





## Suncoast Racquet Club Operations Manual

### TABLE OF CONTENTS

SUNCOAST RACQUET CLUB	2
1.0 CLUB FEES AND DUES	2
1.1 Initiation Fees	2
1.2 Annual and Other Fees	3
Annual Dues	3
Invoicing	4
New Members	4
Cancellation	5
Rejoining	5
Medical Leave	5
Winter short-term Leave	5
Transfer of Membership	6
Tennis Coaches	6
2.0 RULES AND REGULATIONS	6
2.1 Booking Courts	6
2.2 Hours of Play and Times for Booking	7
2.3 Junior Members	7
2.4 Playing with Guests	7
2.5 Non-Member Booking/Fees	8
2.6 Accessing and Securing the Premises	8
2.7 Coaching	9
2.8 Court Rules	9
3.0 COURT ETIQUETTE	11
4.0 PROTOCOL FOR RULE VIOLATIONS AND PENALTIES	11
4.1 Failure to Sign In Guests	11
4.2 Not Paying the Guest Fee	12
4.3 Failure to Show Up for a Booked Court	12
4.4 Late Payment of Annual Dues	12
4.5 Not Participating in the Volunteer Work Program	13
5.0 EMERGENCY PROCEDURES	14
5.1 Building Layout Diagram	14
5.2 Medical Emergency	15
6.0 IF YOU DISCOVER A FIRE	15
6.1 When You Hear the Alarm	15



# SUNCOAST RACQUET CLUB

Welcome to the Suncoast Racquet Club, a non-profit, membership-run and financed tennis club that was founded by an enthusiastic group of players in 1991. After many happy years of playing in the Wakefield Inn bubble and a lot of hard work, the club opened this new, permanent structure located at 6000 Lighthouse Avenue, Sechelt, in November 2008. The two covered courts are used by the Club members as well as their guests and may be booked by the public under specific regulations.

The Club acknowledges the support of the District of Sechelt as well as members of the communities on the Coast, who contributed to the facility's financing. The grateful Club membership congratulates an extremely dedicated and tenacious executive who worked long and hard to see the new facility completed and the Club operating.

Enjoy this facility and encourage others to play the game – please do so according to the following rules and regulations to ensure a smooth operation of the Club.

## 1.0 Club Fees and Dues

### 1.1 Initiation Fees

**Initiation fees** are due upon signing up as a member and include GST. Cheques are payable to Suncoast Racquet Club. New members will be given a 10 day period to rescind a new membership, should they so wish. The 10 day period starts from the day the membership form is signed by the applicant, and it is their duty to submit confirmation of plans to be cancelled either delivered to a board member or sent by registered mail to the Club.

As we are registered for GST, all fees must include GST.



## Suncoast Racquet Club Operations Manual

### 1.2 Annual and Other Fees

- Dues are payable annually on November 1<sup>st</sup>.
- Members will be invoiced in October of every year to remit dues.
- A 5% discount is available when paying the full annual amount on November 1<sup>st</sup>.
- Quarterly payment option is available, provided 4 post-dated cheques are received by Nov 15<sup>th</sup>.
- After 45 days of being delinquent in dues, the club will charge an additional \$15 collection fee.
- We will not accept ad hoc payments under any circumstances and it is the responsibility of the member to ensure that their cheques are fully covered by their bank account.

### Annual dues

- **Adult singles** - Pay the basic annual fee
- **Adult couples** - 5% discount
- **Senior members** - 5% discount
- **Senior couples** - an additional 5% for a total of 10% off the regular annual fee
- **Juniors** – 50% off the regular adult singles rate
- **Children of members** under 8 are free as long as they play with a parent.
- **Children of members** aged 8 – 19 can accompany their member parents or grandparents for a \$5 drop-in fee per 1.5 hour session. Those with multiple children playing will have their fee reduced to \$3.75/child. This is ideal for those wishing to play casually with their children or grandchildren. This is referred to our club's "Pay as you Play" option for children.
- **Family Membership** for those with children who wish to play more often. An annual fee of \$224 will allow the child (age 8 – 19) to play unlimited tennis with an adult. Children playing without an adult are restricted to non-prime-time hours. The total fee for two children would be \$336 and for three the fee is \$448. Parents pay the regular annual fees.
- **Silver Membership** is currently available allowing an individual to play in non-prime-time hours. The Monday – Friday 9:30am – 12:30pm plus the 5:00pm – 8:00pm time slots are considered prime time and are unavailable for those with a Silver Membership. There are no restrictions for weekend play. Court bookings are limited to 4 days in advance online booking. The Silver Membership is 60% of the cost of the full single adult "Gold" membership.



