

# **Acadiana Serves, LLC**

## **Rules and Policies**

### **TENNIS PROGRAMS & GROUP ACTIVITY CLASSES**

1. AS reserves the right to cancel any class or program.
2. AS reserves the right to alter or vary a group due to skill level, scheduling conflicts, and/or court allocations.
3. AS reserves the right to move players to different classes if it deems necessary or appropriate.
4. Late registrations are allowed on a space available basis only and may be placed on a wait list.
5. Participants must check-in at the front desk and remit payment for any Programs, Group Activities, or classes before being allowed on court.
6. Drop-in Policy for Programs:
  1. Drop-ins may be possible, ask staff members.
  2. Players wishing to drop-in must sign their name on the drop-in waiting list at the front desk (first come, first served). Players will not be allowed onto the court without first signing in at the front desk and receiving staff authorization.
7. Group Activities and Drop-In Classes
  1. It is recommended to pre-register for Group Activities and Drop-In classes via website, over the phone or in person.
  2. Those that pay the registration fee ahead of time will have their spot guaranteed. Please continue to check in at the front desk upon arrival.
  3. Drop-ins day of will need to check in with the front desk to confirm availability.
  4. If a class is not at capacity, you may join the class immediately at a first come, first serve basis. Otherwise, if a class is full you will add your name to the waiting list.
  5. Upon the expiration of a 10 minute waiting period those on the waiting list may register and join the class if there is space available. Players will not be allowed onto the court without first signing in at the front desk and receiving staff authorization.
  6. Group Activities or Drop-In Classes must be canceled 24-hours in advance. You will received an account credit if notice is received within this time frame.

### **PRIVATE LESSONS**

1. Private lessons must be booked through AS instructional staff only or directly via the online registration system.
2. Private lessons are booked individually or can be customized for small groups at the discretion of the instructor.
3. Any private lesson cancellation(s) must be done at least 24 hours in advance.
4. "No-shows" and late cancellations will be charged the full lesson fee.

## **BALL MACHINES**

1. Ball machines are available for rent on a first-come, first-served basis by one to four players, and may be reserved online or by contacting the front desk.
2. To ensure the safety of players, first-time ball machine users must receive assistance/training from a staff member prior to use.
3. Ball machine use by child(ren) 12 years and younger is prohibited unless otherwise cleared by a staff member or accompanied by an adult.
4. If the ball machine is out of operation during a ball machine court rental, the ball machine portion of rental will be refunded. If the ball machine was rented for use by one player and the court is therefore not used, then the full court fee will be refunded.
5. There is a 24-hour cancellation policy for all ball machine reservations. Reservations canceled less than 24 hours prior to the reserved time will be charged for the full “singles court” and ball machine fee.
6. Annual/6 months or monthly ball machine memberships will start from the date of purchase and end within the purchased time.

## **TOURNAMENTS**

1. Tournaments will be scheduled and played at the AS facility.
2. Schedules for tournaments will be announced in advance of the event.
3. All tournament players must check-in with the Tournament Director prior to participating in the event.
4. Tournament players will be allowed full access to the tennis facility during a tournament

## **PAYMENTS**

1. Players will have a debit or credit card on file to pay for their tennis activities at the time of booking or pay as they go. Other payment options may be available like cash and checks.
2. Court rentals: The person whose name the initial court reservation is made under (the host) is responsible for payment of the full court fee. Payment is required at time of booking.
3. Classes: Payment is required at the time of registration or before the 1st practice..
4. LATE FEES: Late fees are considered 5<sup>th</sup> day after due date. \$50 late fee will be added to player’s balance and won’t be able to continue the training until full balance is paid off including \$50 late fee.

## **DELINQUENCY**

1. Players who have not paid their balance will have their accounts suspended until such fees have been paid.
2. Players with delinquent accounts will be unable to enroll in classes and private lessons, reserve courts, or play in leagues or tournaments. Once the account has been brought current, all suspended services will be reactivated.
3. Players who bring current their delinquent accounts should call the front desk to confirm their program/service rights have been reactivated.

