

Arlington Tennis & Pickleball Center Member Guidelines

Thank you for being a part of our Y community. These policies support the best possible experience for members while ensuring a safe and welcoming atmosphere for all.

FACILITY ACCESS & MEMBER CONDUCT:

- Members must present a valid YMCA membership barcode or card and have it scanned upon entry.
- Valid membership required to access Court Reserve and the facility.
- All members must comply with the YMCA Code of Conduct and Membership Handbook (ymcadc.org/membership-handbook).
- Unsportsmanlike conduct (e.g., profanity, throwing equipment, harassment) may result in removal from the facility and revocation of membership.
- Children under 12 may not be left unattended in the lounge nor brought on court to observe play.
- All persons using the facility assume the risk of personal injury and loss of property and release the YMCA, its management, and employees from liability.
- The YMCA reserves the right to reassign courts and use the facility for special events.
- Only YMCA-approved staff may provide instruction at the facility.
- Only YMCA-owned equipment, except racquets/paddles/balls, is allowed on court.
- Only YMCA-approved recording or sound-producing devices are allowed on court.

COURT RESERVATIONS:

- ATPC Full Facility and Pickleball Only Members may reserve courts up to 7 days in advance, beginning at 9:00 AM.
- Full members from other YMCA branches may reserve courts up to 2 days in advance, beginning at 9:00 AM.
- The booking member is required to be on court and is responsible for ensuring all reservation details are accurate before arrival.
- Reservations are non-transferable.
- Daily reservation limits apply to all members:
 - Maximum of one 60-minute solo reservation (including Solo Ball Machine reservations) per day.
 - Maximum one 60-minute ball machine reservation per day.
 - Maximum 120 minutes of total court reservations per day.
- Reservations may not create a 30-minute gap in the schedule.
- Daily reservation limits, including 30-minute gap policies, are waived for new reservations created within 12 hours of play.
- Players must remain on their assigned court during their reserved time.

GUESTS:

- All guests must complete an online guest waiver before using the facility.
- All guests 18 and over are required to present a valid photo ID.
- Guests may visit up to 4 times per calendar year after paying all applicable fees.
- Guest fees: \$20/day in addition to court fees
- The booking member pays the guest fee and all guest court fees.
- If a valid guest pass is presented at check-in, the guest fee will be credited to the booking member's Court Reserve account within 2 business days. Court fees still apply.

BALL MACHINE:

- Ball machines are available to Full Facility and Pickleball Only Members.
- A \$10 rental fee applies in addition to court fees.
- Only YMCA-approved equipment may be used on court (personal racquets/paddles and balls are permitted).
- Junior members must have adult supervision while using ball machines.

PAYMENT POLICY:

- A valid credit card must be on file in Court Reserve.
- All transactions except membership, permanent court time, and camp fees, are processed through Court Reserve.
- When reserving a court with other members, the booking member is charged their portion of the court fee and all guest fees prior to play. Other members on the reservation are charged their portion of the court fee prior to play.
- Booking members are solely responsible for any cancellation and late fees.

Cancellation & No-Show Policies

These policies help ensure fair and equitable access to court time for all members and guests.

COURT RESERVATION CANCELLATION & MODIFICATION POLICY:

- Reservations must be canceled or modified at least 24 hours prior to the scheduled reservation time to avoid penalty.
- The booking member will be charged with the full court reservation fee for reservations canceled within 24 hours.
- Full Facility Member Summer Season: Will be charged a \$10 fee for booked reservations canceled within 24 hours.
- Changes considered cancellations include, but are not limited to:
 - Reducing or changing reserved court time
 - Removing a reservation
 - Changing the booking member associated with the reservation
 - Failure to appear for a scheduled reservation ("no-show")

PICKLEBALL DROP-INS:

- Drop-in registrations must be canceled at least 3 hours in advance to avoid a \$15 late cancellation fee.
- Members are limited to 2 peak time Drop-in reservations per week.

PICKLEBALL PROGRAMMING:

- Except for Drop-ins, clinics, and lessons, pickleball registrations must be canceled at least 24 hours in advance to avoid a \$15 late cancellation fee.

ADULT LESSONS & CLINICS – CANCELLATION & REFUND POLICY:

- Clinic registrations must be canceled through Court Reserve at least 24 hours prior to the scheduled clinic time to avoid a late cancellation fee equal to the cost of the clinic. Within 24 hours of the clinic, cancellations must be made directly with the tennis or pickleball professional.
- All private lessons must be scheduled and canceled directly with the tennis or pickleball professional.
- A late cancellation fee, equal to the cost of the lesson, applies to lessons canceled within 24 hours of the scheduled time.
- Instructional purchases are non-refundable after 30 days from the date of purchase.
- Unused instructional credits expire in accordance with YMCA Tennis & Pickleball Center program guidelines.

JUNIOR PROGRAM SESSIONS:

- Sessions must be canceled at least 7 days before the session start date to avoid a 20% cancellation fee.
- If a child misses a class during a session:
 - With advance notice, one make-up class per session will be offered as space permits.
 - If a make-up class cannot be offered, the cost of the first missed class will be credited to the Court Reserve account.
 - For medical or emergency circumstances, contact Scott McIntosh at scott.mcintosh@ymcadc.org within 3 days of the missed class.
- Make-ups and credits are available for 1 missed class per session only.

Additional Information

EARLY BIRD MEMBERSHIP ADD-ON (ANNUAL FEE):

- Play with other Early Bird Members on three designated Early Bird Only courts from 6-9am weekdays.
- All other courts booked in advance or playing with Non-Early Bird Members, will incur the standard court fee.
- Ball machine may be booked for use on these designated courts.
- Maximum of 2 active reservations can be booked on these courts at any given time.
- EB membership includes free walk-on access to all courts from 6:00 AM to 9:00 am weekdays.
- Enrollment in the Court Reserve Early Bird Group is included, providing access to contact directories.

FACILITY RENTALS:

- All party and event guests are required to complete a waiver prior to the event.
- The party/event host is responsible for cleanup following the event.
- Food, beverages, and any additional activities are restricted to the lounge area.
- Children's birthday parties (ages 5-9) are preliminary planned for up to 12 children. Birthday parties exceeding this guest limit will require the rental of additional courts.

*Cancellation and no-show policies may be appealed by reaching out to the Associate Executive Director.

Please Note: Policies are subject to change.