



Weston Racquet Club Policies

At Weston Racquet Club (WRC), we are committed to creating a "Great Tennis, Great Teaching" environment. To do so, it is necessary to establish a set of policies and related procedures. While not covering every circumstance; the following includes many frequent

topics we encounter and the most vital to the successful operation of WRC programming. Should questions, comments or suggestions related to these or other policies and procedures come to mind, please address them directly to our Front Desk Staff.

COURT USE

Check In: Indoor / Outdoor Courts – Players must enter Weston Racquet Club through the main lobby entrance and check in with our Member Service Staff prior to proceeding to the indoor / outdoor courts.

Court Assignment - WRC reserves the right to change (move) any court assignment to optimize utilization of the courts.

Pro Assignments - WRC reserves the right to substitute an instructor should circumstances arise that make it necessary. Teaching professionals who are not WRC employees are not permitted to teach on Club premises.

Court Etiquette - Players are asked not to occupy their assigned court until their scheduled court time begins and to vacate the court when their assigned court time is completed. Balls should be removed from the court before leaving. Players should refrain from loud or long distance conversations so they do not distract players on adjacent courts. Profanity will not be tolerated.

Tennis Attire - Neat tennis attire and tennis shoes are required. Shoes must be non-marking and flat soled. The club reserves the right to remove anyone from the courts should their dress be unacceptable. Clothing changes (shirts in particular) are prohibited on court; please use our locker rooms.

Food & Drink - Players are prohibited from bringing food and drink on the courts.

Spectators - Spectators are asked to watch play through the windows of the viewing lounge. Only players are allowed on the courts; benches on the court are for players only.

Cell Phone Use - Use of cell phones is prohibited on the court.

Teaching Equipment - Teaching equipment (including carts, hoppers, balls, etc.) is reserved for use by WRC professional instructors only. The use of other equipment by members on WRC courts is prohibited.

Non WRC Teaching Pros - Non WRC teaching pros are prohibited from teaching on WRC courts without a contractual agreement with management.

PAYMENT / RESERVATION POLICIES

24 Hour Cancellation Policy - Cancellations must be made 24 hours or more in advance of the scheduled appointment time. Anything less will result in full charge.

Scheduling / Re-scheduling - Booking, cancelling and / or re-scheduling tennis reservations must be done through the Member Services personnel, either in person or by calling (203) 226-3349. Tennis Professionals CANNOT relay information to the front desk regarding reservations.

Deposit – A \$500.00 (per court hour) deposit is required to reserve any adult / junior seasonal package lesson, clinic, instructional or play program. Deposits are non-refundable and non-transferable after June 1st.

Early Bird - Early Bird payments are fully refundable until June 1st. The deposit-equivalent portion of the Early Bird payment is non-refundable and non-transferable after June 1st.

Seasonal Invoices – Full payment is due on or before the first day of the seasonal reservation.

Per Diem Reservations / Invoices - Per Diem lessons and open court rental reservations are based on pro and court availability and can be made no more than 72 hours in advance. These reservations require a credit card on file and payment is due the day of the lesson/court time.

Refund / Credit – There are no refunds or credits for adults / juniors who must discontinue participation once the season is underway.

Please note that a refund will only be issued if the party moves more than 50 miles from WRC or if an injury will prevent them from participating for the rest of the season / session. Documentation in both cases will be required prior to refund consideration.

GENERAL

Risk of injury / Waiver of claims -The use of the WRC facility is strictly at each player's risk. WRC is not responsible for injuries, accidents or damages you may receive from activities at WRC or on the premises. All players and guests further release WRC and its employees, partners, shareholders, directors, officers and agents from all suits, claims or demands for damages.

Personal Property - WRC is not responsible for valuables or personal property left, lost, or stolen on the premises, tennis playing areas or parking lot. All clients are advised to properly store and secure their personal belongings. Lockers are available, but members need to provide the lock.

Smoking - Smoking is prohibited within the facility or on the grounds.

Video Taping - The use of camera phones or video-taping equipment is strictly prohibited from use within the facility or on the grounds without the prior written consent of the club's Manager.

Weather Related Issues* - WRC makes every attempt to remain open during times of inclement weather. However, safety is of utmost importance. If WRC is open we will consider that all programs are in session and the 24 hour cancellation policy will apply. In the event that WRC makes a decision to close, makeups will be granted.

**Please note that WRC services many area towns. Therefore WRC does not follow or comply with any particular school closing decision. Please monitor our website homepage (www.westonracquet.com) for updated weather related information that may affect club hours or operations.*

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JUNIOR POLICIES

At Weston Racquet Club we have established the following junior policies that will help the club and its members all enjoy the tennis experience.

1. Student Attire

- a. Tennis attire must be worn at all times (jeans or camouflage clothing, sleeveless shirts are prohibited.)
- b. Tennis shoes must be worn, (slippers, running shoes, boots and cleats are not allowed.)
- c. If a child is dressed inappropriately, the parents will be notified and the child will not be allowed to participate in the class.

2. Racquets

- a. Demo racquets are for short term use, children need to have their own racquet to participate.
- b. If you are unsure of what size racquet your child needs, please speak with your child's instructor.

3. Parents

- a. Parents can view their child's class from the viewing lounge. Parents are not allowed on the courts during their child's instruction.
- b. If you need information on how your child is progressing in class, please feel free to contact WRC's junior program coordinator.

4. Professional Staff

- a. Every effort will be made for the same instructor to teach a class court for the duration of the season. However the club may substitute when circumstances arise which are beyond its control.

5. Behavior

- a. Good sportsmanship is encouraged and expected at all times, proper tennis etiquette will be taught during class.
- b. Bad behavior, language, or abuse of equipment/facilities will be addressed by the instructor on court and communicated to the child's parents after class for remediation.
- c. Be respectful of others. Bullying and name calling in any form will not be tolerated.
- d. Always be safe. Do not participate in any behavior that would risk injury to anyone else, such as throwing or hitting balls (when not asked to), throwing your racquet or any other object on or off the courts. None of these behaviors will be tolerated.
- e. Demonstrate a positive attitude. Do not use any foul language, mock, tease, argue or complain to any other player or coach.