



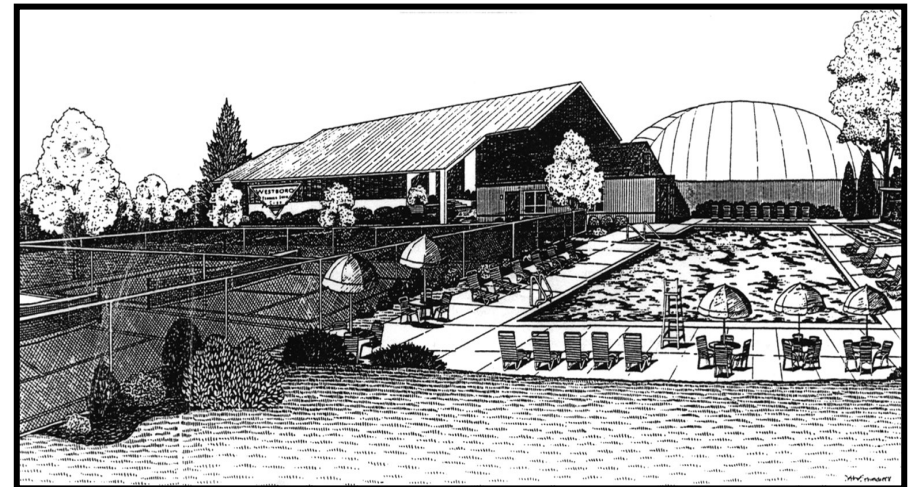
We want to hear from you!

Follow us on Facebook for the latest information about what's happening at the club! Like us on Facebook and receive ONE free guest pass. Write a review and you'll receive TWO free guest passes!

To receive your free guest passes, send an email to kmaldonis@wtsc.com, to let us know you liked and/or reviewed us, and we'll have your guest passes waiting for you at the front desk. Earn up to THREE free guest passes per membership for a total value worth \$45!



Westboro Tennis and Swim Club Member Handbook



**35 Chauncy St.
Westborough, MA 01581
508-366-1222
www.wtsc.com**



Welcome to Westboro Tennis and Swim Club!

Thank you for choosing Westboro Tennis & Swim Club, we aim to promote a healthy lifestyle for you and your family. Our Club offers a wide variety of very popular programs and classes. We've created this handbook to help you enjoy the Club, and all that it has to offer.

The following pages will provide you with information regarding your membership and the Club's policies. If you have any questions, or if we can be of assistance to you in any way, please don't hesitate to contact us!

We look forward to seeing you around the Club!

HANDBOOK POLICIES:

This handbook is available online. Policies and statements made within the handbook may change or be updated at any time. It is the member's responsibility to periodically check the handbook for updates and changes. The most recent revision date will be on the back of the brochure and updates will be posted on the web site.

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Kids Club Rules

- Kids Club is for ages 3 months to 12 years, and there are no babysitting fees for children who are part of a Family Membership.
- Children may be left for 3 hours per visit at no charge.
- Children who are not part of a Family Membership may purchase a Kids Club Membership or pay an hourly fee.
- Kids Club is an allergy aware space; we are not nut free. However, please inform the staff if your child has allergies and we will discuss options with you.
- Please do not bring an ill child to Kids Club!
- Parents MUST remain on site at the Club and will be called in the event of any issues involving your child.
- Parents are asked not to stay for an extended time with your child; please discuss any separation concerns you have with a member of the staff.
- Please leave ample time to get to your Club classes, in case drop off is slower than expected.
- Please visit Kids Club for a complete list of policies.

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Overview

Club Philosophy Westboro Tennis & Swim Club's management and staff will do everything possible to make our members happy, comfortable and eager to come back. We will serve as an expert resource for our members and our community on swimming, fitness, group exercise and tennis. We will always uphold the professional, ethical and business standards of our industry.

Club Mission Statement Our commitment is to promote health and wellness through recreation, fitness and education, exemplified by our distinctive facilities, programs, personal service and staff.

