



Member Handbook

Updated July 2012

Welcome to the Bellingham Tennis Club & Fairhaven Fitness!

Mission Statement

We are passionately committed to helping people enjoy life through the physical, mental, and social benefits of fitness and tennis.

Vision:

A healthier and more active community through helping people incorporate exercise into their daily lives.

Our Motto: Get Fit, Play Hard, & Enjoy Life!

Our primary focus is to help you have the best experience with tennis and fitness each time you enter our Club. We want to help you reach your goals – whether you are just starting a fitness program, rehabilitating after an injury, learning the game of tennis, or reaching for a higher level of performance and competition. We want you to *use* your membership – because you actually have to use it to feel good and get the results you are looking for.

As a boutique club, we distinguish ourselves by focusing on the “quality of experience” rather than increasing membership like most large clubs. We deliberately limit our membership so that we can take care of you in our fitness area and insure you get ample time on the tennis courts.

We also believe that everyone can learn and benefit from professional instruction in the fitness center and on the tennis court. We offer personal trainers, tennis professionals, and sophisticated assessment tools to help you define your strengths and eliminate your weaknesses. Your instructor will work with you to create a program specific to your individual needs so you don’t waste time doing the wrong thing. This customized attention will help you see your progress as you reach goals.

We have worked hard to create an environment that is friendly, motivating, and uplifting. We want you to feel welcomed every time you walk through our door. As a home away from home, where everyone knows your name, our staff will help you feel more comfortable by introducing you to other members, making sure you know how to use the equipment, and answering any questions you have about the club. We figure if you enjoy the atmosphere where you play tennis and/or exercise, you’ll be more likely to get here. Once you are here, we’ll help take care of everything else. Our equipment is top of the line. Our programs are creative and well designed with our members’ needs in mind. Our staff and instructors are the finest in the industry.

Your exercise time is really all about you. The thing about exercise is that it is kind of like brushing your teeth: you can’t store it up. Visiting us regularly will help you maintain good health. Whether it’s playing a game of tennis with newfound friends, laughing as you pedal along in cycling class, or taking one of our treadmills to its limits, your time at the Club is probably the best and most important thing you do for yourself all day long. We’ll do what we can to make your time and experience here enjoyable. With us, “Getting Fit” is more than just a workout; it’s a lifestyle!

We love what we do here and are always looking for ways to improve. Please let us know at anytime if you have ideas that can help us fulfill our mission to help you enjoy life.

Sincerely,

Doug & Robin Robertson

Est. 1973.....Owners since 2000

CLUB INFORMATION

Regular Hours (Labor Day – May 31st)

Monday – Friday 5:30 a.m. – 10:00 p.m.
Saturday & Sunday 7:00 a.m. – 9:00 p.m.

Summer Hours (June 1st to Labor Day)

Monday – Thursday 5:30 am – 9:00 pm
Friday 5:30 am – 7:30 pm
Saturday & Sunday 7:00 am – 7:30 pm

Holiday Schedule

New Year's Day (Jan 1st) – Open 7am – 5pm
Martin Luther King Day (January) – Open regular hours
Presidents Day (February) – Open regular hours
Easter - Closed
Ski to Sea Sunday (Day before Memorial Day) – Closed
Memorial Day (Last Monday of May) – Open 7 a.m.-6:15pm
Independence Day (July 4) – Closed
Two to four days in summer to be announced – Closed for Annual Maintenance & Cleaning
Labor Day (September) – Closed
Columbus Day (October) – Open regular hours
Thanksgiving Day (November) – Closed
Christmas Eve (December 24) – Early Close at 3:45 p.m.
Christmas Day (December 25) – Closed
New Year's Eve (December 31) – Early Close 6:15 p.m.

Inclement Weather Notice

We will do our best to remain open regular hours during inclement weather, but please call regarding operating hours during extreme weather or power outages. If the Club is empty 30 minutes prior to our regular closing time we will close early.

Please check our Club Blog or Facebook Page for schedule updates due to weather.