## **REFUNDS**

1. Refunds are granted only under the following circumstances:
  1. If a player has unintentionally enrolled in the wrong program or has been removed from the program based on skill level;
  2. If inclement weather or other natural event forces an outdoor court unplayable or requires closure of facility;
  3. Rain days don't qualify for refunds; there will be make ups for rain days.
  4. Player injury when accompanied with a doctor's note.
2. Refunds may be prorated based on program completion if applicable.
3. There are no refunds for ball machine memberships and registration/initiation fees.

## **FEE ADJUSTMENTS**

All fees may be adjusted at any time as determined by AS management.

## **RESTROOMS AND LOCKER AREAS**

1. Restrooms are for facility players and their guests only.
2. Children over the age of 5 are not allowed in opposite gender locker rooms.
3. All Children 12 years and under must be supervised by a parent, guardian, or other supervising caregiver over 18 years old while in the locker or shower areas.
4. Acadiana Serves ( AS) is not responsible for any items left in the locker room. Please use at your own risk.
5. Cell phones or other devices are PROHIBITED in restrooms or locker rooms.

## **LOST AND FOUND/VALUABLES**

AS will not be responsible for lost, stolen or damaged articles inside or outside the premises.

## **SOLICITATION/DISTRIBUTION**

No literature, marketing materials or solicitations other than those posted by AS may be distributed on the premises without the prior written approval of the AS management. The bulletin board and electronic displays are available for member use only with AS written approval.

## **VISITOR, GUEST PLAYER AND SPECTATOR POLICY**

1. AS welcome non-tennis participants as visitors, guest players and spectators.
2. Visitors and spectators are defined as non-members on premises to observe tennis matches, lessons, tournaments or other programs or shopping in the pro shop during AS facility hours of operation.
3. Guest players are defined as non-members participating in on-site events including, but not limited to, tournaments, special events and other on-court activities.
4. Visitors, guest players and spectators are expected to exercise good behavior when watching matches or participating. Heckling, shouting, line calls, or misbehavior of any type will not be tolerated. Visitors, guest players and spectators exhibiting behavior disrupting the harmony of the facility will be instructed to leave the premises.
5. Parents, guardians or other supervising adults are expected to refrain from making comments or coaching from the sidelines during classes and/or matches.

## **SUPERVISION AND CONDUCT OF CHILDREN**

1. Parents, guardians or other supervising adults are responsible for checking in their child(ren) at the time of arrival regardless of whether they choose to stay or leave during the child(ren)'s tennis activities.
2. Children 12 years and younger must be accompanied by a parent, guardian or other supervising adult on the premises except while participating in a registered program, class, or lesson.
3. AS will not be held responsible for the behavior of any parent, guardian or supervising adult or of any child(ren), whether supervised or left unattended at facility.
4. Any child found engaging in disruptive or negligent behavior or causing harm to others will be immediately removed from the AS premises. The facility reserves the right to escort the

child(ren) off the premises and to document, report, and/or permanently prohibit said child(ren) from entry onto the premises in the future.

5. In consideration for the health and safety of others, please do not bring ill children to the facility. For the protection of other children, patrons, players and staff as well as your own child, please exercise best judgment.

## **SMOKING/DRUGS**

AS facility is a designated smoke-free, drug-free, vaporizer-free and tobacco-free environment.

## **ANIMALS**

No animals are allowed in the AS facility. Licensed, certified and properly trained service animals are allowed in all public areas of the facility when assisting a member or guest.

## **ALCOHOL/FOOD**

OUTSIDE ALCOHOL IS PROHIBITED IN THE FACILITY. No food, drinks (other than non-breakable containers of water) or gum is allowed on the courts.

## **ETIQUETTE**

Proper tennis etiquette, language and good sportsmanship expected at all times. The USTA Friend of Court Handbook governs all behavior and rules of fair play. Failure to follow these rules of play may result in discipline, up to and including suspension or termination of AS facility programs. In consideration of others, use of cell phone and yelling is prohibited on the courts.