## Suncoast Racquet Club Operations Manual

- **Seniors' Concession:** Seniors on a fixed budget, who are having difficulty paying their fee, may have the right to a maximum \$20 monthly credit by performing work for the club. This could be, for example, maintaining the club through cleaning, painting or court maintenance or assisting with office duties like billing & invoicing. The \$20 credit would be in exchange for 4 hours of volunteer work per month.
- **Coaches** - 50% off the regular monthly dues or per contract as agreed upon by the club and the coach. In all circumstances the coach must be a member.
- **Social Memberships** - Social Memberships are for members who are no longer able to play regularly, but wish to remain a part of the club. This allows them access to all club functions and attendance at the AGM. They are however not eligible to vote on club matters. To be eligible for a Social Membership the member must be current in their dues, and can not use the transfer of membership to avoid paying their regular dues as invoiced. They are also allowed to play up to twice a month by paying the regular guest fee. No court booking privileges will exist and, when playing, they must be booked in by a full member.

### Invoicing

Members will be invoiced in October of every year to remit either one annual cheque to cover the annual fees or to provide 4 postdated cheques. Should cheques not be received by Nov 15<sup>th</sup> members will be sent a second invoice with a notice that fees not paid by Dec 15<sup>th</sup> will result in membership privileges (such as court booking and voting at the AGM) being suspended until fees are paid in full. Once a member falls 6 months in arrears, the membership will lapse and can only be reinstated as per the by-law provisions.

### New Members

New members joining after Nov 15<sup>th</sup> will be expected to pay the balance of the annual fees with either one cheque or postdated quarterly cheques. The first cheque would include payment of the balance of the initial quarterly being prorated for the number of full months still open. No discount will be given for paying the balance of the year's dues, if less than a 12 months period is involved. Those joining before the 15<sup>th</sup> of the month will be charged for the full month. Anyone joining after the 15<sup>th</sup> would have a 50% reduction for that specific month.



## Suncoast Racquet Club Operations Manual

### **Cancellation**

Members canceling a membership as per the Club's by-laws are **not** entitled to a refund of annual fees paid in advance. Written notice (optional electronic) must be given to a board member or mailed to the club stating that membership is to be terminated.

There are no refunds on Initiation Fees unless cancelled within 10 days of taking out the original membership.

### **Rejoining**

Once a membership is cancelled and the member wishes to rejoin they must pay full membership initiation fees again as per the Club's by-laws, exactly as a new member. A request to rescind a canceled membership will be honoured as long as the request to rescind member's instructions is received by the end of the same month the cancellation was requested.

### **Medical Leave**

A medical leave program exists for those who are injured, ill and will not be able to play for at least a minimum of 90 days. Periods shorter than 90 days will not be considered for Medical Leave. The applicant must apply in writing to the board, formally requesting medical leave. Each case will be judged independently, based on the definitions of "sick leave" as voted by the members at the AGM Dec. 2009. The requirements are posted on the website, and at present are limited to a maximum of 12 months after the 90 day exclusion period. 30% of the individual's regular's annual dues must be paid to hold the membership, and the club offers no cash refunds on dues already paid. Any refund will be in the form of a credit and applied to the next year's annual dues.

### **Winter short-term Absence**

For short-term absences between 3 and 6 consecutive months during the winter, members must apply to the Board by October 1 for the next billing period. Each case will be evaluated and granted at the discretion of the Board. Members must pay all annual fees in advance. Members shall pay 30% of the regular dues during the months they are away. No partial months shall qualify. The number of short-term absentee members shall be limited to 5 at this time.





## Suncoast Racquet Club Operations Manual

### Transfer of Membership

The club will allow the transfer of a Gold membership to a relative under certain circumstances. If notified within 30 days of November 1<sup>st</sup> (when the annual dues are payable) we will allow for the transfer of a membership between parents, children and grandchildren for a flat fee of \$110 (GST included). The new member being assigned the existing membership is responsible for the dues payable from Nov 1<sup>st</sup> for that year, to coincide with our business and fee cycle. This provision has been included to add value to a full adult membership and reward our long term members. The transfer can not be done during the year, nor can it be transferred to anyone other than the specific class of relative that is noted above. A written request (optional electronic) must be made to the board before November 30<sup>th</sup> to qualify.