We will do our best to hold our regular schedule for all adult Fitness Classes.

For Tennis Clinics, we will generally follow the Bellingham School District Schedule: If schools are closed, we are likely to cancel our clinics. But sometimes the weather clears so quickly! That is why we will post the status of Tennis Clinics on our Club Blog and Facebook page by 1pm each day. Make-up days for cancelled clinics will be announced.

For your privately scheduled tennis games, there are no cancellation fees during extreme weather conditions.

We hope you will understand if we must cancel a class or clinic. We want everyone to stay healthy and safe.

If there is a change to our schedule or operating hours, we will post the information on our Club Blog (as long as we have power!). You may call the club to confirm whether classes are being held, cancelled, and for make-up days.

How do you find out? As long as we have power, all changes to our schedule will be posted on our Club Blog found on our website at www.bellinghamtennis.com and facebook page. You are always welcome to call the Club as well.

Membership Card & Check-In

All Members and Guests are required to check-in at the front desk prior to using the club. Check-in can be done automatically by scanning your Membership card or by notifying staff at the front desk. Membership Cards can be issued to children of adult members by request. The card replacement fee is \$5.00 per card. If you bring in a worn out card we will replace it at no charge. Membership cards must be returned to the Club upon termination of membership.

Club Newsletters & Email Notifications

Each month **BTC/FF** produces Club newsletters and notifications which highlight past or upcoming events and activities. Members are invited to submit information for the newsletter.

Club Website

Check out the latest Club information at our website: www.bellinghamtennis.com or www.fairhavenfitness.us. This website also has a access to our online court reservation system and other “members only” information. The Club Blog highlights changing information, member stories and pictures, and any adjustments to our normal operation schedule.

Towels

Workout and shower towels are available to members and their guests. When finished with your towel, please place it in one of the used towel bins found in the locker rooms or lobby. We like our towels to stay here! If you find you’ve taken one home by accident, please return it on your next visit. This will help us keep our costs down.

Lockers

The locker rooms contain two types of lockers: “Rental” lockers and “DAY USE ONLY” lockers. Rental lockers may be reserved by members for a nominal monthly fee. If you wish to rent a locker, you must submit a locker request to Customer Service. “DAY USE ONLY” lockers can be used by members and guests on a daily basis at no cost. The contents of “DAY USE ONLY” lockers will be removed each night after the Club closes. The Club is not responsible for the loss of any personal items at the Club. Combination locks can be rented or purchased through Customer Service.

With any of the lockers or personal property, neither the Club nor the Club’s agents or employees shall be responsible for damaged, lost, or stolen articles of clothing or other personal property of any Member. Members and guests are advised against storing valuable personal belongings in the lockers. Please lock your locker with your own lock at all times. If a problem exists or if the Club is concerned about the contents of any locker, the Club reserves the right to cut the lock off and retain the contents for the owner to pick up.

Dry Saunas

The dry saunas in our locker rooms are a great way to relax. Please do not put your clothes or shoes in the sauna to dry or warm up – the odors from clothes and shoes linger long after you have left! These are DRY saunas; pouring water on the rocks can cause an electrical malfunction. Remember to remove anything taken into the sauna (i.e. magazines, towels, water bottles, etc.) so as to reduce the risk of fire. Members must be 16 years of age or older to use the dry saunas.

Club Attire

Clean shirts, shorts, athletic pants, or skirts, and shoes are required and must be worn at all times. Only non-marking court shoes are allowed on the courts – no black-soled shoes are permitted on the tennis courts. No jeans are allowed on tennis courts. Athletic attire and clean, closed-toe shoes must be worn in the fitness area.

Alcohol, Smoking, Cell Phones, and Pets

No smoking is allowed on the Club property. Alcoholic beverages are only permitted at Club-sponsored activities and under the requirements instituted by the Club. Members shall not use the Club’s facility when under the influence of alcohol or other drugs. The Club has the right to refuse entry to anyone under the influence of alcohol or other drugs. Cell phone use is permitted only in the lobby. Pets are not allowed in the building except for service animals.

