

## RESERVATIONS

- **Members:** Can book courts for up to 1.5 hrs and up to 8 days in advance.
- **Non-Members:** Can book courts for up to 1.5 hrs and up to 3 days in advance.
- Court fees are per person and must be paid before going out on the court. (\$5.00 minimum)
- Staff are allowed to move courts to accommodate for classes and drills if necessary.
- Only one advanced reservation can be made per day.
- Multiple court reservations, team practices, make-up matches, and recurring reservations must be confirmed with General Manager via email.

## MEMBERSHIP POLICY

- Our Unlimited Impact Activities membership offers free court use at any of our facilities in the region.
- Individual membership only covers the court fee for the member and all guests must pay court fee per person.
- first month of membership + registration fee are due at the time of registration.
- Our system requires members to put a card on file for the automatic monthly payment (EFT)
- To cancel your membership, you must fill out the online cancelation form at least 30 days before the next billing date (1st of each month)
- Memberships cannot be put on hold for any reason and if you decide to re-join after cancelling, full registration fee will be applied again.
- Family membership only covers up to 4 people living in the same household.
- Member discount is automatically applied to drills but not for merchandise. Be sure to ask for your discount at the time of purchase.

## STRINGING:

- Normal turnaround (2-3 Days) fee is \$20
- Payment is required in advance.
- We only string within the recommended tension.
- We don't take any responsibility for previously damaged or broken racquets.

## CLASS DURATION

- If only 2 students, time will be shortened to 60 minutes
- If only 1 student, time will be shortened to 30 minutes

## LOST AND FOUND

- Please do not leave any valuable items inside the pro-shop or out on the courts.
- The club is not responsible for lost or stolen items.

## BALL MACHINE RESERVATION

- Ball Machine can only be booked over the phone.
- Ball Machine fee is \$20
- All balls must be picked up and put back in the machine ready for the next reservation.
- Patrons are not allowed to bring their own or any outside ball machine in our facility.

## CHECK-IN

- All patrons must check-in before going out on the court.
- All members **MUST** scan in using the app or the key tag prior to walking out to the courts.
- Private lessons must be checked in and paid for by the end of the class.
- If you don't check-in for your reservation within 15 minutes of start time, your reservation will be automatically cancelled.

## MAKE-UP POLICY AND REFUNDS

- Weather updates and cancelations are posted 1 hr prior on our official FaceBook page @SamuellGrand.
- Junior classes missed due to the weather, **MUST** be made up within the same session.
- Please contact your coach directly to schedule a make-up class for your child.
- There will be no refunds issued If you sign up for drills online, reserve a spot, and not show up without canceling on the app in advance.
- If adult drills are cancelled due to the weather after you have registered and paid, you will be given account credit which you will be able to use for your next drill.
- SG TC will not issue any refunds for any camps after the start date unless approved by the General Manager and only for medical reasons.

## EQUIPMENT AND DEMO

- Ball Hoppers, Baskets, or any other teaching equipment are for coaches and staff only and may not be used unless approved by General Manager.
- Demo racquets and paddles must be paid for before use and are only to be used on-site. (\$3.00 per)

## PROHIBITED ACTIVITIES

- Outside Coaching.
- Alcohol consumption.
- Smoking at SG and on park property.
- Excessive noise, Racquet throwing and profanity.
- Dogs are not allowed in our premises