOPPING, STANDING, or PARKING in traffic lanes.
- ★ Five Star Tennis Center is not responsible for lost or stolen items.

## **LOCKER ROOMS**

- ★ Cell phones are not to be used at any time.
- ★ Return towels to hampers upon departure.
- ★ Daily lockers must be emptied upon departure.

## **SNOW DAY POLICY**

- ★ We may not follow the school cancellation schedule as often roads are clear by the time our programming starts. The Tennis Director will decide whether to hold programming. You can call the Club to inquire the status. We will post cancellations to Facebook and will send out a mass email.

## **ATTIRE**

- ★ Proper tennis attire is required.
- ★ Shirts and non-marking tennis shoes are required.
- ★ Blue jeans, bathing suits, cut offs or any shoes that leave marks on the court are not allowed.

## **GENERAL**

- ★ Private and semiprivate lessons may only be taught by Five Star Tennis employees.
- ★ Courteous tennis etiquette should be observed at all times. Good sportsmanship and consideration for others is the rule of club play.
- ★ Five Star Tennis Center is a NO Smoking facility.
- ★ All lost and found items will be turned in to the Front Desk and will be discarded after 14 days.
- ★ Five Star Tennis Center is not responsible for lost or stolen items.
- ★ Non-tennis playing children are not allowed on the tennis courts while parents or guardians are playing.
- ★ Children may not be left unattended anywhere in the building.
- ★ Pets are not allowed in the club at any time.
- ★ Parents must remain in the viewing areas during all lesson/class times.
- ★ Players may only bring water on the courts. Sports drinks, coffee, sodas and food are prohibited from the courts.
- ★ Cell phones should be silenced while you are on the courts.
- ★ Five Star Tennis Center management reserves the right to remove members, guests or visitors from the courts or viewing areas for behavior that is deemed detrimental or disturbing to the Club and other players.

## **CLUB HOURS OF OPERATION**

- ★ All hours of operation are subject to change. Please consult the website or the Club Information page for current hours.

**FIVE STAR TENNIS CENTER RESERVES THE RIGHT TO AMEND ALL POLICIES  
WITHOUT PRIOR NOTICE.**