Membership Types & Guests

Adult Fitness Memberships

Adult fitness and tennis members enjoy the following privileges:

- All of our Weight & Cardio Equipment
- Member Discounts on Tennis Lessons
- Member Discounts on Group Fitness Classes with fees
- Member Discounts on Personal Training
- Changing Rooms, Sauna, Towels (must be 16 years old to use the sauna)
- Account Charging privileges
- Invitation to "Club Member Only" Events

Please inquire about circuit weight equipment orientations and introductory personal training sessions.

Child Fitness Membership: Ages 14–18

Children who are between the ages of 14 to 18 are eligible for a Fitness Child Membership when a parent is also an active Tennis or Fitness Member. All "Fitness Child" members have the same privileges as adult Fitness Members. Children under 16 years of age are allowed to use the fitness equipment ONLY when the following conditions have been met: (1) the child has received one or more personal training sessions with Club Personal Trainer; (2) the child's parent or legal guardian attends the personal training session(s); and, (3) the child's parent or legal guardian supervises each exercise session.

Adult Tennis Memberships (Regular)

Each Bellingham Tennis Club Membership entitles you to full use of our tennis and fitness facilities. Tennis Members are entitled to all of the privileges described for Fitness Members. Each adult Tennis Membership comes with full use of the tennis courts based on current court reservation policies. Please see "Court Reservation Policies" for a complete explanation.

Adult Tennis Members enjoy the following privileges:

- All of the Fitness Member privileges
- Up to three Advance Reservations per week (two Advance Reservations for Child Tennis Memberships ages 10-18)
- One 24-Hour Reservation per day
- Unlimited Walk-On Court Use
- Maximum of two Booked Courts per Day: Either two Advance OR one Advance and one 24-Hour reservation per day
- Reservations are not transferable (you can't let someone else "use" your reservation.)

Adult Double Tennis Memberships (TX2)

Want to book more than three Advance Reservations per seven-day period? An Adult Double Tennis Membership allows members to book up to six Advance Reservations per week. Please inquire about rates.

Children of Tennis Members: Ages 10–18

Children who are between the ages of 10 to 18 are eligible for a Tennis Child Membership when a parent is also an active Tennis Member. Children under the age of twelve are not permitted in the Club without the supervision of the parent Member.

Tennis Child Members enjoy the following privileges:

- Up to Two Advance Court Reservations per week (maximum of two court bookings per day)
- Up to One 24-hour Court Reservation per day (not to exceed two court reservations of any type on one day)
- Unlimited "Walk-On" Courts when available
- Access to "Member Only" tennis activities
- Ages 14 – 18 have access to the Fitness area as described above in the Fitness Child Membership.

Children of Tennis Members Under Age 10

Tennis Members are invited to play tennis with their children under the age of 10 at no additional fee. Children under 10 years do not have any court booking privileges but may play with their Member parents using reservations available to the adult members. Children under the age of 10 must be supervised by their Member parent. If adult tennis members would like their child under the age of ten to have tennis court booking privileges, the child may be added to the membership as a “Tennis Child” at the current monthly fee.

Student Tennis Memberships

All persons enrolled in school, age 16 and above, with a current student identification card or other proof of enrollment in school are eligible for Student Memberships. School is defined as Middle School, High School, Community College, University, or Technical School.

Student Tennis Memberships are for a consecutive three-month period, beginning when the agreement is signed with full payment of the current Student Membership dues. Student members may not “charge” any items to their membership accounts. A student tennis membership has limited court booking privileges. *Student members may not book or play on courts Monday through Friday between the hours of 9:30 am and 6:15 pm. If student members play with a regular member on times or days not allowed by their membership, they will be charged the current guest fee.*

BTC offers a maximum of 25 Student Tennis Memberships at any one time. These memberships are available on a first-come, first-served basis. If you wish to extend your student membership for additional periods, you must renew before your current membership expires or you run the risk of being put on the waiting list for the next available membership. Student Tennis Membership privileges include:

- **Advance Reservations:** Each Student Member may reserve up to 2 courts per 7-day period up to seven days in advance for the following days and times by calling after 7:00 am up to one week ahead.

