



FOUR SEASONS RACQUET CLUB NEWSLETTER

AS PROMISED

It's time for the monthly update as promised. I want to thank all of you for completing the surveys that I feel are critical in educating our team. After careful review of the surveys, there were many undeniable themes and needs. From this point forward, my updates will be focused on our priorities, progress, and associated timing in response to the many suggestions you have made. My true vision for Four Seasons will take time, and there will be no more "band aid" fixes and unfinished projects.

I was humbled by your welcoming comments, grateful for your feedback, and so encouraged by how many of you love Four Seasons. If you like Four Seasons as it is today, I can assure you that you will love it in the months to come. We have a strong foundation to build upon - and build we will.

I invite you to read this Newsletter outlining initial steps that have been taken, the call for both an Advisory Board and Charitable Giving Board, and the start of facility improvements. Please have patience as we start ascending the Four Seasons Mountain: together it's going to be one hell of a climb!

Feel free to continue to reach out to me with your thoughts and suggestions.

Best regards,

Josh Young
Owner, Four Seasons Racquet Club

WE'VE HEARD YOU. CHANGES ARE COMING!

One re-occurring theme in the surveys was the feeling of **COMMUNITY** at Four Seasons and the need to foster more of it. Upon reflection, our community means collaboration between our staff and our members through events, programs, celebrations, and relationships. To this point, we will be implementing the following:

First: Four Seasons Advisory Board

An Advisory Board of members and Four Seasons staff will be started immediately. The term will be one (1) calendar year and will meet for 2-hours monthly. The job of the advisory board will be to collaborate and shape the improvements we make, the events we sponsor, and will be the voice of the customer so our team can respond accordingly. [Please send me an email](#) if you have an interest in joining the advisory board. Decisions will be made at random reflective of all players, whether they are yearly members or routine players.

Second: Charitable Giving Board

Another important element of fostering community is serving the communities in which we all live. To that extent, we are immediately forming a Charitable Giving Board. This will be a six (6) member board led by Joe Watson and comprised of two (2) Four Seasons staff and three (3) volunteers from our members.

This will be a one (1) year term and will meet monthly. The job of the board will be to determine the community charities we support and the internal programs to raise money for those selected charities. [Please send Joe an email](#) if you are interested in this board.

Third: Family Fun Nights

This is the brainchild of our own Joe Watson. Starting Memorial Day we will be hosting family fun nights by the pool that will include fun events, food, and movies on our new movie screen.

September Gala!

Get ready as this September we will be hosting our **1st Annual Customer Appreciation Gala**. This event is to celebrate all those that make Four Seasons possible while raising money for our local communities. Round Robin tennis, LIVE Auction of rare collectibles, entertainment, food and libations. Lots more details on this very special event will be heading your way!

You are always welcome and encouraged to contact me or Joe with suggestions. These boards will be your voice to foster the community Four Seasons is known by, and that you have requested to be increased.



POOL RENOVATION

Project is underway.
New furniture ordered ✓
Heaters repaired ✓
Landscaping ✓



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WORKING ON THE EXPERIENCE

Another theme from the surveys is what I am defining as **CUSTOMER EXPERIENCE**. This is different from facility improvements as it is solely representative of the intangible items when you spend time at Four Seasons.

Effective immediately, we are making the following changes per your requests:

Tennis Balls. Tennis balls will be replaced in total every two (2) months in alignment with top tier tennis clubs.

New Scheduling Software. We have invested in new software that will allow you to schedule private lessons, sign up for clinics, or other events

from the convenience of your phone. The software has been secured and in the following months we will be implementing features once they prove to work correctly.

Locker Rooms. The number of surveys requesting better toiletries was a big surprise. We will definitely start stocking the bathrooms and locker rooms with higher quality toiletries.

My goal and that of the Four Seasons team is to live by the simple equation **Value = Benefits/Cost**. We are focused on providing as much value as possible for the money you spend at Four Seasons. As such, we will also be adding services with more details to come.



You will be seeing repairs happening around the property as we work towards the opening of the summer season.

YES, THIS IS WHAT YOU'VE BEEN WAITING FOR

FACILITY IMPROVEMENTS

I was shocked at the comments regarding the needed upgrades to the facility! Just kidding . . . I was expecting those.

Our facility was built in 1977 and it is no surprise that it needs investment. We will be completing a **massive renovation of the entire site** starting with the pool area. However, I will not simply throw money at problems just to fix them; they must be completed in sequence. For example, we cannot replace flooring until the roof leaks are fixed. That being stated, you will see roofing, flooring, technology, and every kind of contractor visiting the facility over the coming 60 days to assess needs while we complete a comprehensive renovation plan that will be guided by our new Advisory Board. Additionally, we are not going to wait to make improvements that

just make sense to move forward with . . .