- **Tennis coaches** – anyone providing coaching instructions in the facility, including the Club Coach/Pro, must be a Club member.

The Club is willing to engage a Club Coach/Pro for 1 year renewable contracts at \$100 per year with terms and conditions that are agreeable to both parties. This will allow the Club Pro/Coach to offer lessons to members and the general public without cost to the Club. Each non-member player participating in a coaching program will pay to the Club a fee using the facility. The fee for use will be part of terms and conditions contained in the coach's contract. The Club Coach will collect and remit these fees to the Club monthly.

Any fees earned from the lessons and racquet stringing are 100% for the Coach to keep, however their guests must pay a guest fee. For adults the guest fee is \$8/person and for juniors (including schools booking for lessons) the fee is \$4. Club members do not have to pay a court fee to have lessons.

## 2.0 RULES & REGULATIONS

### 2.1 Booking Courts

Bookings are made online through the [www.SRCtennis.ca](http://www.SRCtennis.ca) website.

**Gold** members in good standing may book 7 days in advance and are allowed to have 2 bookings in their name at any time, during that 7 day period. However, they can not have two courts for the same day at the same time in their names. They will be limited to one court at any specific time.



## Suncoast Racquet Club Operations Manual

Once a booking is played then another booking can be made for the same time and day 7 days in advance. There will be no exceptions to this rule.

**Silver** Membership allows only one court booking in their name at any given time, and bookings can only be done up to 4 days in advance.

**Cancellation:** Members wishing to cancel a booked court must do so 24 hours before the booked time. If less than 24 hours notice is given, the member will be billed \$34.00.

A **daily log** will be maintained at the front counter; members must sign in any guests, and pay the appropriate guest fee prior to play.

### **2.2 Hours of Play and Times for Booking**

The two courts are available for 1.5 hour sessions starting at 6:30 am.  
The last booking is 9:30 pm.

### **2.3 Junior Members**

Members under the age of 14 cannot play tennis without an adult member present. This includes any type of ball hitting either on their own, or in small groups.

Juniors age 15 or older can play with other junior members without adult supervision; however, any guests must be registered and paid for. The rate for a junior guest accompanied by a junior member is 50% of the adult guest fee for the general public.

Junior members bringing guests are responsible for the conduct of their guests, and any grievous infractions will result in membership being revoked.

### **2.4 Playing With Guests**

**Any one guest can play only twice a month.** Off Coast visitors are exempted from this restriction.

All guests must have their full name printed in the daily log book before start of play.

Members bringing a guest must pay \$17 per guest regardless if they are playing singles or doubles. Members will pay for their guests at the time they play by depositing the correct





## Suncoast Racquet Club Operations Manual

amount in the secure lock-up box in the office. Envelopes for payment will be provided. If for some reason payment is not made at the time of play, the outstanding fee(s) will be added to the member's annual invoice, plus a \$25 processing fee (per incident). Failure to pay the guest fee(s), and/or the \$25 processing fee(s) with their annual dues, will be treated exactly the same as non payment of their annual dues. This involves booking privileges being rescinded and the card swipe (once implemented) being deactivated after 60 days.

It is the responsibility of members to ensure that guest fees are paid. Members who do not pay within 30 days may have booking privileges revoked per Section 4.

Members are responsible for their guests and any cost for repair of damage to the courts or annex will be billed to the member. Non payment of such expenses may result in revocation of the membership.

### **2.5 Non Member Bookings/Fees**

The time slots available for public play are currently Fridays and Saturdays but this is subject to notice and may change throughout the year. A special "Family Package" has been created for families for a flat fee of \$25 (GST included) for the Sunday afternoon time slots of 3:30 – 5:00pm.

Non members pay \$17 per person for singles and \$12.50 for doubles (GST included) during these times. Times and fees are subject to change. A court reservation must be made through the Club Coach and is subject to availability. Club members have priority and the general public can only book courts that have been left unused.

### **2.6 Accessing and Securing the Premises**

Once the card swipe is implemented members will enter the premises by using the code number on their membership card. Currently everyone has their own key and new members are charged a refundable \$50.

It is the responsibility of the last member playing in the evening to ensure that the doors are locked, the lights are turned off and the alarm is activated.

