Marcus Lewis Racquet Club Policies for Clients

Effective October 19, 2026

Membership

- Players wishing to participate in MLRC programs (as a regular player or as a sub) must have an active membership..
- MLRC membership is also required to book a court and to take a private lesson.
- Non-members are allowed to participate in social play, such as tennis mixed doubles and pickleball open play, for an additional $10 fee.
- Payment is taken at the time of purchase of a membership.

Court Reservations

- MLRC membership is required to reserve court space.
- Court fees are posted on the MLRC website. They vary by location and are reduced for off peak hours.
- Courts fees may be paid by the reservation owner or split equally among members.
- Payment is NOT required at time of registration court bookings The charges will appear on statements generated on the 1st of the month.
- Court reservations may be made via the MLRC portal or app or by calling the Front Desk, up to seven days in advance.
- Court reservations cannot be cancelled within 24 hours of the court booking.

Guest Fees

- Members may invite a guest to the club for a court booking, but the member must host the court. Members can have three guests per month. Guests may visit five times per year.
- Members are responsible for the guest's portion of the court fees and an additional $18 court fee.
- Court reservations must include all players, including adult and junior guests.
- Prospective members may try out the facility one time without a guest fee.

Inclement Weather

- MLRC staff will update our Weather Line: 978-264-8349 x.1 with updates to court conditions, clinics, and programs.
- Updates are also available on the MLRC app.
- A credit to your account will be issued in the event a court reservation or program is cancelled.
- If it starts to rain during a class that has already started, a full credit will be issued if less than 50% of the class has taught. If more than 50% of the class has been taught, the credit will be prorated based on the timing of the rain.

Private Lessons

- Players must have an active membership to schedule a private lesson.
- You can request a private lesson by contacting the coordinator for adult tennis, junior tennis or pickleball directly.
- Recurring private lesson days/times are guaranteed *only* for the *current* session in which they are scheduled. Separate arrangements must be made to schedule lessons for the following session.
- Unless a player provides at least 24 hours notice to cancel/reschedule a lesson, they will be charged the lesson fee.
- If the MLRC has to cancel a private lesson, there will be no charge to the member.

Clinic Registrations

- Players must have an active membership to register for a clinic.
- To register for a clinic, contact the coordinator for adult tennis, junior tennis or pickleball directly.
- Payment will be taken at time of registration for clinics or participation as a sub in a class.
- All registrations are final; refunds will not be granted in the event of player withdrawal. A credit may be issued if a replacement is found.
- Clinics are confirmed/scheduled with a minimum of three registered players.
- Class time may be abbreviated due to player prorate dates (see Abbreviated Class Policy below.)
- Players may request to prorate a class if there is a known conflict prior to their registering for a clinic.
- Once a player is registered, we do not allow changes to prorate dates.
- There are no credits/refunds offered for a missed class.
- In the event of a serious injury or illness (lasting three weeks or more), a request to withdraw or pause attendance can be submitted to the coordinator and reviewed by management. A credit may be issued for unused classes.
- If the MLRC has to cancel a class, a credit will be issued within two weeks of the cancelled class.

Group Activities

- All tennis and pickleball group activities have a 24-hour cancellation policy.
- Most group activities have online registration available on the MLRC portal or app.
- Clients will be charged for any group activities cancelled with less than 24 hours' notice.

Abbreviated Class Time

- The minimum clinic size is three registered/paid players. We reserve the right to abbreviate a clinic if the roster dips below three paid players for a particular date as follows:
- 90-minute clinics are reduced to 60 minutes if less than three paid players & to 30 minutes if only one paid player is on the roster.
- 60-minute clinics are reduced to 30 minutes if less than three paid players are on the roster.

Team Placement

We have very specific procedures to ensure that players understand how our program works and that there is no favoritism between players/pros. The process depends on the league but is always smooth, simple and transparent.

Billing

- All clients are required to keep a valid payment method on file in their account. Failure to comply may result in a suspension of your membership and program participation.
- MLRC uses a "statement" billing process for all members.
- Clients are sent a statement via email on the 1st of each month for all charges that occurred in the previous month, including those incurred by any family members.
- Clients have until the 8th of the month to review the statement and contact us with any questions or make payments.
- Any remaining statement balance will be automatically charged to the method of payment on their account on the 8th of the month.
- Clients may view their statement at any time by logging into their MLRC account.
- Any questions about billing should be directed to our Business Manager at billing@marcuslewisenterprises.com or 978-264-8349, ext. 2.

Tennis Player Evaluations

- Players who do not have a verified USTA rating or have not been evaluated by a MLRC teaching professional must be evaluated before registering for a clinic.
- An evaluation is not required for players registering for a Beginner Clinic.
- Evaluations are complimentary and take about 15 minutes.
- Players registered in clinics should speak to their teaching pro if they would like to be considered for a different level clinic.

Court Etiquette

- Clean, dry shoes should be worn on the courts.
- Please try to keep the noise level down as a courtesy to other players.
- Always wait until a point is over to cross behind a court.
- Do not play beyond your allotted time. This is strictly enforced.