



# South Towns Tennis & Village Glen Tennis Clubs September 2010

## POLICIES, RULES AND PROCEDURES

1. Members are required to check in and present their key tag at the front desk upon entering the Club.
2. Key tags may not be loaned to anyone. There is a \$5.00 charge for replacing a membership key tag.
3. House charge privileges will be extended to previous members in good standing as of June 1<sup>st</sup>. All house charge privileges for new members will be secured by a credit card.
4. Student memberships must be guaranteed in full by parent or guardian for students to have full charging privileges.
5. **STTC ONLY:** A monthly statement will be mailed and/or emailed out to all members with account activity on the first of each month from August to May. A final bill will be mailed or emailed on May 1<sup>st</sup>. **All house charges must be paid in full by May 10th. Cash or cash equivalents will be accepted for services during the off season months of May – July. All accounts not paid in full within 30 days will be forwarded to our attorney for collections. Any attorney fees incurred for the collection of past due amounts together with costs of collection shall be the responsibility of the member.**
6. **VG ONLY:** A monthly statement will be mailed and/or emailed out to all members during the regular season (September – May) on the first of each month. At no time shall member accounts have balances greater than \$ 1,000 for more than 30 days. **Any such accounts will be forwarded to our attorney for collections if not paid in full within 30 days. Any attorney fees incurred for the collection of past due accounts together with costs of collection shall be the responsibility of the member.** All regular season charges must be paid in full by June 10<sup>th</sup>.
7. For house charges not paid in full, a 2% finance charge will be assessed on outstanding balances on the first of each month. **To avoid finance charges, please pay your balances in full each month, no later than the last day of each month.** Finance charges shall not be waived. Nonpayment of finance charges may be cause may lead to suspension of house charging privileges.
8. **Make Up Policy for Junior Development/Adult Programs – There are no guaranteed makeups. The club will do its best to accommodate a makeup. Any scheduled makeups must be made with advance notice during the registered session only. No drop-ins are permitted as we must maintain an optimal instructor/student ratio. No refunds or prorating for missed sessions as fees are charged per session and not by lesson.**
9. All guests and non member reserved court subs must register and sign a Club Waiver and Release Form. Guests and Subs are limited to 4 visits per season, September – August. Guests playing during Open Court Time are subject to a \$5.00 guest fee plus fee for indoor court time. VG Only: Clay court guest are subject to a \$10 guest fee, outdoor court fee does not apply.
10. Proper attire, including tennis shoes and shirts must be worn at all times. No street shoes on the courts.
11. Tennis reservations may be made one week in advance. Players must relinquish courts without delay when time expires. Court cancellation must occur at least 24 hours in advance without penalty. Full charges will be incurred by members for unused court time.

12. **STTC ONLY:** Beer and Wine are available for purchase. Valid picture ID and age over 21 is required for service.
13. All food and beverage except water consumed in the Club must be purchased at the Front Desk or from vending machines.
14. No food or beverages, except water, are allowed on the courts. This policy will be strictly enforced.
15. South Towns Tennis and/or the Village Glen Tennis Clubs is/are not responsible for items lost or stolen at the club. South Towns and/or the Village Glen maintains a Lost and Found where items are kept for 8 days, after which they are donated to charity. All lockers must be vacated by June 30<sup>st</sup>, for cleaning, maintenance and repair. Unclaimed property will be donated to charity.
16. South Towns Tennis and/or the Village Glen reserve the right to modify Club(s) hours of operations. Changes in operational hours include, but are not limited to seasonal adjustments during the summer and holidays.
17. The front doors are locked at closing time when the courts are to be vacated. Members must leave the club within 30 minutes after closing time.
18. Members using the clubs' child care room must call and make a reservation 48 hours in advance. If no reservations are recorded by 5:00pm the previous day child care room will not be staffed. Members must adhere to all child care policies and procedures.
19. Children under the age of 12 may use the tennis courts if they are members of the Club and are accompanied by an adult or in a supervised program.
20. Children are expected to behave appropriately and respectful of the clubs' staff, furniture, fixtures and courts.
21. An Individual Membership is available to anyone 18 years of age and over.
22. A Student Membership is available to anyone 17 years and under or an individual with a valid college id (not exceeding 26 years old.)
23. Family memberships shall consist of husband and wife and children under the age of 18 years of age living in the same household.
24. The Club reserves the right to terminate membership, deny membership/guests with a known or disclosed disability from participation in an activity if that member/guest's participation would result in a direct threat to the health or safety of that individual or others.
25. The Club reserves the right to terminate membership of any member for any reason, including, but not limited to, failure to pay any amounts owed under the Membership Agreement, violation of the Club's Policies, Rules and Procedures, failing to register at the front desk, engaging in conduct which management deems inappropriate or disruptive to other Club members or staff or making false representations of information contained in the Membership Agreement. Terminated members will be required to immediately return their membership card to the Club. The terminated member will remain liable for all membership dues and other indebtedness incurred prior to receipt of the membership card by the Club. Membership refunds will not be made.
26. Each member shall comply with the Policies, Rules and Procedures of the Club in effect. The rules contained herein are not inclusive: amendments to the Policies, Rules, and Procedures may be made from time to time as necessary. On all questions regarding the interpretation of said Policies, Rules and Procedures, the decision of the Club shall be final.
27. These Policies, Rules and Procedures are subject to change without notice and are available from the Front Desk. The mailing to members or the posting in a conspicuous place in the club, of any amendments, additions or modifications to the Policies, Rules and Procedures will constitute written notice for this purpose. Any such amendments, additions, or modification shall become effective on the date specified in the notice.