Club Facilities 5 Indoor Hard Courts, 6 Indoor DecoTurf Hard Courts (outdoors in the summer), 4 Pickleball Courts, Men's and Women's Whirlpools & Saunas, Locker Room Amenities, Separate Pool Locker Rooms, Complete Fitness Center & Basketball Court, 2 Group Exercise Studios, 1 UGX Studio, 6 Lane-25 Yard Pool, Children's Wading Pool (in summer), Children's Outdoor Playground and Kids Club Child Services.

Hours of Operation Club hours are established and outlined in membership literature. Use of the Club outside of these hours is prohibited. Further, Westboro Tennis & Swim Club reserves the right to alter the hours of operation without prior notice; however, if this is necessary, the Club will make every attempt to notify the membership. Refunds may or may not be issued for program cancellations by the Club. No membership dues will be refunded for areas being closed for maintenance, repair or Acts of God.

Parking The Member Parking Lots are located in the front of the Club, behind the Fitness Center and across the street at Kids Club. In addition, we have a small lot on the opposite side of the building containing courts 6 & 7. Cars failing to park within lined spaces may be ticketed or towed at the driver's expense.

Kids Club & Children's Program Policies & Rules

Kids Club is located across the street, at 30 Oak Street. Please see the Kids Club Parent Brochure (online or at the Club) for complete guidelines.

Our services are available to members and guests of the Club while they are on the premises. This multi-room facility includes infant and toddler rooms as well as the new Arcade and Sport Wall for older children. In keeping with our Club policy that all children under 12 must have adult supervision unless they are enrolled in a program, please make sure to drop off your children at Kids Club if you are participating in a program or using the facility where your child would not be under your direct supervision. Infants must be 3 months old in order to come to Kids Club. See our Kids Club web page for more updated info.

Kids Club Check-In: A parent or guardian must sign a child in and out, and remain on the premises. Kids Night Out and Drop & Go Programming are the ONLY times parents may leave the premises.



Fitness Center Rules

- Please do not bring food or soft drinks into the Fitness Center. Bottled water is acceptable. There is a filtered water station available in the fitness center and main lobby (free of charge).
- Treat the equipment properly at all times, and wipe down after each use.
- Proper athletic shoes and clothing are required in the Fitness Center and on the Basketball Court. Shirts are required (no sandals, street shoes or jeans).
- Please rack your weights when you are finished.
- Inform a Fitness Instructor of any equipment malfunctions.
- Report any accidents/injuries to a Fitness Instructor, Front Desk Staff or Club Manager.
- All Members must check in at the Fitness Desk when entering from the Fitness Center parking lot or at the Front Desk when entering from the Main Entrance.
- All Fitness Guests must check in at the Front Desk prior to club usage.
- Please do not hang on the basketball nets, rims or backboards. The basketball hoops are NOT adjustable in height.

Check-In All Members and their guests MUST check in at the Front Desk or Pool Desk before using the facility. For the safety and security of our Members and Staff, we ask you for your cooperation in checking in. Some areas may have different check in policies, see sections pertaining to those areas for more details.

Who To Contact Questions arise! They always do, so who should you talk to? Each department has a manager, so typically, if a question cannot be answered by an employee, the best place to start is with the department manager. If your question involves membership policies, please contact the membership department. General questions can be directed to the front desk via phone, or to the general club email (info@wtsc.com). Department managers are given the authority to make policy decisions and to enforce policies. Most of our managers have been with the club for 10 years or more, and have pretty much been asked everything! Please don't hesitate to ask if you have questions, issues, concerns, etc.

Airborne Virus Transmission Policy In becoming a member, you acknowledge the contagious nature of Airborne Viruses (including COVID-19 and similar infectious elements) and voluntarily assume the risk that you may be exposed or infected by attending the Westboro Tennis & Swim Club, and such exposure or infection may result in personal injury, illness, disability or death. You understand that the risk of exposure may result from the acts or omissions of yourself, other members or club employees. You voluntarily agree to assume the risks and accept sole responsibility for any injury, illness, damage, loss, claim, liability or expense you may incur in connection with your attendance at the clubs, and you release and covenant not to sue, discharge and hold harmless Westboro Tennis & Swim Club, its employees, agents and representatives of any or all such claims related thereto.

