

SPORTIME Quogue

GAME ARRANGING RULES & REGULATIONS

SUMMER 2024



SPORTIME Quogue management expects all tennis members to follow essential behavioral guidelines that assure a civil and cooperative club environment. We will take a proactive approach to enforcing rules and regulations, stressing communication and respect. Our #1 goal is to deliver a consistent, high-quality tennis experience to all members.

GAME ARRANGING

To assure efficient and effective game arranging, and to provide the best games possible for members at all levels, the following guidelines will be followed consistently:

- SPORTIME staff will arrange all games with 8:30 a.m. and 10:00 a.m. starting times.
- All members should bring a new, unopened, can of balls to the court. A racket spin, or series of spins, should be used to determine which player will open their can for play.
- Our Professional Game Arranger/Starter, the Director of Tennis and/or the General Manager will be on the deck for the 8:30 a.m. sessions, and for the start of the 10:00 a.m. sessions, and will assist with any necessary changes or adjustments, and watch the games to confirm that the levels of play are appropriate. The Game Arranger, Director of Tennis and/or the GM will be happy to listen to constructive feedback from members after games are completed, and will always attempt to take such feedback into account when arranging future games.
- Members are encouraged to use the SPORTIME Member Portal, which may be set up as an app on their android or apple devices, to register for game arranging. Once you have installed the app, from the home page select “Court Booking/Registration” and from that page select “Class Registration”. Registration can also be done at the tennis desk.
- Summer Tennis Members are able to register up to one week (168 hours) in advance of play and up until 10am of the day previous to the day they wish to be placed in matches. Members are welcome to be placed on the waitlist for the following day’s matches if they miss the 10am deadline, or they can come to the club the morning they wish to play, on a stand-by basis.
- Club management reviews the player list prior to putting games together and, when necessary, a SPORTIME team member may call/text/email members to fill games, or to keep games at level. At times, the Game Arranger may invite guests to create the best possible games and as a way of recruiting

new members. Every effort will be made to arrange appropriate and challenging games, with all players at compatible levels, including men’s, women’s and mixed doubles games. If a game, despite best efforts, appears unbalanced, the Director of Tennis and/or the General Manager, may determine that a hitter should be used in a game in place of a member, due to the disparity in a particular player’s ability compared to the other players in the game.

- Requests from members to play with a particular group, or in a particular game, in either the 8:30 a.m. or the 10:00 a.m. time slots, will be considered, but the first responsibility of the game arranging team will be to achieve the best matched games, commensurate with the players’ abilities. Similarly, players may request a pre-arranged game with partners and opponents of their choosing, but the club staff will make the final determination as to whether the request can be accommodated.
- All requests to “play up” will be considered, as players should never feel that they have been permanently locked into a specific group when/if they feel they are consistently being asked to play at a level beneath their abilities. Requests of this nature give the Director of Tennis an opportunity to evaluate the game of a frustrated member. Adjustments may be made and honest feedback will be shared as necessary.
- SPORTIME guests will be placed in games only after being evaluated by the Director of Tennis, unless prior arrangements are made when members are playing with their guests.
- The outdoor tennis deck is staffed from 8:00 a.m. to 10:30 a.m. daily, until all pre-arranged games have started. The General Manager or the Director of Tennis will be available for consultation until 5:00 p.m.
- Players should turn their cell phones off, or set them to vibrate only when they are on court.
- Members who wish to play prior to 8:30 a.m., or after 11:30 a.m., are free to arrange their own games, but they must reserve a court at least 24 hours in advance, and preferably 48 hours in advance, with the front desk, or by using the “Court Reservation” feature on the SPORTIME member portal. Guest fees will be charged, if applicable.
- All players must check in with the Game Arranger between 8:00 a.m. and 10:30 a.m., or with the desk staff at all other times, before walking on a court.



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COMMUNICATION, ETIQUETTE AND FINES

- While constructive feedback is welcome, specific or “formal” complaints about a game or a partner need to be made privately; either by email or after the deck is cleared of the next round’s court assignments. The Director of Tennis and/or the General Manager will be available on the deck to accept post-match feedback, but we ask members to be considerate of the feelings of others and to use discretion in their mode and manner of communication.
- If a member believes that his/her assigned game is beneath him/her, he/she is expected to make best efforts, play at his/her normal level, behave graciously and then report the scores to the Game Arranger/Starter. In such an instance, the member may then privately lodge a “formal” post-match complaint, which will be reviewed by the Game Arranger and by the Director of Tennis and/or General Manager. It is important for members to remember that we all think we are as good as the best match we have ever played and that we would all like to play with the best player we have ever played well against. But happy club cultures, and successful player development, require that all players sometimes play up a level or two and sometimes play down a level or two. And remember, different players match up differently. We will always make best efforts to make good matches and we will always try to avoid making the same mistake twice.
- Players may never walk off a court or refuse to participate in an assigned game because they are unhappy with the game, or unhappy with the partners with whom they have been assigned to play. Any player who leaves an assigned game for any reason, other than injury or illness, will be fined \$50. Repeat offenders may have their membership suspended with no refund of any dues or fees.
- Cancellations can be made online up to 24 hours prior to play. Cancellations made after that time must be made by calling the front desk at 631 653 6767. Late cancellations, made after 5:00 pm of the day prior to play, will be assessed a \$30 fine. No call, no shows will result in a \$50 fine, unless a serious emergency made it impossible for the player to contact the club. Members who “no show” more than twice per season, or who have multiple late cancellations, may have their membership suspended with no refund of any dues or fees.
- When a member is more than 10 minutes late to an arranged game, a player from the stand-by list, or a staff hitter will be assigned to fill the game. The late arriving member will not be allowed to join the game at this point, and will not be allowed to play until the following session, on a space-available basis.

DETERMINATION OF LEVEL OF PLAY

- SPORTIME management performs player evaluations and employs a private rating system for all active members of both sexes. Member/player ratings are carefully and privately documented. Members are required to play up or down within a specific range of players: a maximum of 15 players rated above and 15 rated below them.
- The master player rating list is created by the Director of Tennis and the General Manager, and is adjusted based on performance. The list is confidential, and accessible only to game arranging staff through their access to the club game-arranging software. The data includes notes indicating and updating player preferences, including good match-ups and those that should be avoided. Members may not ask management or staff to share this confidential information, as employees are strictly prohibited from doing so, and will not do so.
- New members may request a complimentary 15 minute evaluation with the Director of Tennis upon joining the club unless their level of play has been determined through conversation prior to their first arranged match. Returning members may request a re-evaluation at the beginning of each season. While not always necessary, it is a useful tool in providing an accurate evaluation of players, to determine their level of play and with whom they should be playing. However, this short court-test alone will not determine a member’s playing level. It is just a starting point, and one of many tools. Levels will ultimately be determined and adjusted through performance, by tracking the scores of many matches and by watching members play their matches.

ACTIVITIES

- Well-promoted adult clinics and drills are offered on weekdays at 10:00 a.m and on weekends at 9:00 am. These clinics are for members and non-members and are based on level of play.
- Social activities are plentiful for all levels of play on weekends. A calendar of events is created each season and is distributed to the tennis membership.

CONTACT INFORMATION

Should you have any questions, please contact us by calling or emailing us using the information below.