

Court Etiquette

Please:

- Arrive on time and wait until your booked time to enter court
- Be courteous to those who are booked on the court when entering or leaving
- Leave court as quickly as possible at the end of your booking
- Wait for a break in play before retrieving a ball

Coaching Policy

- Only Global approved coaches are authorized to coach
- Coaching behaviour includes but is not limited to: Providing verbal, visual, and physical instruction, setting up and executing drills (e.g., feeding balls to players)

Footwear

- Proper court footwear must be worn at all times – non court footwear can damage the court surface

Food & Drink

- Food is not permitted on court – No chewing gum
- All drinks must be contained and sealed to prevent spillage – No pop or coffee

Housekeeping/ Garbage

- Dispose of garbage before leaving court. Ensure area left tidy for others.

Security

- Please exit through main entrance – DO NOT use emergency doors by courts

Violations of Policies

If there are violations of our policies, we will follow these procedures:

- Outreach from a manager
- Formal written/email warning
- Membership impact at the discretion of management

Court Booking & Leagues

- **1 reservation per day** – including league play or pickleball all play.
- When booking court within 24 hours – please choose same day court reservation.
- 1 league per member across both sports
- Members are to scan both scanners upon arrival for reservations & private lessons. Not scanning in will be considered a NO SHOW – and court privileges cancelled.
- Members are to book, edit and cancel their own courts
- Court Options: Singles 1 hour / Doubles 2 hours
- Member names who are playing must be on court reserve booking
- Court Edits - Members can edit reservations – up to 24 hours in advance/winter & 1 hour in summer
- Tennis courts are to be booked Court 1 then 2 then 3
- Pickleball courts are to be booked 3a/b, then 2a/b then 1a/b

Booking Privileges – Fall 2025 – **We are working on all members paying current rates having the 5 days in advanced booking -we will be watching court bookings and adjusting as needed.**

- 5 Days in advance booking privilege open at 7am – members need to be at current rates & have a lifestyle membership. Current rates adjusted in January annually.
 - Members can have 2 court reservations at any one time.
- 3 Days in advance booking privilege – opens at 7am – members need to be at current rates & have a lifestyle membership. Current rates adjusted in January annually.
 - Members can have 2 court reservation at any one time.
- Same Day in advance booking privilege
 - 7pm –the night prior courts can be booked for the next day – members not at current rates.
- 5 Hour Out
 - No rules apply if we have an empty court anyone with court reserve can book it

Cancellations/No Show – 24 hours required

- Members are to cancel their own courts, no exceptions.
 - If you have an emergency, please cancel your court ASAP and then email info@GlobalFitnessKelowna.com regarding your emergency to request your penalty to be removed
- Late Cancel /No Show Fee charge is \$10 per person
- After your 2nd, No Show or Late Cancellation, your court privileges will be suspended.

Court Times

- Tennis 6am – 2pm & Tennis 4pm – 10pm (7pm on weekends)
- Pickleball 6am – 9am & Pickleball 12pm – 10pm (7pm on weekends)
- 5 hours prior if there is an empty court – pickleball or tennis can be booked anytime

Tennis & Pickleball Machines

- Members can book ball machines 5 hours prior
- We have a \$5 fee for booking the ball machine, this includes solo use or using your own machine/balls
- Ball Machines– Please see customer service upon arrival to pick up balls and key