Liability In becoming a member, you agree that you are familiar with the risks and perils inherent in all activities conducted at the Westboro Tennis & Swim Club, are aware of the risks of personal injury to yourself and your children when undertaking such, and voluntarily assume and, in the absence of gross negligence or recklessness, hereby release the Westboro Tennis & Swim Club, its successors and/or assigns, including agents, officers, and employees of the Westboro Tennis & Swim Club and its successors and/or assigns, from all risks associated with your use and/or your children's use of the property which is the subject of the membership or usage agreement. You also agree to hold the same harmless in the absence of gross negligence or recklessness for any and all losses of personal property or damage to personal property, including theft, associated with your use or presence on grounds owned or leased by the Westboro Tennis & Swim Club, its successors, or its assigns. You also hereby grant Westboro Tennis & Swim Club permission for photos to appear in club brochures, videos, website or other promotional mediums (no names will be used).

Supervision of Children All children under 12 should be supervised by Staff, a babysitter (aged 14+), or a parent at all times.

Personal Property Members are responsible for their own personal property brought to the Club and will not hold Westboro Tennis & Swim Club responsible for the loss of, theft of or any damage to any personal property whatsoever, including items in lockers, items left at the Club or in automobiles.

Alcohol Alcohol may be consumed by Members over 21 years of age in appropriate areas.

Smoking/Tobacco Use Westboro Tennis & Swim Club is a smoke-free/tobacco free environment. This includes vape products.

Pets For liability and sanitary purposes, pets are not allowed on the premises unless they are service animals with appropriate designations.

Group Exercise & Water Fitness: Classes are generally for adults. At the discretion of the instructor, Junior Fitness Members 12+ may participate in yoga classes and 14+ in other group exercise classes. Children may be restricted from popular classes that are often full.

Group Exercise Rules:

- No street shoes are allowed in the studios at any time.
- Please be on time for class.

Fitness Center Rules for Juniors

- Juniors 14 years or older may use the equipment in the Fitness Center and basketball court without parental supervision.
- Children ages 8-13 may use the bikes, elliptical, AMTS, row machines and basketball court with a parent or guardian (14+) present in the fitness center. CHILDREN AGES 8-13 CANNOT USE TREADMILLS, STAIR CLIMBERS, WEIGHT MACHINES OR FREE WEIGHTS OF ANY KIND.
- Children under the age of 8 may only use the basketball court with a parent or guardian (14+) present on the basketball court.
- Juniors, Parents and Guardians must be fitness members.

Basketball Court:

Children under 8 must have a parent or guardian(14+) on the court with them at all times. Children ages 8-13 may use the court if a parent or guardian(14+) is in the fitness center. Juniors ages 14+ may use the basketball court unsupervised. Juniors, Parents and Guardians must be fitness members. The basketball court is to be used for basketball, personal training or club programs only, not LAX, baseball or soccer.

Fitness Center Policies and Rules

Fitness Membership Includes:

- Use of our Fitness Center
- Group Exercise, Cycling and Yoga Classes
- Water Fitness Classes
- Access to Personal and Small Group Training (additional fees apply)
- Fitness Consultation
- Member Rate for Youth Fitness Classes

Fitness Consultation / Basic Assessment

A Fitness Consultation / Basic Fitness Assessment with a certified personal trainer is FREE with a fitness membership. Contact Megan Sayre-Scibona (fitness@wtsc.com) to arrange an appointment.

It includes:

- Discussion of fitness goals
- An Inbody, full body composition, screening
- A movement screening to see how your body is currently moving, and how we can help you exercise safely and improve
- Feedback on lifts

Personal Training

Personal training packages are non-refundable and non-transferable.

24-hour notice of cancellation is required to avoid being charged for that session.

Teaching / Coaching / Training Members and their guests are prohibited from training, coaching or teaching other members or guests while on Club premises without permission from a manager. This includes teaching for remuneration or on a voluntary basis. This also includes personal training in the gym, swim lessons in the pool or tennis lessons on the court. Members who violate this provision are subject to membership cancellation without refund.

