

TENNIS / PICKLEBALL COURT ETIQUETTE - Fall 2023

- The following is in place to help ensure:
 - Our members are receiving fair and equitable booking privileges
 - Courts are being well utilized
 - Courts & Equipment are being respected and taken care of

Members not adhering to court etiquette will forfeit their court privileges immediately.

COURT ETIQUETTE:

- **Clean INDOOR Court Shoes** – members found NOT changing shoes upon entry to facility will lose court privileges
- No Food, Drinks or Gum on courts - water only
- Leave the courts prior to next booking time slot
- Do not enter a court while players are playing, if players have stopped, ask if it is OK
- Enter the door of the court you have booked only
- Use soft voices while waiting for your court
- Return divider nets after use
- Remove your garbage
- Please put your pickleball nets back to the designated & marked spots
- DO NOT EXIT using tennis doors - the doors do not secure. This poses a security risk for the club, staff, and members - homeless have wondered into warm and sheltered places
Members leaving from tennis doors will lose court booking privileges.

COURT BOOKING: Members must be Bronze Lifestyle or Bronze Lifestyle Plus to have access to the tennis and pickleball courts. We have waitlist for both 5 day and sameday bookings privileges.

- NEW: Non-members will no longer have access to the courts
- Members are to book, edit and cancel their own courts. Front desk cannot make changes.
- A week is from Monday - Sunday
- Courts can be booked and cancelled on the court reserve app 24 hours a day
- Court Options: Singles 2 / Doubles 4
- Singles can be booked with 2 – 3 players names.
- Doubles can be booked with 4 – 6 players names
- Courts are to be booked based on your intention of play. Singles or Doubles
- Members are not to book singles back-to-back
- All member names are to be on court booking at time of booking
- Members cannot add members with same day booking to a prebooked court , all changes must be done before the 24 hour in advance.
- Members on courts must match names in our court booking system
- Members are not to be on the courts unless they have a court booked

CANCELLATIONS:

- Cancellation is 24-hour notice without penalty
- Members are to cancel their own courts at all times.
- Late Cancel / No Show Fee is charged to person who booked the court.
- After your 2nd late cancellation, you lose your booking privileges.
- If you have an emergency and need to cancel late, cancel your court and THEN email info@GlobalFitnessKelowna.com

5 DAY & SAME DAY BOOKING

5 Days in advance booking privilege

- Limited spaces – currently we have a waitlist
- Courts can be pre booked in advance with other members that have 5 days in advance booking
- Members can have 2 court reservations at any one time
- 1 reservation per day – League, Pickleball All Play or a Reservation
- 5 hours prior to an empty court – no policies apply for members
- 7am – 5 days in advance court booking opens.

Same Day booking privilege

- Limited space – currently we have a waitlist.
- 7 pm the night prior courts can be book for next day
- 5 hours prior to an empty court – no policies apply for members

5 Hour Out

- Membership required
- Booking is 5 hours prior same day if an empty court

COURT TIMES:

- Tennis 6am – 2pm
- Tennis 4pm – 10pm (7pm on weekends)
- Pickleball 6am – 9am
- Pickleball 12pm – 10pm (7pm on weekends)

COURT NAMES: Please book in this order !!!!!

- Tennis on Tennis Courts 1 then 2 then 3
- Pickleball on Pickleball Courts 3a/3b then 2a/2b then 1a/1b,

- When arriving at the club to play – please scan your member key tag on both scanners up front.
- **All members on courts must check into the court**, not just the booking person.
- **Members not checked in are subject to the NO SHOW Fee**
- Currently the system does not offer waitlist

BALL MACHINES: Tennis & Pickleball

- Members can book ball machines 5 hours prior on an empty court online
- Names are: Pickleball Machine & Tennis Ball machine
- We have a \$5 fee for use of the ball machine to cover batteries, repairs, and balls replacements.
- We have 50 balls in each ball bag – please ensure all balls are returned
- Ball Machines & Balls will be kept up front and locked – **please see FRONT STAFF upon arrival to unlock and charge account**
- Members/Staffs account will be charged at pick up
- Return machine & balls to front after play

LEAGUES:

- 1 league per member
- Members are to find their own subs at same level to cover
- Members not finding subs will forfeit future league play as it is not fair to waste the court time for other members.
- If all courts are not being used for league, please contact front desk so we can add courts back to the booking system for other members.
- It is up to member if they want to recover cost of league from sub