

# NORFOLK FAMILY YMCA TENNIS CENTER—OPERATIONS POLICY

AMENDED March 2016

## History of the Tennis Center

Just a little history of how the Tennis Center got started. . . .

The YMCA Tennis Center was founded as a self-supporting program of the Norfolk Family YMCA in 1975. No general funds of the YMCA or of the United Fund were involved in either the building or in the operation of the facility. It was anticipated that donations, the annual fees and hourly fees will pay for the structure and its operating expenses, including any loans and interest necessary as a part of the funding.

The Tennis Center was conceived by a special Tennis Committee which took responsibility for the project on behalf of the YMCA. Without substantial contributions by a number of individuals and businesses totaling approximately \$100,000 the indoor tennis facility would not have been possible. **Indoor tennis facilities are expensive to build and to operate, but if you are an avid tennis player you already know that ☺.** The cost of the two courts was approximately \$120,000 even with the land donated, and with most of the construction obtained at cost or donated. The structure is of permanent construction and would cost nearly \$300,000 to replace.

The courts can be expanded to a total of five, and rest-room facilities, locker rooms and a small office and counter can be added according to plan if they are ever needed, but this would incur a large expense, very large expense. Rest rooms and locker rooms were left out of the initial phase to save both the cost and the added expense of operation and maintenance, and the concept has worked well so far. Players dress in warm-ups at home or at the YMCA, and return home or to the YMCA to shower and change after playing, much as players do using outdoor courts.

In 2015 the Tennis Center became part of the YMCA, with memberships and court fees being directly entered into the YMCA's current Membership Software. Members could pay their membership at the Welcome Center via check, cash or credit/debit card. Court fees were added onto their account with an invoice being sent on or before the 10th of the month, payment due on or before 1<sup>st</sup> of the following month. Members will be encouraged to sign up for automatic payment and those payments will be scheduled to come on the 20th of the month. Members will have ample time to review their invoice and contact the YMCA with any discrepancies to their invoice before their automatic payment is drafted.

In 2016 the name was changed from the Norfolk Family YMCA Tennis Center to Norfolk Family YMCA Tennis and Pickleball Center. From 1975-February 2016 Tennis Center memberships were sold separately from YMCA Memberships. In March of 2016 it was changed that any YMCA member in good standing is a member of the Tennis and Pickleball Center. Anyone wishing to only be a member of the Tennis and Pickleball Center may do so by paying the membership fee just to the Tennis and Pickleball Center.

## Management

A Tennis and Pickleball Committee meets in the fall of each year to determine any changes in membership fees or court fees for the upcoming year. Any changes in membership or court fees will be effective March 1<sup>st</sup>. Notification of an increase will be sent out to Tennis and Pickleball Center only members by February 15<sup>th</sup>.

## Membership/Court Fees (Amended 3/2016)

All fees go towards the grounds and maintenance of the building as well as major repairs and improvements in addition to the operating expense of the courts.

All Norfolk Family YMCA members in good standing are also members of the Tennis and Pickleball Center so Membership Fees below do not apply, however court fees do apply. If you are a Norfolk Family YMCA member please see the section [Tennis and Pickleball Center Access](#) for access to the facility.

### Membership Fees for the Tennis and Pickleball Center Only

Membership Type	Age Category	Annual Fee
Youth	0-18	\$60
Young Adult	19-22	\$75
Adult	23 & up	\$100
Family	*	\$175

\*Husband, wife & children 18 years & younger. Includes full time college students (min. 12 hours) up to age 23.

**Joiner's Fee:** A one-time Joiner's Fee of \$20 is applied to all new memberships (except youth). This does not affect current members unless their membership lapses more than 60 days.

**Payment Options:** Membership fees are paid annually, monthly is not allowed due to system requirements and the facility not being staffed.

**Cancellation Policy:** You may cancel at any time, but we would hate to see you go! If you must, fill out a cancellation form at the Welcome Center at the Norfolk Family YMCA. Cancellations must be made by the 20<sup>th</sup> of the month in order to receive credit for the following month.