Guest Policy A guest is any non-member wishing to use the Club along with a host member. This includes: non-member contract subs, winter members as guests during the summer, summer members as guests during the winter, and any member wishing to use additional facilities. (See our current seasonal brochure for guest fee rates.) Please note that Junior and Student Fitness Only Memberships do not have Guest Privileges. An "Out of Town Guest" for these members will be considered at the Management's discretion.

The following guidelines should be followed by guests:

- A guest must be accompanied by a member when using the Club.
- Guests are limited to 5 guest visits per calendar year OR 3 visits per summer.
- All guests must be signed in at the Front Desk or at the Pool Desk, and complete a health screening waiver.
- Guests may only use the same facilities covered by their host's membership.
- There is a limit of three guests per membership per day.

Please know that ALL guests need to check in at the front desk, fill out a guest waiver and pay a guest fee. Knowingly allowing non-members into our facility without doing so may result in the loss of your membership.

Inclement Weather Inclement weather may cause cancellations of classes/clinics/programs. Cancellation due to inclement weather will generally be as follows: (Please check the website for updates)

1. If school is canceled or delayed in Westboro, all programs, including group exercise/water fitness, with a starting time prior to 10:30 AM will NOT RUN. All programs with a starting time beginning at 10:30 AM or later MAY RUN AT THE SCHEDULED TIME. Check the Club website for updates.

Membership

Benefits of Membership Once you become a member, you have access to the areas of the club you have joined. In addition, members enjoy:

- Priority when signing up for programs, space is not guaranteed for non-members
- A substantial discount compared to non-members rates; (non-member fees are higher than member fees)
- Tennis members may book courts up to 1 week in advance (Adults 1 week, Juniors 3 days); (non-members cannot book courts)
- Special events and programs for families
- Free childcare in our Kids Club for up to 3 hours while you use the club, for any Family Membership

Tennis Evaluations FREE to all members - 15 minutes with a Tennis Pro. Assists with program placement.

Swim Evaluations FREE to all members - 15 minutes with the Aquatics staff. Assists in program placement.

Fitness Consultation / Basic Assessment FREE to all members. Assists you with gathering a base-line for your starting point and setting goals.

Membership Policies Membership is gained upon completion of the application and payment of the necessary fees. Membership begins immediately, and is automatically renewed every 12 months for the following year. The Club requires 30 day written notice of intent to cancel prior to the membership expiration date. Renewal Notices are not sent out whatsoever, it is the member's responsibility to note their renewal date and eligible cancellation period. Cancellations are accepted before renewal in situations outlined in the membership contract. Memberships are non-transferrable. Membership applications may be declined or terminated for many reasons by the sole decision of the management of the Club. Memberships terminated for violation of policies will not be refunded, and the full contract price will be due upon the termination.

Pool Rules Continued:

- "Horse play" is not allowed on the premises - including, but not limited to: running, pushing, shoving, fighting and carrying another swimmer on your shoulders.
- For safety reasons, inflatable devices (including water wings) and squirt guns are not permitted. Balls are allowed at the discretion of the lifeguard. Other toys will be used at the discretion of the lifeguard.
- Masks, fins and snorkels will be allowed at the discretion of the lifeguard for anyone over 10 years of age.
- Lap lanes may be used for swimming laps only and are available only during designated lap swim times, except at the discretion of the lifeguard.
- Refrain from hanging or sitting on lane lines.
- Diving is allowed in the deep end only, or in the designated area. Flips, back dives and/or twists are not allowed. Children with floatation devices are allowed in the deep end only when accompanied by a parent.
- Children under the age of 12 must be supervised by a parent/sitter in the locker rooms, and all children aged 9 and older must use the appropriate gender locker room.
- CHILDREN 5 AND UNDER AS WELL AS ANY CHILD NEEDING A FLOTATION DEVICE MUST BE ACCOMPANIED IN THE WATER BY AN ADULT.
- No person with a communicable disease is allowed to use the pool.
- The lifeguard or Manager on Duty has the right to ask anyone who continuously and deliberately breaks the rules to leave the pool.