Technology. In addition to our new movie screen, we will be installing new televisions, speakers, and WiFi equipment to make your time at Four Seasons more enjoyable. We want Four Seasons to be YOUR first choice for recreation away from home.

Viewing Area. We will be renovating the entire viewing area immediately to include new air filtration, flooring, furniture, surround sound, beverage/snack options, and more. Many items have been ordered and you will start to see everything take shape in a matter of weeks.

Exterior. We are already in the process of repainting the whole exterior. While we all love the brown of the 70's, we are going to paint it a new color that represents the future of

Four Seasons.

Roof Leak. Replacing the roof leaks is a complex issue as you can imagine. It means reduced usage of the courts and immense expense. We are committed to fixing all leaks, but I simply cannot provide the timing yet. Once we have a finalized plan, I will provide details.

Air Temperature/Comfort. Providing adequate warmth on the indoor courts is a relatively easy solution, whereas cooling takes more planning. We are replacing the HVAC system in the outdoor area, so we have a great viewing area by the pool. Indoors, we will replace the electric heating elements so that indoor courts have adequate heating in the colder months. This summer, we will rent high-capacity mobile cooling units while



FOUR SEASONS RACQUET CLUB



FACILITY IMPROVEMENTS CONTINUED

we evaluate a sustainable long-term solution.

Locker Rooms and Bathrooms.

Renovations of the locker rooms and bathrooms are being planned and will start as soon as possible. One of the first tasks of the Advisory Board will be to help guide these renovations.

Lighting. We are assessing lighting renovations in the playing area and have experts flying in next week to help us find the right solution and plan the implementation to limit disruption. I will have a firm update and timeline on lighting in the next newsletter.

Pool and Outdoor Pavilion. Our 80,000-gallon (80' x 35') pool is in the

process of renovation; the old plaster has been removed and, if Mother Nature cooperates this week, the new plaster will be installed. Our pool heaters have been repaired and will be running for a pleasant swimming experience. New Polywood® Nautical Chaise loungers, complete with arms, have been ordered for the pool area, along with new Polywood® tables for our seating area outside the Pavilion. A new HVAC unit is being installed in the Pavilion for those steamy hot days - you will be able to cool off and enjoy watching tennis on our new flat screen TV. New planting and landscaping are also in progress. We just added 20 tons of fresh new crushed

stones around the plantings and the seating area outside the pavilion.

Whew! And that's just the beginning!

It is my goal to preserve the culture and heritage of Four Seasons while systematically improving everything else to make it the premier tennis club in New England. The entire Four Seasons team will work as quickly as possible to deliver a superior experience for all of you.

So please bear with us as we dive in and complete our plans. Keep providing valuable feedback and acknowledge the hard work of the Four Seasons Team as we progress onward and upward.

A PEAK AT SEPTEMBER'S GALA

This September will be the 1st Annual Customer Appreciation Gala. We've already started collecting items and memorabilia for the night's auction fundraiser. Below are images of the tennis memorabilia we have from Novak Djokovic, Rafael Nadal and Carlos Alcaraz . . . and we're just getting started!



NET SERVES

PARENT/CHILD TOURNAMENT

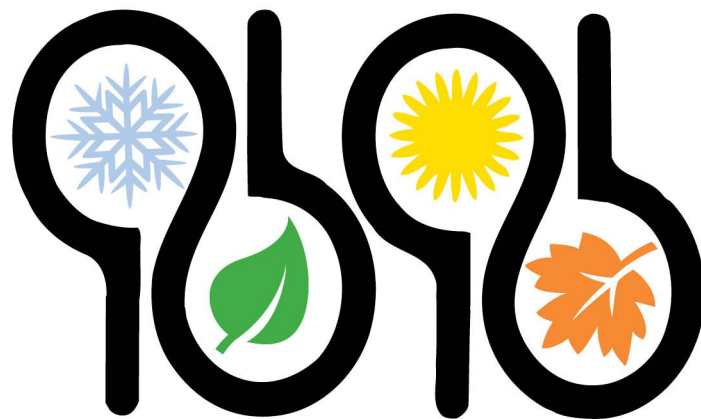
June 22nd (Rain Date June 23rd)
Details at 4seasonstennis.com

SIGN UP NOW FOR SUMMER PROGRAMS

Register now for summer adult and junior programs - beginners welcome!
Check out our Adult Intro to Tennis program - we'll have you playing in no time!

POOL MEMBERSHIPS

Now available!
June 1 thru September 2
Newly Renovated Pool
Online at 4seasonstennis.com
or call 203.762.2423



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