**Youth Members:** Access cards are checked out by parents and are the responsibility of the parent. Children under 12 MUST play with or be supervised in person by an adult at all times. If playing with a child under 12, the adult must either be a member of the Tennis and Pickleball Center or the Norfolk Family YMCA or pay the \$8 guest fee.

**Membership Fee and Access Key Card/Key Fobs Fee must be paid before a member is allowed to play.**

## Access Key Cards/Key Fobs (Access system updated 3/2016)

Any Norfolk Family YMCA member or member of the Tennis and Pickleball Center must purchase an Access Key Card or Key Fob to access the facility. This system will work by having your key card or key fob in close proximity to the access reader. In other words, you can have the card in your wallet or pocket and you will not have to get it out to unlock the door, however for the lights you may have to. Members must be in good standing to purchase an access key card or key fob. [Any member wishing to only play Pickleball during open play or Pickleball League does not need to purchase an access card.](#) Card fees are as follows:

- Access Card/Fob Setup Fee—\$25
- Annual Renewal Fee of Access Card—\$15

Access card options are either a key card or key fob. Those with a family membership may purchase a maximum of two cards. Those with other membership types may only purchase one card.

When a card is returned **in reusable condition**, due to non-renewal of membership (Tennis and Pickleball Center or Norfolk Family YMCA Membership) or lack of use by personal choice (YMCA Members Only) a \$15 refund will be granted. Once card is returned and \$15 refund is granted, if a member decides later that they would like an access key card or key fob, the setup fee (\$25) must be paid again.

**Replacement cards due to being lost, broken or stolen are available at a cost of \$25.**

**Lost Key Cards or Key Fobs**—Must be reported to the Norfolk Family YMCA (402-371-9770) immediately so that access can be denied on that key card or key fob. You are responsible for any fees that occur if you have not notified us of your key card or key fob being lost or stolen.

### [Court Fees/Billing](#) (Court Fees amended 11/2015 - Billing amended 1/2014)

The court fee is divided among those playing, so all players must sign in. Invoices will be sent on or before the 15th of each month. Payments are due on the 1<sup>st</sup> of the following month. Court fee payments are encouraged to be automatically scheduled for the 20th of the month. Balance not paid by the 1<sup>st</sup> of the following month will incur a \$10 late fee.

The court fee **per hour** shall be **\$20 plus** sales tax for adults and **\$10 plus** sales tax for youth. Youth will only receive this rate **if they sign in as a youth at the tennis center**. If youth is not specified they will be charged the adult fee.

Court fees are the responsibility of the member. Recording of playing time is on the honor system. Players must fill out the sign in sheet completely and legibly (located in lobby of Tennis Center), **before** play begins. Include all player's names, time played, court played on and date played.

Billing is completed using the sign in sheet and access report regarding access card/fob activation to turn the lights on. Court fees are billed by the 1/2 hour, when the key card/fob is activated it keeps lights on for 28 minutes. The remaining 2 minutes allows time for you to clear the court to keep reservations on schedule. A buzzer will sound at 25 minutes letting you know that you have 3 minutes of play time remaining and 2 minutes to clear the court. If you need to reactivate the lights to continue to play you may do so after the buzzer sounds.

There will be absolutely no playing without the lights being on at any time for anyone. If you see this happening this needs to be reported to the Norfolk Family YMCA. Violation of this rule may result in suspension. As adults we need to model what our kids should do; we need to set the example of honesty, respect and integrity.

### [Guest Fees](#) (Amended 1/2014)

Guests may be invited to play by a member at a fee of **\$8.00** per guest per day (in addition to the current hourly court fee). All guests must play with either a Tennis Center Member or a YMCA Member that has an access key card or key fob and the guest fee and court fee will be charged to the member that accompanied the guest. This guest fee is for people who are looking at purchasing a membership but would like to try out the facility first or for family members that are home during the holidays. The guest fee is not to be paid continually, it is for an individual to try out the facility or enjoy the facility with family over the holidays.

