



"Building a Better Community, and Enhancing Lives Through Tennis & Education"

TENNIS CENTER RULES AND REGULATIONS

Patrons must adhere to the rules and regulations stated below for use of the tennis center, so that all may enjoy playing in a safe and friendly facility.

Check-In: All players must check-in at the tennis center welcome desk before proceeding to the court.

Court Fees: Fees must be paid in advance of taking the court.

Court Reservations: Standard reservations are 1.5 hours in duration starting 7:30am or 9:00am on the hour & half interval. However, 1hr or 2hr reservations are only accepted on the day of play, not in advance.

- Reservations are made by calling the tennis center, in person, or online.
- General Public may reserve a court up to 2 days in advance i.e., on Sun. book - M or T.
- Players with a Player Card may reserve a court up to 5 days in advance, i.e., on Sun. book any of the following days - M,T,W,TH, F.
- Players may reserve a maximum of 2 courts per day.
- In case of inclement weather or power outage (electrical) in the first ½ of the court time or PCT making the courts unplayable, the court time or PCT may be rescheduled, but no refund. If the courts become unplayable after the halfway mark, no refund or rescheduling.

Permanent Court Time (PCT): PCT is a group reservation for the same day and time each week on an indoor court.

Player Card: The purchase of a Player Card is optional and is not a membership or requirement to play. With a Players Card players enjoy the benefits and convenience of reserving courts up to (5) five days in advance, online court reservations and outdoor court time at no charge. Additional benefits include USTA Adult Team outdoor court fees for the year and Permanent Court Time (PCT) group reservations indoors.

Cancellations: Cancellations must be made AT LEAST 24hrs prior to the scheduled reservation to avoid being charged the full price of the court.

- For example: if the court reservation is at 9am Sunday, you must notify us by 9am on Saturday.
- The person whose name appears on the court reservation is responsible for payment of the full court fee.
- This policy also applies to reservations booked less than 24 hours prior to the scheduled time.
- Late cancellations and no shows will be charged the full price of the court.
- Failure to pay cancellation fee will result in loss of ability to make future reservations until payment is made.

USTA League Matches: Outdoor and indoor court cancellations must be made AT LEAST 24hrs prior to the scheduled match time to avoid being charged the full price of the court. The team captain or player name that appears on the court reservation is responsible for payment of the full court fee.

- Late cancellations or no shows will be charged the full price of the court(s).
- Teams not cancelling AT LEAST 24hrs prior to the scheduled match time and not using a court(s) will be responsible for payment in full for all courts not used.
- Matches scheduled indoors must be held with a credit card. The credit card will ONLY be charged in the event of a late cancellation or no show. This also applies to reservations booked less than 24 hours prior to the scheduled time. The team captain or player name that appears on the court reservation is responsible for payment of the full court fee.

Tennis Instruction: Tennis Memphis Tennis Professionals only are authorized and allowed to provide tennis instruction, private lessons and clinics at the centers.

Courtesy To All Players: Players must be courteous to other players and to facility staff.

- Do not enter the court area before your reserved time, and allow players to finish the point in progress.
- Leave your court when time expires i.e. do not hang around and talk as new players begin to play.
- When taking your assigned courts, do not walk across adjacent courts when possible.
- Players are expected to return stray balls to the correct courts as soon as possible.
- No music, animals or dogs are allowed on the grounds, courts or inside the tennis centers.
- Turn down cell phones while playing on the court or watching.
- Players and pros are reminded that needless loud noise/improper tennis etiquette can be disturbing and distracting to other players.
- All players must clean debris and remove personal items from the court at the conclusion of play.

Disruptive Behavior: The deliberate hitting of balls at the ceiling, wall, curtains, light fixtures and clocks is prohibited. No profanity, racquet throwing, spitting, loud noises or hitting racquet on court surfaces, nets, or backdrop curtains will be tolerated. Profanity is strictly prohibited. Players will be held financially responsible for the loss or repair of damages resulting from improper use of the courts and equipment.

USTA Code of Conduct: Players and spectators are expected to follow the USTA Code of Conduct; if anyone at any time behaves disrespectfully toward others, they may be asked to leave the facility.

