

# **SPORTIME QUOGUE 2017 SUMMER TENNIS MEMBERSHIP GUIDELINES RULES AND REGULATIONS**

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 8:45 a.m. and 10:15 a.m. starting times.
- Babysitting will be available from 8am to 12pm seven days a week. Parents bringing their children to camp are welcome to use the nursery from 8am to 9am and those campers will be escorted to the camp tent at 9am.
- All members should bring a new, unopened can of balls to the court and spin to see who will open their can for play.
- The Director of Tennis and/or the General Manager will be on the deck for the 8:45 a.m. session and the start of the 10:15 a.m. sessions to assist with any necessary changes or adjustments and to watch the games to confirm that the level of play is appropriate. The 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 **MySportime** app to register for matches using their android or apple devices. 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. You will be able to register one week in advance of play (168 hours in advance), but not within 24 hours of play; games will already be arranged for the following day.
- Game-arranging begins 48 hours in advance of each day’s sessions and games are finalized and closed at 12 Noon of the previous day. Members will not be able to register after 12 Noon for the next day’s play. Members are welcome to come to the club on a stand-by basis, but will not bump another player in an already assigned game unless the Tennis Director and/or General Manager believes that the previously arranged game is inappropriate and the change will improve the level of play for all involved.
- Club management will look at the player list 2 days prior to each session. When necessary SPORTIME staff will call/text/email members to fill gaps and to keep games at level. At times, the starter may invite tennis members, twilight members and guests whom the club would like to recruit, to create the best possible games. Every effort will be made to make appropriate and challenging games, with all players at the same level – these efforts will include 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 people in the game.
- Requests from members to play in a particular group or game, in either the 8:45 a.m. or 10:15 a.m. time slot, will be considered, but the first responsibility of the club will be to achieve the best matched and highest level games commensurate with the players’ abilities. Similarly, players may request a pre-arranged game 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 carefully 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 where members are playing with their guests.
- The outdoor tennis deck is staffed from 8:15 a.m. to 10:45 a.m. daily, i.e., 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.
- Cell phones should be turned off or set to VIBRATE only when on court.
- Members who wish to play prior to 8:45 a.m. or after 11:45 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 **MySportime app** (guest fees will be charged if applicable).
- All players must check in with the starter between 8:15 a.m. and 10:45 a.m. or with the desk staff at all other times before walking on a court.

### **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 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.

- Players may never walk off a court or refuse to participate in an assigned game because they are unhappy with game or 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 and put on probation. Repeat offenders will have their membership suspended with no refund of any dues or fees.
- If a member believes that his/her assigned game is beneath him/her, he/she should make best efforts, play at his/her normal level, behave graciously and then report the scores to the starter. In such an instance, the member may then privately lodge a "formal" post-match complaint, which will be reviewed by the starter 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.
- No-shows will be assessed a \$50 fine, unless a serious emergency made it impossible to contact the club. Players who cancel after 5:00 p.m. the night prior to play will be fined \$25 after receiving one free pass, sickness and other exceptional circumstances being excusable exceptions to this rule. Cancellations made the night prior to play should be made online or e-mailed to [FrontDeskQuogue@SportimeNY.com](mailto:FrontDeskQuogue@SportimeNY.com). Cancellations made the

morning of play must be made by a phone call directly to the General Manager or the Director of Tennis.

- Members who “no show” more than twice per season, or who have multiple late cancellations without acceptable excuse, may have their membership suspended with no refund of any dues or fees.
- When a member arrives more than 10 minutes late to a game, a stand-by member or hitter will be placed to fill the game and the late member will not be allowed to play until the following session.

### **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 and held in confidence. It is accessible to staff through the club game-arranging software, along with notes indicating player preferences, including good match-ups and those that should be avoided. Members should not ask management or staff to provide you with this confidential information. Employees are strictly prohibited from sharing this information and will not do so.
- Each new member will receive a complimentary 15 minute evaluation with the Director of Tennis upon joining. Returning

members may request a re-evaluation at the beginning of each session. This is a necessary tool in making an accurate evaluation of players to determine level of play and with whom they should be playing. This short court-test alone will not determine a member's playing level. It is just one of many tools. Levels will ultimately be determined by tracking the scores of many matches and by watching members play their matches.

### **Activities**

- Well-promoted adult clinics and drills are offered most days at 10:30 a.m. and in the afternoon. 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.

I agree to abide by the Summer Tennis Member guidelines, rules and regulations above, as well as by any and all SPORTIME Member rules and regulations that appear elsewhere:

Member: \_\_\_\_\_ Date: \_\_\_\_\_