Members should contact Colin Jacobsen (885-0421) or Barry Kaufman (747-9996) to ensure that they understand how to secure the building.



## Suncoast Racquet Club Operations Manual

### **2.7 Coaching**

Coaches retain any fees they earn from lessons; however, their students who are non-members must pay a guest fee. For adults the fee is \$8 per person and juniors (including lessons booked through schools) the fee is \$4. This fee may be waived by the Club.

Club members do not have to pay this court fee for lessons through the Club Pro.

### **2.8 Court Rules**

Courts must be claimed within 15 minutes of the booked time, and Club members playing before the allotted time slot, have the right to play through should the court not be claimed. However once the individual who is booked for that specific time shows up, the previous party must exit the court without delay.

If the 15 minute time frame is exceeded by another 5 - 15 minutes, the members must reach a mutually convenient solution which may entail letting the playing member finish their game. After 30 minutes of the court being unclaimed the booking member has no recourse and forfeits the court entirely.

General public players do not have the right to start before their slated time nor do they have the right to play through the end of their set booking.

Should the same court be available after public players have finished their 1.5 hour allotment, they only have the right to continue playing by paying for another 1.5 hour period. They would first have to notify the booking agent or volunteer greeter that the court is open and they are playing through with the understanding that they will be billed for the extra 1.5 hrs.

Should a non-member abuse this privilege they will be given one warning and an invoice to pay the extra court time. A second attempt to circumvent the rules will result in the individual losing their right to book court time.

Proper tennis wear must be worn; court shoes only, no jogging shoes as they mark the surface. While there is no "all whites" code, respectable shorts and tops are required for both men and women. (Please, no blue jeans, jean cut offs, or tank tops.)

Food and drink are not allowable on the courts unless the drinks are energy drinks or water. Snacks are limited to fruit- or granola bars but no fresh fruit or vegetables are



## Suncoast Racquet Club Operations Manual

allowed on the courts. Waste receptacles will be provided and it is expected that all members and guests will use them.

No smoking anywhere on the premises.

No pets are allowed on the premises including the annex.



## **3.0 COURT ETIQUETTE**

Do not enter a court prior to the end of a session, when play still goes on.

Wait until a point is played out before walking past or near a court. Then move quietly and quickly.

Return balls to a neighbouring court promptly. Balls should be retrieved from another court only when there is no play in progress.

As noise can be a problem, please keep chatter and shouting to a minimum. Cellular phones must be turned off on the courts.

No coarse language.

Obviously any 'disputes' on the courts should be resolved quietly and on the spot.

## **4.0 PROTOCOL FOR RULE VIOLATIONS AND PENALTIES**

As with any organization, certain rules and protocols must be followed for the smooth operation of the system. With our Club it is imperative that members know what our rules & regulations are, so everyone can find value in our wonderful Club. Board members do not wish to be put in a position, where they must reprimand members, who violate the rules. For this reason we are posting the rules & regulations that are broken most often, and how we plan to treat chronic offenders (as voted in by the membership).

### **4.1 – Failure to sign in guests**

- This includes having the same guest play more than 2 x per month. It is the member's responsibility to inquire as to the guest's playing status, and whether they played with another member during the current month. It should not be the Board's mandate to audit the booking logs to total each guest's playing frequency.
- The guest's name must also be entered on the online booking system



## Suncoast Racquet Club Operations Manual

### 4.2 – Not paying the guest fee

- Guest fees are due immediately upon entering the club, before play is commenced. It is also the responsibility of the Club member to pay the fee directly to the Club in the form of cash, cheque or guest fee ticket.
- The Club does not want the additional onus of having to invoice for guest fees, nor having to collect from the guest. For those, who habitually neglect to pay the fees, they will be added to the member's upcoming annual dues along with a processing fee.
- The Club expects the member and guest to work out payment for the court fee in advance, thus there should be no confusion at the time of play. Too often it is written in the booking log that "payment will be made later". It is expected that our members adhere to the honour system that has served our Club well for over two decades, and pay at the time of play.

For the above two circumstances we will be implementing the following penalty program:

- first time offenders will be given a verbal reminder by a Board member
- second time offenders will be given a written warning that upon the next case of abuse, booking privileges will be suspended
- third time offenders will have their booking privileges suspended for one month
- those who continue beyond the 3<sup>rd</sup> time will have booking & playing privileges suspended for 3 months
- after the 4<sup>th</sup> time we will cancel their membership. No refund is due to the member.