## **PLAYER/MEMBER INAPPROPRIATE BEHAVIOR & CONSEQUENCES**

Inappropriate or disruptive behavior will not be tolerated, and may result in discipline, up to and including suspension or termination of the membership or from a program and/or exclusion from any AS facility. A verbal warning and explanation of the rules that were violated may be given, but is not required. The incident will be logged and tracked in the facility database.

## **SUSPENSION, TERMINATION OR OTHER ACTION**

1. AS retains the right to suspend or terminate a membership or from a program or remove any person from the premises for any egregious behavior or any conduct disrupting the harmony of the facility or endangering others, including but not limited to the following:
2. Defiance – unwillingness to correct behavior when asked by a member of the staff.
3. Disrespect towards staff, members and/or guests.
4. Abuse of equipment such as, but not limited to:
  1. Racquet or ball abuse;
  2. Abuse of any facility property, such as tennis nets, net posts, divider curtains, backdrop curtains, ball carts, training aids, ball machines, etc.
5. Egregious or Unlawful Behavior includes but is not limited to:
  1. Assisting or leading an unauthorized entry on the premises;
  2. Vandalism of any kind to AS real or personal property;
  3. Violence or threats of violence of any type;
  4. Any act which necessitates intervention by law enforcement.
6. Consequences of Inappropriate or Disruptive Behavior:
  1. Offenders may be removed from activity immediately without warning;
  2. If an offender is under 18, his or her parents/guardians will be immediately notified;
  3. A suspension of the individual's membership or from a program may be issued. Spectators, guests, players or other non-members or guests may be refused entry to the facility in the future;
  4. The incident will be logged in the member, player, guest or participant databases.
7. Consequences for Egregious or Unlawful behavior may include:
  1. All consequences set forth above;
  2. Referral to Law Enforcement;
  3. Immediate termination of membership or from a program.

## **DELINQUENT ACCOUNTS**

Delinquent accounts may result in suspension or termination of membership or from a program as set forth above.

## **APPEAL PROCESS FOR SUSPENSION OR MEMBER TERMINATION**

1. Any member or non-member/ player part of AS program may appeal a suspension, termination, or refusal of entry to the facility. All appeals shall be made in writing and submitted to AS office.
2. AS management will review each submission and respond in writing.

## **CHECK-IN**

All members non-members and players must check-in at the front desk prior to classes, court times, or private lessons.

## **COURT ATTIRE**

Proper tennis clothing and tennis-specific, non-marking footwear must be worn on the tennis courts at all time. Cross training or running shoes or other inappropriate footwear are not permitted on the courts.

## **ON-COURT POLICIES**

Players or visitors shall not enter the court prior to their reserved time and/or until players on the court have had the chance to finish their last point. On-court players shall promptly relinquish their court when their reserved court time ends. Players using clay courts have to sweep the court within their tennis court rental time.

## **PLAYER LEVEL POLICY**

1. Players are encouraged to have an AS Rating on file in order to register for appropriate classes and programs.
2. The facility will use current verified USTA ratings for all players.
3. The instructional staff reserves the right to make appropriate placement adjustments as they determine at any time.

## **SPECIAL EVENTS**

1. Special events have priority over court reservations or regularly scheduled activities.
2. Special events are organized, sponsored or approved by the facility and includes, but are not limited to:
  - i. Tournaments;
    1. USTA League matches;
    2. USTA Jr. Team Tennis matches;
    3. Corporate events;
    4. Social mixer events.

## **SCHOOL USE OF FACILITY**

Schools, colleges or other entities that have entered into an agreement for usage of facility and their players, coaches and personnel are subject to all rules of conduct and behavior set forth herein.

## **MEMBER/PLAYER TERMINATION**

1. A membership or program attendee may be terminated by management at any time due to a violation of any rules and regulations set forth herein or any conduct or behavior, which, in the opinion of the AS is detrimental to the safety, welfare, or harmony of the facility.
2. Any person who, in the AS's judgment, damages the facilities or engages in any inappropriate behavior, will be subject to immediate consequences up to and including removal from the premises without refund of any paid fees.