

# NASSAU RACQUET AND TENNIS CLUB

## Court Time & Reservation Policy

*Applicable to all tennis and pickleball court reservations*

Effective Date: 8/11/2026    Review Date: 8/11/2026

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### 1. Purpose & Scope

This Policy governs the reservation and use of all indoor and outdoor tennis and pickleball courts at Nassau Racquet and Tennis Club (the "Club"). By making a court reservation — or by signing this Policy — each participant ("Participant") acknowledges that they have read, understood, and agree to comply with all terms set forth below, together with the Club's posted court-reservation rules, which Participants agree to follow. This Policy applies equally to members, guests, and non-members unless a specific provision states otherwise.

### 2. Reservations & Booking

Court reservations may be made through the Club's online booking system, by telephone, or in person at the front desk, subject to availability and the limits below.

- **Reservation Holder Must Play:** The person who makes the reservation must be present and playing for the duration of the court time. Reservations may not be made on behalf of a player who will not be present.
- **Player Names:** All players who will use the court must be listed on the reservation at the time of booking, for safety and capacity-management purposes.
- **Non-Transferable:** Reservations are not transferable to other members or non-members.

### 3. Check-In & No-Show

- **Check-In:** All players must check in at the front desk prior to taking the court. Check-in confirms court assignment and usage.
- **Grace Period:** A reservation is forfeited if the booking player has not checked in within fifteen (15) minutes of the scheduled start time. After the grace period, the court may be released to other waiting players. The grace period does not extend the total reserved playing time.
- **No-Show:** A reservation that is neither used nor cancelled in accordance with Section 4 is a "no-show" and the applicable court fee will apply to the booking participant.

### 4. Cancellation Policy

To keep courts available for all members, Participants must cancel reservations they cannot use as early as possible.

- **Timely Cancellation:** Reservations cancelled at least twenty-four (24) hours before the scheduled start time will incur no charge.

- Late Cancellation / No-Show: Reservations cancelled within 24 hours, or not cancelled at all, will be charged the full court fee to the booking participant. The booking participant is responsible for the entire court fee and for settling any split among their group.
- Weather Exception: Cancellations due to inclement weather are addressed in Section 9.
- Payment: A valid payment method must be provided. All applicable fees, guest fees, and charges will be billed to the account of the booking participant.

## 5. Court Time & Vacating the Court

Court reservations are for the scheduled time only. Participants must vacate the court promptly at the end of their reservation.

The Club cannot guarantee that a court will be available exactly at the scheduled start time, as prior play, court maintenance, weather, safety, or operational issues may cause delays. If a match or session runs over into the next reservation, the Club may, in its sole discretion and as a courtesy, add comparable time to the impacted reservation when operationally feasible; the Club does not guarantee exact start or end times, and no refund or credit is owed for adjustments made under this policy.

- Wait for the Bell / Staff: Players should not enter a court before their scheduled time or while another reservation is in progress. Please wait for staff direction.
- Extensions: If a Participant wishes to extend play, they must request and receive staff approval before continuing. Continuation is permitted only when no other reservation is waiting.
- Specific Court Requests: The Club will make reasonable efforts to accommodate court preferences, but specific court assignments are not guaranteed and may be changed at the Club's sole discretion to optimize court utilization.

## 6. Guest Policy

- Guests are welcome when accompanied by a member, who must be present and playing with the guest.
- Registration: All guests must be registered at the front desk and complete any required waiver before taking the court.

## 7. Conduct, Attire & Footwear

- Attire: Proper tennis/pickleball attire is required at all times on the courts.
- Footwear: Non-marking, flat-soled court shoes are required. Shoes that scuff, mark, or damage the court surface are prohibited.
- Food & Drink: Only water and sports drinks in sealed containers are permitted on the courts. No food, gum, glass, or alcohol on the courts.
- Conduct: Profanity, unsportsmanlike behavior, and disruptive conduct are not tolerated. The Club may ask any Participant to leave the courts; no refund or credit will be issued in such cases.
- Spectators: Only players are permitted on the courts. Spectators should observe from designated viewing areas.
- Cell Phones: Phones should be set to silent while on the courts.

## 8. Permitted Use & Coaching

- Court Use: Courts are to be used for tennis and pickleball play only unless otherwise approved by the Club.
- Instruction: Only Club-approved professionals may provide coaching, lessons, or organized instruction on Club courts. Outside coaching is not permitted. Hitting sessions from outside Coaches, or players, outside of our Professional Staff are not allowed. In the event that there is an outside Coach, or Player, conducting a hitting session or lesson on our courts, the hourly rate will be adjusted to \$100. This is done to protect our Professional Coaching Staff and to prevent a competitive disadvantage. This applies to both indoor and outdoor courts at our facility.
- Organized Activities: Leagues, tournaments, socials, clinics, and similar organized play require advance approval and booking through the Club.

## 9. Inclement Weather

- Playability: The Club's staff determines whether courts are playable. If courts are deemed unplayable due to weather, reservations will be cancelled or rescheduled at no charge.
- Player Discretion for Outdoor Courts: For outdoor courts, the player may decide whether conditions are playable. If a player cancels due to weather in accordance with Club procedures, the late-cancellation fee will be waived.
- Partial Play: If a reservation is interrupted by weather, a credit or make-up may be issued at the Club's discretion.
- Facility Closure: If the Club closes the facility for weather, safety, or operational reasons, affected reservations will not be charged and may be rescheduled.

## 10. Assumption of Risk, Release & Liability

Participation in tennis, pickleball, and related activities at the Club involves inherent risks of injury, including but not limited to slips, falls, collisions, struck-by-ball injuries, exertion-related events, and equipment-related injuries. Each Participant voluntarily assumes all such risks and accepts full responsibility for any injury, accident, or loss arising from their use of the facilities.

Participants acknowledge that the Club, its owners, staff, instructors, and agents are not responsible for personal injury, accident, or damage to personal property occurring on the premises. Participants agree to release, indemnify, and hold harmless the Club and its affiliates from any claim, loss, or liability arising out of or relating to their use of the courts and facilities, except to the extent caused by the Club's gross negligence or willful misconduct.

Participants are responsible for any damage to Club facilities, courts, or equipment caused by themselves or their guests.

## 11. Enforcement & Repeated Violations

The Club reserves the right to cancel any reservation that does not comply with this Policy. Repeated no-shows, late cancellations, or violations of court rules may result in suspension of reservation privileges, additional fees, or, in serious cases, loss of membership, as determined by Club

management. Fees left unpaid will result in suspension of the ability to make future reservations until settled.

The Club may update this Policy at any time; the most current version posted by the Club governs all reservations.

## **12. Participant Acknowledgment & Signature**

By signing below, I acknowledge that I have read, understood, and agree to the Nassau Racquet and Tennis Club Court Time & Reservation Policy, including the Assumption of Risk and Release in Section 10. I understand that making any court reservation constitutes acceptance of this Policy, whether or not I have signed a copy.