

# POLICIES & REGISTRATION WAIVERS

## **Booking Policies:**

Members may book up to 8 days in advance at their own club.

Multi Club members may book up to 8 days in advance at their own club and up to 7 days in advance at the other clubs.

Junior Members may only book up to 3 days in advance during Prime Time and Super Prime Time at Marilyn Redvers Tennis Centre, excluding 4 – 7 pm on Saturdays and Sundays, during which time 8 days in advance booking is available.

Members may bring the same guest a maximum of 4 times per season. Guests will pay a guest fee.

Non members may book up to 1 day in advance.

The maximum duration permitted for Doubles at any time is 2 hours. The maximum duration permitted for Singles during Regular Time is 2 hours. The maximum duration permitted for Singles during Prime Time and Super Prime Time is 1 hour.

48 hours cancellation notice is required for court bookings and Round Robins. Failure to comply will result in a cancellation fee equal to the Court Fee or Round Robin Fee. For court bookings, the person who booked the court will be charged the full fee.

Ball hoppers can only be used by coaches hired by the club and parents with their children. Only club contracted coaches are permitted to provide lessons for any club clients, including members and non members.

## **Outstanding Balances:**

If you, or a family member who is registered as part of your family membership, have a past due amount owed to Marilyn Redvers Tennis Centre, the club may debit your Credit Card on Account for said amounts.

## **Cancellation Policy for Memberships:**

A 100% refund will be offered if you are not satisfied within the first 7 days of your membership. No refunds will be offered after 7 days of your membership registration.

## **Cancellation Policy for Club Lessons and Camps:**

7 days or more before program: If written notification is received 7 business days, or more, prior to the program start date, a refund will be issued, less a \$50.00 fee.

Less than 7 days: If written notification is received less than 7 business days prior to the program start date, no refund or credit will be issued.

Program has ended: If written notification is received after the program has ended, no refund or credit will be issued.

Program is cancelled: If a registrant can not be accommodated due to insufficient enrolment or we cancel your program for other reasons, there will be a full refund. Transfers will be made wherever possible.

Participant is removed from the program by the Club staff: If a participant is withdrawn by our staff due to program incompatibility, there will be a pro-rated refund for the balance of the classes, less a \$50.00 fee.

There are no refunds or credits for missed classes.

## **Information Policy:**

If you participate in a league, your email address may be shared with other participants in that league.

## **Rules of Conduct:**

Members and guests are to display proper tennis etiquette at all times, including during court change over times.

All members and guests are to use the walkway behind the courts to enter their court.

Unsportsmanlike behaviour will not be permitted. Any person will be asked to leave the premises if he or she is causing a disturbance to other users.

All players have the right to participate in activities in an environment that is free from discrimination and/or harassment. Language or activities that defeat this objective will not be tolerated.

Members and guests are prohibited from taking photos or videos during program & service delivery to ensure safety for all patrons. This effort is to preserve people's right to privacy and is in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

Members and guests are to use the provided waste and recycling bins located between courts.

For Round Robins, refer to the following policy:

Late Cancellation (morning of the Round Robin) - 3 Infractions: the player will not be permitted to play for the following 6 weeks.

Not showing up - 3 Infractions: the player will not be permitted to play for the following 6 weeks.

Showing up later than 5 minutes - 3 Infractions: the player will not be permitted to play for the following 3 weeks.

## **RELEASE OF LIABILITY WAIVER**

In enrolling at Blackmore Tennis Club, Marilyn Redvers Tennis Centre, Barrie North Winter Tennis, Milton Winter Tennis Club or Newmarket Winter Tennis Club, each a licensee of Tennis Clubs of Canada, I, on behalf of myself and my family members, understand that by using and/or attending and/or receiving the benefit of services from Blackmore Tennis Club, Marilyn Redvers Tennis Centre, Barrie North Winter Tennis, Milton Winter Tennis Club, Newmarket Winter Tennis Club or Tennis Clubs of Canada and the facilities and services, including any off site facilities, does so at his/her own risk.

I further understand that Blackmore Tennis Club, Marilyn Redvers Tennis Centre, Barrie North Winter Tennis, Milton Winter Tennis Club and Newmarket Winter Tennis Club, Tennis Clubs of Canada and its owners, employees, volunteers, contractors and/or subcontractors or agents, shall not be liable for any damage whatsoever arising from any personal injury or property loss sustained by myself and/or any of my family members while using and/or attending the premises and off site facilities or partaking of their services. I, on behalf of myself and my family members, assumes full responsibility for all injuries and damages which occur in or about the premises and I, on behalf of myself and my family members, hereby fully and forever release, discharge and hold harmless Blackmore Tennis Club, Marilyn Redvers Tennis Centre, Barrie North Winter Tennis, Milton Winter Tennis Club and Newmarket Winter Tennis Club, Tennis Clubs of Canada all associated facilities and its owner, employees, volunteers, contractors and/or subcontractors, and agents from any and all claims, demands, damages or rights of action, present or future resulting from any person's participation in any programs or use of the facility and off site facilities or services.

In addition, I, on behalf of myself and my family members, agree to follow the rules of conduct and play set by Blackmore Tennis Club, Marilyn Redvers Tennis Centre, Barrie North Winter Tennis, Milton Winter Tennis Club, Newmarket Winter Tennis Club and Tennis Clubs of Canada and failure to do so may result in suspension from participation.

I, on behalf of myself and my family members, also grant authority to the staff at Blackmore Tennis Club, Marilyn Redvers Tennis Centre, Barrie North Winter Tennis, Milton Winter Tennis Club and Newmarket Winter Tennis Club and Tennis Clubs of Canada to render judgment for the named participant, concerning medical assistance or hospital care in the event of an accident or illness.

I acknowledge that each of Blackmore Tennis Club, Marilyn Redvers Tennis Centre, Barrie North Winter Tennis, Milton Winter Tennis Club and Newmarket Winter Tennis Club are independently owned and operated and that they are licensees of Tennis Clubs of Canada.

**This Release of Liability Waiver is applicable to all future registrations and renewals.**

**BY ELECTRONICALLY SIGNING THIS DOCUMENT YOU WILL WAIVE CERTAIN LEGAL RIGHTS, ON BEHALF OF YOURSELF AND YOUR FAMILY, INCLUDING YOUR/THEIR RIGHT TO SUE OR CLAIM COMPENSATION FOLLOWING AN ACCIDENT. PLEASE READ CAREFULLY.**