Water Fitness Fitness members and swim members may participate in classes. All participants must sign-in. Children must be 14 years or older. 12 years and older may participate at the discretion of the Water Fitness Instructor. Water fitness will receive 1 lane per 4 participants, up to a maximum of 3 lanes.

Supervision of Youth at the Pool Junior swim members under 14 need to be supervised by someone 14+ in order to be at the pool. Guest fees may apply.

Playground Supervision Parents should supervise children at all times. Children may be asked to leave the playground if they are not supervised by a parent.

Pool Rules (for complete rules, please visit the pool)

- Members must check in at the Pool Desk each time they use the facility. Members are required to register their guests at the Front Desk in the Main Lobby of the Club or at the Pool Desk. Guests under 18 must be signed in by an adult member.
- Children under 14 years of age cannot be left unattended. Children 14 and over must be signed in by a parent or guardian.
- Everyone must take a cleansing soap shower before entering the pool.
- People with hair longer than collar length must secure it in a braid, elastic band or bathing cap. No hair clips or bobby pins.
- No glass bottles (Snapple, baby bottles, baby food jars, etc.) are allowed in the pool area or pool house.
- Food, drinks and gum are not permitted in the pool or on the pool edge.
- Disposable and cloth diapers are not allowed in the pool! Our policy is training pants under tight fitting plastic pants or specially-made swim diapers.
- Band-Aids are not permitted in the pool.

Membership Seasons

Winter: Tuesday after Labor Day through the Friday before Memorial Day. Winter court fees apply through Friday before Memorial Day.

Summer: Saturday of Memorial Day weekend through Monday of Labor Day weekend.

The pool is closed for approximately 1 week after Labor Day and 1 week before Memorial Day to prepare the pool-bubble for the change of season. All Swim Members (except Summer Members) may use the Fitness Center FREE during these weeks.

Age Guidelines for Memberships Once a child in a family membership turns 18, they must keep a full time student status to remain eligible for the family membership with their parents regardless of their residency. A full time student may remain on their parents' family membership until the age of 23.

- **Junior Memberships 5-18 years old***
- **Junior Swim Membership 14+ years old****
- **Junior Fitness 14+ years old****
- **Student Membership 14-22 years old** (must be a full-time student)
- **Adult Membership 19+ years old**
- **Senior Membership 60+ years old**

* Junior tennis memberships are available for children 5–18 years of age.

** Junior fitness and swim memberships are available for children 5–13, but must be accompanied by a coinciding adult membership.

Nanny Membership A nanny is a babysitter who accompanies members' children to the club on a regular basis. A member may pay a separate fee to add a nanny onto their family membership. The nanny may only use the club while accompanying the members' children. The nanny membership is person specific, and may not be shared amongst multiple sitters. If a different babysitter is used, a guest fee per visit is charged (maximum of 5 visits per calendar year applies, with 3 of those visits occurring over the summer months).

Short Term Memberships Short Term memberships are available for out of town guests. Please see our Membership Staff for more details.

Corporate Memberships New corporate groups are always welcome. Corporate memberships are available to companies that promote our facility to its employees. A minimum of 5 employees must join in order to get corporate discounts. At renewal time, all members with a corporate discount should provide proof of employment to ensure the continuation of their discount. Please see our Membership Staff for more details.

Student Memberships Student memberships are available for children who are full time students between the ages of 14 and 22. Please see our Membership Staff for more details.

Membership Upgrades Members are permitted to upgrade their membership at any point during their membership term. Members may upgrade to a different category of usage or a different type of membership class (i.e. couple to family). Should a membership class be upgraded, the difference between the annual fee paid and the annual fee due for the new classification shall be charged at the time of the upgrade. The pro-rated difference between the membership usage category contracted for and the membership category sought will be then due. This pro-rated method will be available only one time during the first 6 months of the existence of the membership account. Once a pro-rated upgrade has been allowed, all other upgrades require the signing of a new one-year contract for the sought membership category or classification. In either case, annual fee differences are due at the time of the membership upgrading.