Friday	After 6:15 pm
Saturday	All Day
Sunday	All Day

- **24-Hour Reservations:** Each Student Member may reserve up to one court per day as a “24-Hour” reservation ONLY during the following hours by calling within 24 hours of the desired court time to make the 24-Hour reservation.

Monday – Friday	Before 9:30 a.m.
Monday – Thursday	After 6:15 p.m.

Guests

Members are invited to bring their friends to the Club as guests. The current guest fee will be assessed per guest unless the guest presents a guest pass. The same person may play tennis at the Club as a guest up to six (6) times in any twelve (12) month period – after that we hope they will join the Club! There currently is no limit on guest use of the fitness area.

Prior to using the Club, all guests must check-in and complete the Information Form & Waiver with proof of identification provided. Spouses or children (over 10 years old) of Individual Members shall be subject to the guest fee surcharge and other provisions hereof. For tennis, guests are required to play with Members; guests are not allowed to use the tennis courts on their own. A reduced guest fee may be available for visiting out of state family members. Please inquire about the rates.

Membership Responsibilities

Membership Directory

We regularly update our Membership Directory to provide our Club Members with information about how to contact each other. The information we have on file is never traded, sold, or provided to any other organization. Member contact information may also be available online through our online court booking system.

Dues

Members have the option of paying dues on a monthly or yearly paid in full basis. Full payment of dues and account balances is required by the 15th day of each month.

Late Fees: Each payment received more than fifteen (15) days after it is due will be subject to a delinquency charge of \$5.00.

Suspension: Members whose payments (including all late fees assessed) are in arrears for thirty days or longer may, in the sole discretion of the Club, have all membership privileges suspended. Such suspension shall continue until all sums due and owing to the Club have been paid at which time Member privileges shall be reinstated. The Club will not extend the duration of Member's pre-paid membership for all or any part of such period of suspension.

Cancellation: Members whose payments are in arrears in excess of 45 days may, in the sole discretion of the Club, have their memberships cancelled. Members who have had their privileges to use the Club suspended more than once in any twelve month period may have their membership cancelled.

Returned Checks: A fee of \$25.00 will be assessed for returned checks.

Account Charges

Regular Tennis and Fitness Members may charge items or services to their Club account. Account balances are to be paid in full each month.

Changes in Membership

Any changes to Membership status (holds or membership cancellations) must be made in writing with thirty (30) days notice. One change per membership per year is available at no administrative charge. Additional changes to membership will incur a \$25 administrative fee per occurrence.

Adding Family Members

A new agreement is required to add a spouse to your membership with the appropriate initiation and dues rates based on the type and term of membership selected. Children may be added to your membership by using the "Change of Membership" form.

Medical Leave

If a member is injured and cannot play tennis or exercise, membership dues can be adjusted from one month up to a six-month period. To request Medical Leave status, a member must include a note from his/her physician along with completing the "Medical Leave or Vacation Hold Request" form. Holds will only become active the 1st of the month following the date the notice was received with your note from your physician.

Your membership agreement will be extended for the number of months you are on hold. Holds are made on a monthly calendar basis and are not available for partial months. There is a membership account maintenance charge per person per month to enable the hold; please inquire about the Medical Leave rate. Members on hold do not have any use privileges of the Club.

For tennis members, if you are injured and unable to play tennis, you may continue your rehabilitation by changing your membership from tennis to fitness during your rehabilitation period. Membership changes may be made for a minimum of one calendar month. Membership changes must be requested in writing on the "Membership Change Request" form with and will become active on the 1st of the month following the date the notice was received. Administrative fee may apply.