Junior Player Walk-On Policy: Junior players can walk on an open outdoor or indoor court with each other without a reservation at no charge. Juniors reserving a court will pay the regular court rate.

- Junior players may hit or drill with an immediate family member on an open outdoor or indoor court without a reservation at no charge. Juniors and family members reserving a court will pay the regular court rate.
- Adults (non-family members) playing with a junior must pay half the court costs whether the court is open or reserved. Unless, playing outdoors and the adult has a Player Card there is no charge. For a reserved indoor or outdoor court, payment at the regular court rate is required.
- If no money has been collected for the junior walk-on court, and at any time a customer reserves and pays for that court, the junior will be bumped from the court.
- This applies to any junior and is not just players enrolled in Tennis Memphis programming.

Tennis Attire: All players must wear non-marking, light-soled tennis shoes and proper tennis attire. Shirts and shoes must be worn at all times.

Food and Drinks: No food, soft drinks/tea/coffee, gum, or tobacco are allowed on the courts.

No Smoking: Tennis Centers are non-smoking facilities.

Not Permitted: The consumption, possession or distribution of alcoholic beverages or any controlled substance is not permitted on the premises at any time. No firearms are permitted on the premises at any time.

Not Permitted: No activities other than tennis allowed on tennis courts.

Tennis Center Closings: Tennis Centers, at its discretion, may close or cancel scheduled activities, reservations, PCT, programs, lessons and clinics for inclement weather, player safety, maintenance, special events and tournaments.

Loss or Damage of Personal Property: Tennis Memphis and tennis center staff are NOT responsible for the loss or damage of personal property on the tennis courts and surrounding premises.

Dispute Resolution: Tennis center staff have the final decision regarding all dispute resolution. Failure to observe the above rules and regulations may result in immediate stoppage of play and possible removal from the tennis centers or being banned from future use of facilities.

Thank you for your cooperation.

Tennis Memphis wants you to enjoy your tennis at all public tennis centers.



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INAPPROPRIATE BEHAVIOR & PENALTIES

Inappropriate or disruptive behavior will not be tolerated, and may result in discipline, up to and including suspension or being banned from playing at the public tennis facilities. A verbal warning and explanation of the rules that were violated will be provided, and an incident report will be completed and put on file.

1. Tennis Memphis retains the right to impose penalties for any behavior or any conduct disrupting the harmony of the facility or endangering others, including but not limited to the following:
 1. Defiance or unwillingness to correct inappropriate or disruptive behavior when asked by a staff member;
 2. Disrespect towards staff, players and/or patrons;
 3. Abuse of equipment such as, but not limited to:
 - i. Racquet or ball abuse;
 - ii. Abuse of any facility property, such as benches, chairs, tennis nets, net posts, divider curtains, backdrop curtains, lighting, scoreboards, ball carts, training aids, ball machines, etc.
 4. Egregious or Unlawful Behavior includes but is not limited to:
 - i. Assisting or leading an unauthorized entry on the premises;
 - ii. Vandalism of any kind to facility or personal property;
 - iii. Violence or threats of violence of any type;
 - iv. Intimidation, bullying, threatening, aggressive behavior or sexual harassment;
 - v. Any act which necessitates intervention by law enforcement.
2. Penalties Associated with Violations:
 1. Verbal Warning - defiance and not adhering to center policies, unsportsmanlike conduct, or damage to facility or property;
 2. Written Warning - repeated non-egregious and disrespectful offenses;
 3. Immediate Removal - law enforcement involvement, threatening or violent behavior;
 4. Probation or Suspension - Multiple violations, sexual or general harassment, violent or hostile behavior;
 5. Ban - multiple violations and egregious or unlawful behavior that is harmful to others.
 6. Tennis Memphis will directly notify the City of Memphis, Parks and Neighborhoods Director via email of any removals, probation/suspensions or bans of patrons.
3. Appeal Process for Violations and Penalties

Any player or patron may appeal a probation, suspension, or ban from the facility.

1. All appeals shall be made in writing and submitted to the Tennis Memphis Board.
2. The Tennis Memphis Board will review each submission and respond in writing.