Membership Downgrades Membership rates are based on all year or seasonal packaging. Disruptions of the year or seasonal package WITHIN any NEW MEMBERSHIP YEAR are not permitted unless you fall under one of your Rights to Cancel. Downgrades are allowed with 30 days notice, prior to the renewal of your membership.

Aquatics Policies and Rules

Please check online for our latest pool schedules. The pool schedule generally changes 4 times per year, and will indicate specific times for family swim, lap swim and when the pool is closed. Swim lesson registration dates are specified in the seasonal brochure. For private swim lessons, please visit our website and fill out the form on our aquatics page.

Pool Locker Rooms Children 8 and under must use the family changing room. The family changing room is a co-ed changing room. Adults must wear bathing suits while showering, and change in the stalls while in the Family Changing Room. Parents should accompany all children under 12 into the locker rooms or into the family changing room.

Lap Lanes Lap lanes must be shared if there are not sufficient lanes for all swimmers. Swimmers must be able to circle swim and not inhibit other swimmers. Lap lanes are primarily for adults, but children may participate in lap swim at the discretion of the lifeguard. Children must be proficient enough to swim at a speed that does not inhibit adults, circle swim and swim continuously.

Pool Guest Policy A parent or guardian supervising a child member at the pool is also considered a guest if they are not themselves members of the pool. Parents should keep this in mind when electing junior pool memberships for their children. A child must be 14 or over to be left unattended at the pool. Parents accompanying their children to the pool will be charged guest fees regardless of whether or not they swim. This policy is strictly adhered to in the summer season, however, as a courtesy to parents of junior members the guest fee is waived during the indoor season so long as parents do not swim.

Pool Sanitation Our large pool is sanitized in two ways: by chlorine and by a UV System. Chlorine is kept between 1-3 ppm, and all water passes through a UV unit in order to remove any water impurities as well as chloramines. Water also passes through a sand filter for impurity cleaning. Water temperature is consistently kept between 83-85 degrees. Our wading pool (summer only) is sanitized by chlorine as well as both Jacuzzis in the main clubhouse locker rooms.

Tennis & Pickleball Rules Continued:

- Do not walk on or across a court while a point is in progress.
- Use appropriate language and be considerate of the noise level.
- The Manager-On-Duty or a Tennis Pro has the right to ask anyone who deliberately and consistently fails to observe the above rules to leave the court.
- Make-ups in tennis/pickleball programs and lessons are not possible. If the program is cancelled by the Club (i.e., for inclement weather, power outage), then an attempt may be made to offer a make-up if possible. However, no credits will be issued.
- Substitutions - If you are unable to attend a clinic or program for which you are registered, you are responsible for finding a "sub" of similar ability. If you need assistance, please ask your instructor for a list of tennis members to contact. If an appropriate sub is found, your account will be credited. If not, you will be responsible for the charges.

Tennis & Pickleball Cancellation Policy

Please check the current brochure for up to date information.

- Full session credit if cancellation is more than 14 days prior to the session start.
- For weekly programs or private lessons, must cancel more than 48 hours in advance or full charge.
- For tennis/pickleball bookings, must cancel more than 24 hours in advance or full charge.
- No show or late cancel with less than 24 hours for an outdoor court or free program will result in a \$15 fee.

"Freeze Policy" A membership may be put on freeze under certain circumstances.

Medical freeze: A medical freeze may be requested with a physician's note. The freeze will take effect immediately upon written notice and may be held for up to 6 months. A new physician's note will be required for an additional amount of freeze time.

Extraordinary circumstances freeze: As a courtesy for members, the club, at its discretion, may grant a freeze if a member is going to be out of the area for an extended period of time or if a member is facing financial limitations. This type of freeze may only be exercised once during any single membership contract period, may only be taken as entire calendar months (i.e., must begin on the first day of a whole month) and must be at for least 1 month. For example, a member who wishes a freeze to overlap two months must freeze their membership for the entire two month period from the first day of the month beginning the overlap until the last day of the second month where the overlap ends. Additionally, a member who requests an immediate freeze under this category will be granted a freeze beginning on the first day of the next month. A financial freeze cannot exceed three months in duration and additional documentation may be required, such as a termination letter in the event of a job loss. For an out-of-area freeze, an administrative fee of \$25.00 will be charged initially, along with an account maintenance fee of \$25.00 per month for each month the membership is on freeze until it is reactivated.

