



## **EASTLAKE ATHLETIC CLUBS**

### **CLUB POLICIES**

#### **Check In**

All members are required to check in at the front desk prior to entering the facility. It is important that everyone stop at the desk for security and safety purposes and to insure that we are properly processing your visit. Your membership card or Key fob is what gives you access to the facility. Please have your card or key fob with you every time you enter the facility and scan one for each family member. If your card or fob is lost or stolen it can be re-issued for a fee of \$10.00.

#### **Proper Tennis Attire**

All members and their guests are expected to wear proper tennis attire on the courts. There are no color restrictions however; blue jeans, corduroys and other "street clothes" are not considered proper tennis clothing. A proper tennis sneaker is required. No track or running shoes are permitted on the courts. They will damage our court surface and are dangerous for tennis related movement. All tennis shoes should be marked "non-marking".

#### **On The Court**

Members may bring only water or any sports drinks on court with them. Coffee and food are prohibited from the courts. We request members to turn off their cell phones and PDA's while they play. This is a courtesy to the other players in the building and a requirement during league and tournament play. Only participating players must be present on the courts at any time. Accompanying parents, kids and guests are requested to sit in the club lounge.

#### **Nursery**

Babysitting arrangements can be made with front desk staff. Children may not be left on the premises.

#### **Cancellation Policy**

Our court and lesson cancellation policy is 24 hours advance notice. Please plan your time accordingly. If you book a court the same day as you are playing, you cannot cancel it.

#### **Transferring & Cancelling**

Memberships are nontransferable. All memberships automatically renew and must be cancelled in writing.

#### **Refunds**

All membership and enrollment fee payments are nonrefundable. We reserve the right to cancel any program if enrollment is insufficient. In the event of cancellation, a full refund or alternate program will be provided.

**Membership Hold**

Members may put their membership on hold for a minimum period of 2 to a maximum period of 6 months by placing their membership on hold for a fee. During this period entire membership is inactive and the member is without the benefits of membership.

**Youth Supervision**

Children under the age of the 14 are not allowed in the fitness center. Youth ages 15-18 may utilize the fitness center without parental supervision.