### [Reservations and Scheduling](#) (Updated 3/2016)

Courts are available from 5:00 am to 10:00 pm daily except for time blocked out for cleaning or special purposes.

**All reservations must be made at [www.reservemycourt.com](http://www.reservemycourt.com).** For specific instructions on how to reserve courts online please visit our website at [www.norfolkyymca.org](http://www.norfolkyymca.org) and click on Tennis Center. You will need to sign up as a

'new player'. You will then select 'Norfolk Family YMCA' as your facility. It will then prompt you to enter the facility code which is NorfolkNE. Reservations are in half hour increments and limited to two (2) hours per day. Reservations may be made up to 7 days in advance. Only if you do not have internet access you may call the Welcome Center at the Norfolk Family YMCA and they can make the reservation online for you.

Tennis may be reserved on either court with priority on the North Court. If reserving the South Court for tennis you will need to reserve Pickleball South Courts 1, 2, 3 and 4. If reserving a court for Pickleball please reserve the court or courts you desire. You may reserve more than one court, but only reserve the number of courts you will actually be using. **Reservations can only be made on the hour or half hour.** In the event you arrive late, your court time will end at the time it was reserved online. (For example: If you reserved the court from 2-2:30 pm and arrive at 2:10 pm, your court time will end at 2:30pm).

Tennis Lessons (group and private), as well as, free Pickleball Clinics are offered through the YMCA. Please see [www.norfolkymca.org](http://www.norfolkymca.org) for current offerings.

Members must give up their courts at the exact time their reservation ends if others with reservations are waiting to play. However, members may continue to use a court beyond reserved time if no one is waiting with a reservation and provided that any additional usage is recorded for charge (in 30 minute increments). Be advised that if you are playing without a reservation, someone may go online and reserve that time and you will then have to relinquish the court to them. Be sure the person playing next swipes their key card/key fob to activate the lights in their name.

If a reservation needs to be canceled you must do so **online** within 4 hours of the reservation start time. If a reservation is not canceled within 4 hours a \$10 cancellation fee will automatically be put on your account and will be included with your monthly billing.

## Suspension

The Executive Director shall suspend without refund the playing privileges of any member who abuses the Tennis and Pickleball Center property or who fails to abide by the rules established for its use. A suspension shall be for such a period as the Executive Director deems advisable.

## Other things to be aware of. . . .

1. Please do not turn on exhaust fans in the winter.
2. Even though the front door is self-locking, everyone leaving is encouraged to double check to make sure that, in fact, the door is closed tight and locked. Never block doors open with the exception of open pickleball times.
3. Help keep our Tennis Center clean. Don't track dirt into the court area. Please leave the waiting room picked-up and the furniture in order.
4. Dress code shall be workout attire, such as—tennis top/shorts, tennis outfit or warm-up suit. Tennis shoes are required; please carry the shoes you will be playing in into the facility to preserve the courts.
5. Do not place clothing or coats on the pickleball nets. There are coat hooks in the lobby.
6. Smoking is NOT allowed anywhere in or on the property of the Tennis and Pickleball Center.
7. Remember to sign yourself in as well as any guests or other members playing to ensure accurate billing.
8. The Tennis and Pickleball Center is not a game room. Children are not to be running around or playing behind the curtains. The Center is for Tennis and/or Pickleball only. No other equipment/games are allowed.
9. Do NOT hang clothing on the Pickleball nets. Children are not to play/hang on the nets either.

## Access to the Building/Turning on the Lights

Access to the building is accomplished by having your access key card or key fob in close proximity to the access reader. Lights operate in the same manner as the access reader to get in the building. Have key card or key fob in close proximity to the access reader. If you have the next reservation be prepared to reactivate the lights as soon as they go off.

**THE OUTSIDE DOOR IS NOT TO BE BLOCKED OPEN FOR OTHER PLAYERS OR FOR ANY OTHER REASON. DO NOT OPEN THE NORTH EMERGENCY DOOR AT ANY TIME, EXCEPT OF COURSE IN AN ACTUAL EMERGENCY!!**