Club Right To Cancel Westboro Tennis & Swim Club has the right to terminate your membership agreement when one or more of the following circumstances apply. Upon a Club initiated cancellation, there will be no refund for dues, and payment will be accelerated and due in full.

1. Non-payment of balance 90 days overdue (60 days for summer membership).
2. Damage to club property or facilities.
3. Violation of club privileges or facilities.
4. At the discretion of the Owner or General Manager, at any time for any reason.

Membership Cancellation Policies

Please refer to your membership agreement for your complete rights to cancel and contract terms. Memberships renew annually, automatically and are for 1 year in duration, unless it is a seasonal membership. Annual dues are payable in monthly installments for member convenience. The amount of the monthly installment does not always represent the market value of the membership in a given month, therefore, members wishing to cancel prior to their annual expiration date must remit the balance of the dues for their contract term unless there is a right to cancel under the contract.

Consumer's Right To Cancellation

You may cancel your membership contract without any penalty or further obligation by submitting written notice of your cancellation, delivered in person or postmarked by certified or registered United States mail, within three (3) business days of the date of your contract or the date of your receipt to the address specified in the contract.

Additional Rights To Cancel

You, or your estate, may also cancel the contract for any of the following reasons via the same procedure:

1. If upon a doctor's order, you cannot physically or medically receive the services because of significant physical or medical disability for a period in excess of three months.
2. In the case of your death.
3. If the health club services to be provided under this contract are not available because the seller fails to open a planned health club or location, permanently discontinues operation of a health club or location or substantially changes the operation of a health club or location.
4. If you move either your residence or your place of employment more than twenty-five miles from any health club operated by the seller or a substantially similar health club which will accept the seller's obligation under the contract.
5. Members with a Fitness Only Membership may cancel their annual contract with a 45 day notice.

Tennis & Pickleball Policies & Rules

Tennis & Pickleball Membership Includes:

- Member rate for lessons
- Member rate for weekly clinics
- Round robins, ladders, and special events (fees may apply)
- Ability to book courts (see our seasonal brochure for court fees)

General Tennis & Pickleball Rules

- All new tennis members are entitled to be evaluated by a member of our professional tennis staff in order to assist in placement and introduction to other members, unless you are a beginner.
- Adult tennis & pickleball members may reserve courts up to 7 days in advance, for themselves, for up to 1.5 hours. Junior tennis & pickleball members may reserve courts up to 3 days in advance for 1.5 hours.
- Please check in at the Front Desk before playing, regardless of the court assignment; sometimes courts change from the time they were booked!
- You must have a reserved court to play. Please go to your assigned court only.
- Please pick up all balls on the court and behind the curtains, especially when using practice balls or the ball machine. Failure to pick up balls will result in a \$15 charge.
- If the court is available and you wish to continue playing, please check with the front desk before continuing to play.
- Shirts must be worn at all times.
- Dark-soled shoes are not allowed on hard courts. Appropriate tennis shoes are required on all courts (no sandals, flip-flops, casual shoes, aggressive treads, etc.)
- Be respectful of other players: Wait until the end of a point to request a ball from the next court, and do not enter a court until your scheduled time (lesson, clinic, contract or booking).

Monthly Payment Plan

- Membership dues for an annual membership must be paid monthly. Payments will be billed to you for future months. Please note: monthly rates are subject to change at renewal. Notice may or may not be issued with a dues increase. If no notice is given and the dues increase, members will be allowed to cancel anytime within 60 days of the increase. Dues will never increase during a contract term.
- Members should understand that the total cost of the membership is divided into 12 uniform payments, however, the value of each month is not always uniform. For example, an annual swim membership generally provides more value during the summer. This is one reason that complete payment of all 12 months will be enforced in all situations and pro-rated cancellations are not allowed during the contract year, except where required by law (see your contract for more details).