### 4.3 – Failure to show up for a booked court

- This is especially frustrating for members trying to play in specific prime time slots when courts are booked, and then not used. The courtesy we would like to see extended to fellow members is; that the court is released a day before, or at the latest the morning of the day of play.
- Chronic offenders will be billed \$34 for each court session that is not used.

### 4.4 – Late Payment of Annual Dues

- As our billing cycle is from Nov 1<sup>st</sup> to Oct 31<sup>st</sup>, everyone will be billed in mid October, and dues are payable by Nov 15<sup>th</sup>.



## Suncoast Racquet Club Operations Manual

- Dues are payable either as one lump sum payment or as a concession by the Club, by 4 post-dated cheques. We will not accept payment ad hoc at the convenience of the member. Should we receive less than the 4 quarterly cheques, they will be returned to the member with a note saying that full payment is required.
- Should payment not be received by Nov 15<sup>th</sup> a Board member will contact the individual by email or phone, to make suitable arrangements.
- If full payment is not received by Dec 15<sup>th</sup> (45 days after the due date) booking privileges will be suspended, and the member can only play by paying the \$17 guest fee.
- After 60 days the member's key will have to be returned and card swipe access will be deactivated and reinstated only with full payment of dues, plus a \$15 service charge.
- After 6 months of non payment the membership will lapse and the member can only rejoin by paying the Initiation Fee in full and starting anew at that point in time (see by-laws).

### **4.5 – Not Participating in the Volunteer Work Program**

- Due to the fact that our limited resources cannot be stretched to allow for outside hired cleaning crews, the responsibility for routine maintenance falls to all members. At the AGM in December 2008 it was voted in by the members to have each Club member perform up to 24hours annually in volunteer work program. This is in lieu of having to increase annual dues. The option was given to pay the club a predetermined amount/hour in lieu of not-performed work.
- The Club will invoice those who have not performed their volunteer work assignments. This additional invoice will be part of the member's annual dues, and refusal to pay the invoice will be treated exactly the same as late payment for dues. Ultimately it will result in the suspension of booking privileges, and finally the lapsing of membership in the Club.

We trust all members understand the decision to implement the volunteer work/pay program, and to make it as easy as possible for the volunteer administrators to operate the program. Therefore we do need these firm rules to allow the club to run smoothly.

