



## South Towns Tennis & Village Glen Tennis Clubs Policies, Rules and Procedures

Effective September 1, 2021

1. **\*NEW\* All members and guests are required to sign a COVID-19 Waiver in order to play at either club.**
2. **\*NEW\* ALL MEMBERS ARE REQUIRED TO ADHERE TO THE CLUBS' COVID-19 SAFE-PLAY PROTOCOL. THE COMPLETE PROTOCOL IS LISTED AT [WWW.WNYTENNIS.COM/COVID-19](http://WWW.WNYTENNIS.COM/COVID-19)**
3. Members are required to sign a membership agreement prior to the start of each indoor tennis season to receive membership benefits.
4. **\*NEW\* TOUCHLESS PAYMENT WILL BE IMPLEMENTED THIS FALL DUE TO COVID-19. ALL HOUSE ACCOUNTS REQUIRE AN ESTABLISHED EFT AGREEMENT AND CREDIT CARD ON FILE. ON THE 6<sup>TH</sup> OF EACH MONTH THE MEMBER'S HOUSE ACCOUNT WILL BE PAID IN FULL BY CUSTOMER'S CREDIT CARD ON FILE.**
5. No monthly invoices or statements will be mailed except for an opening invoice in August and a closing statement in June. **CUSTOMERS MAY LOG INTO THEIR ACCOUNTS AT ANY TIME TO REVIEW OUTSTANDING BALANCES. CUSTOMERS HAVE UNTIL THE 5<sup>TH</sup> TO PAY ONLINE. ON THE 6<sup>TH</sup> OF EACH MONTH THE EFT PROCESSING WILL CHARGE CREDIT CARDS FOR ALL PREVIOUS MONTH'S OUTSTANDING INVOICES.**
6. Members are required to check in at the front desk upon entering the Club.
7. Aging Policy: Membership will be suspended if account balances exceed \$750 at South Towns and \$1,200 at VG.
8. If an EFT is declined, a 2% finance charge will be assessed on outstanding balances on the last day of each month on all accounts.
9. Student and Junior memberships must be guaranteed in full by parent or guardian for students to have full charging privileges.
10. **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. Once the session begins no refunds will be issued.**
11. All guests and non-member reserved court subs must register and sign a Club Waiver and Release Form **prior** playing on the courts. 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: Outdoor court guest are subject to a \$10 guest fee; outdoor court fee does not apply.
12. Proper attire, including tennis shoes and shirts must be worn at all times. No street shoes on the courts.

13. **Tennis reservations may be made one week in advance. Players must relinquish courts without delay when time expires. Open court time must be cancelled at least 48 hours in advance without penalty. All Drill Clinics and Match Plays must be cancelled at least 24 hours in advance without penalty. Members will incur full charges for no-shows, unused court time, Drill Clinics and Match Plays not cancelled in allotted policy timeframe.**
14. **STTC ONLY:** Beer and Wine are available for purchase. Valid picture ID and age over 21 is required for service.
15. No food or beverages, except water, are allowed on the courts. This policy will be strictly enforced.
16. 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 maintain 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.
17. 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.
18. 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.
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 to be 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 in college with a valid college id (not exceeding 26 years old.)
23. Family memberships shall consist of spouses and children under the age of 18 years of age living in the same household.
24. A Junior Membership is available to anyone 17 years of age and under.
25. 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.
26. 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. The terminated member will remain liable for all membership dues and other indebtedness incurred.
27. 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.
28. 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.