Program Registration & Cancellation

Registration Dates

Please take notice of registration dates for upcoming sessions. Please call the Front Desk or visit our website for more information.

Class /Clinic / Program Registration

Lesson and Clinic sign-ups are generally for 4-12 week sessions. The fee must be pre-paid for the entire period. Registration details and dates are provided in our program brochures. The following guidelines generally apply:

- Any Tennis Member that registers for a tennis clinic will AUTOMATICALLY be registered for the same class/time for the following session (s) during member registration for each new session (excludes summer clinics).
- If Tennis Members do not wish to be automatically registered for additional sessions, a brief form at the front desk must be completed at least 2 weeks prior to the start of each new session.
- Classes/clinics with spaces available will be open for member registration on the published registration dates.
- Non-members must re-register for each NEW session on the designated non-member registration dates.
- All members are encouraged to put their name on the wait list for any class/clinic that has full enrollment. Open spaces will be filled from the wait list first or additional classes/clinics will be formed.
- Non-Member Registration is subject to availability on the published registration dates. At this time, non-members can put their name on the wait list for any class with full enrollment. Payment is due in full at time of registration for all non-members.

Non-Member Program Policy

Non-members may participate in many programs and clinics at the Club once they have completed a Participant Application. Non-member sign-up is generally 2 weeks later than member sign-up, and non-members pay approximately a 50% premium to participate in programs. Non-members are not rolled-over for additional sessions. Certain programs, such as ladders, in house teams, round robins and other events are reserved for members only. Payment from non-members is due in full at the time of signup.

Program Cancellations

- Tennis Clinics: Full credit given if cancellation is **14 days** prior to the start of the clinic.
- All other 4-12 Week Programs: Classes/Clinics/Programs for which you register and don't cancel within **7 days** prior to the starting date, or don't attend, will be charged at the full rate, unless the slot can be filled. We will make a reasonable effort to fill the spot, but regardless of amount of notice given, some spots will remain unfilled. We reserve the right to charge an additional administrative fee for no more than 5% of the cost of the spot in any case.
- Weekly Programs: **48 hour** notice is required for cancellation. Less than 48 hour notice will be charged full amount.
- Private Lesson: **48 hour** notice is required for cancellation to avoid the lesson/court fee. **24 hour** notice is required for tennis court time to avoid session and court cancellation fees.

"No Shows" Full rate will be charged for a "no show" for any lesson, court or program. A \$15.00 cancellation fee, or "No Show" fee, will be charged for any free program cancelled with less than **24 hour** notice.

Withdrawals Withdrawals from a class/clinic/program after the starting date will be charged at the full rate unless the slot can be filled. See cancellation policy regarding administrative fees.

Make-Ups We are unable to permit make-ups and there are no make-ups for classes missed. Classes cancelled by Westboro Tennis & Swim Club may have a scheduled make-up if possible. No credits will be issued in any event.

Billing & Charging of Accounts

General Charging / House Charges / Payments Memberships at the Club have house charging privileges for Club services, programs and merchandise. Statements are generated and a courtesy email is sent around the 1st of the month. Amounts will be automatically charged to your payment method on file around the 10th of the month. Accounts may be checked online anytime by logging-in from our web site.

- Accounts over 30 days past due will receive a notice and a reminder to pay promptly.
- Accounts over 90 days past due will be assessed a \$50.00/month late fee and may lose membership privileges.
- Overdue accounts will be charged a 2% finance charge per month (24% per year).
- Failure to pay accounts will result in termination of membership, and full amount owed plus balance of membership dues will be billed.
- Members must notify the Club of payment changes (credit card expiration). Failure to do so will result in a chargeback and the bank fee will be passed to the member.
- Members are responsible for checking their own accounts each month, although an email is sent out, failure to receive the email is not grounds for failing to pay the invoice when due.

Returned Checks and Invalid Cards

Any applicable bank fee will be passed onto the member.

Annual Fees

Annual Fees are charged once a year and are not refundable or transferable.