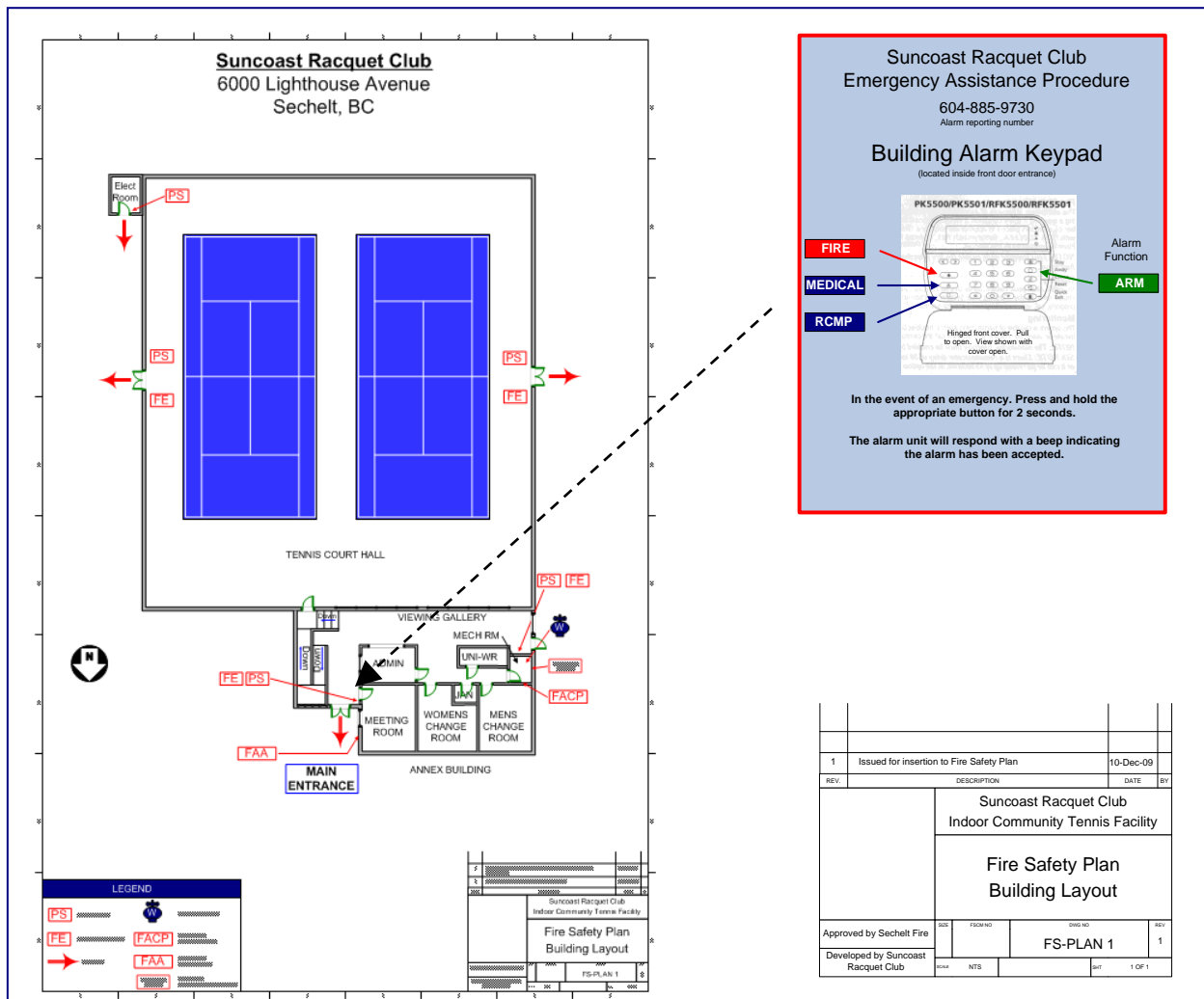




## 5.0 EMERGENCY PROCEDURES

If you witness any emergency or vandalism please notify the police immediately. The building alarm panel contains three buttons for immediate assistance for Police, Ambulance and Fire Department Services.

### 5.1 Building Layout Diagram



Suncoast Racquet Club  
Emergency Assistance Procedure  
604-885-9730  
Alarm reporting number

**Building Alarm Keypad**  
(located inside front door entrance)

PK5500/PK5501/RFK5500/RFK5501

**FIRE** **MEDICAL** **RCMP** **ARM**

Alarm Function

Hinged front cover. Pull to open. View shown with cover open.

In the event of an emergency. Press and hold the appropriate button for 2 seconds.

The alarm unit will respond with a beep indicating the alarm has been accepted.



## 5.2 Medical Emergency

The Club has received a generous gift in the form of a defibrillator. This device has the ability to save an individual's life but must be used only by trained individuals. The Club in conjunction with local medical physicians offers training courses on the proper use of this equipment and first aid intervention. All members are encouraged to participate in the training program.

Emergency Procedures (extracted from the Fire Safety Plan)

## 6.0 IF YOU DISCOVER A FIRE:

- Leave the fire area.
- **IMMEDIATELY**, sound the fire alarm by activating the nearest red alarm pull station.
- Call the Fire Department. **Dial 911** Tell them you are reporting a fire at:

**6000 Lighthouse Avenue, Sechelt, B.C.**

Or

press the Fire button on the building alarm panel at the front door

- At your discretion attempt to control the fire with available fire equipment.
- Close doors behind you; leave the building by the nearest safe exit.

### 6.1 When you hear the Alarm:

- Leave the building immediately by the nearest safe exit.
- Close doors behind you.
- **REMAIN CALM.**
- When you have reached the outside, move away from the building.
- Call the Fire Department. **Dial 911** Tell them you are reporting a fire at:

**6000 Lighthouse Avenue, Sechelt, B.C.**



## Suncoast Racquet Club Operations Manual

Or

press the Fire button on the building alarm panel at the front door

- Go to the designated assembly area.
- **DO NOT GO BACK INTO THE BUILDING FOR ANY REASON.** The Fire Department will advise when it is safe to do so.

**THE DESIGNATED ASSEMBLY AREA FOR THIS BUILDING IS:**

***West side parking lot adjacent to Lighthouse Avenue.***