Vacation Hold

One Vacation hold per calendar year is allowed per membership with a minimum of two and maximum of six consecutive months. Your membership agreement will be extended for the number of months you are on hold. Vacation holds are only available to members who are traveling out of state and are not available for any other reason. Vacation holds must be requested in writing on the "Medical Leave or Vacation Hold Request" form by the 15th of the month before the month in which the hold becomes effective. Holds are made on a monthly calendar basis and are not available for partial months. There is a membership account maintenance charge per person per month to enable the hold and preserve your membership; please inquire about the Vacation Hold rate. Members on hold do not have any use privileges of the Club.

Membership Cancellation

Thirty (30) days notice is required for any membership cancellation after your initial term. Memberships may not be terminated prior to the expiration of the term on your membership agreement. All dues must be paid until termination date. All account charges must be paid in full by termination date.

To cancel your membership, simply complete the Membership Cancellation Form available at the front desk. Cancellations will become effective after the end of your membership agreement term and 30 days (or a date greater than 30-days) after the Membership Cancellation Form is received by the Club.

FITNESS INFORMATION

We encourage all members to establish a fitness routine to improve your overall strength and cardiovascular capacity. Fitness workout records are available to every member for tracking workouts. Fitness workout records and files are located near the stairs entering the fitness center. Be sure that you have your doctor's approval before starting or changing your fitness routine.

Personal Training

Our Personal Trainers will help you set fitness goals and design a personal fitness program. Personal Trainers provide you with the tools and encouragement to help you make the most of your time while exercising. Our Customer Service Representatives will be happy to help you set up a Personal Training session. The fee schedule for Personal Training is available at Customer Service.

Fitness Equipment

Please read the instructional information for each piece of exercise equipment prior to use. To use the cardiovascular machines, follow the set-up instructions on the panel for each machine. If any piece of equipment appears to be in need of repair, please immediately inform Customer Service. Users are responsible for wiping down the equipment after each use. Towels and cleaning spray are available in the fitness area.

Children Under 16

Children under 16 years of age are allowed to use the fitness equipment ONLY when the following conditions have been met: (1) the child has received one or more personal training sessions a Club Personal Trainer; (2) the child's parent or legal guardian attends the personal training session(s); and, (3) the child's parent or legal guardian supervises each exercise session.

TENNIS INFORMATION

We want all of our Tennis Members to enjoy playing tennis and to have access to the courts. Court playing times are set at 75-minute (1¼ hours) intervals. Our reservation policy has been set to allow greater access to court reservation times for all members. You will find our reservation policy to be one of the most generous in the Northwest.

Court Times (please note, the times are restricted by Club operating hours)

5:45 – 7:00 a.m.	1:15 – 2:30 p.m.
7:00 – 8:15 a.m.	2:30 – 3:45 p.m.
8:15 – 9:30 a.m.	3:45 – 5:00 p.m.
9:30 – 10:45 a.m.	5:00 – 6:15 p.m.
10:45 – 12:00 (noon)	6:15 – 7:30 p.m.
12:00 – 1:15 p.m.	7:30 – 8:45 p.m.
	8:45 – 10:00 p.m.

TENNIS COURT RESERVATION POLICIES

How to Book a Court

HOT TIP: Your best chance to reserve the court you want is to call right at 7am one week before your desired court date (e.g. call on Monday at 7am for anytime on the following Monday). If the phone is busy, call right back! If it rings, wait for an answer!

Court reservations can be made in person, by phone, or on the internet. All Members using the internet booking system can receive an email confirmation when they book a court or each time a court is booked including their name. Please call the Club if you receive an email confirmation for a court reservation that you do not wish to keep or did not intend on playing. When the Club is closed for holidays, reservations will only be available online.

- When booking a court, all players must be listed or *the need for an additional player must be indicated* each time you book a court.
- If you need an additional player, you can make a request (see “Request Extra Players” feature below), but the name of the *player must be filled in within 36 hours of booking the court or the reservation will automatically be deleted. Courts may not be “held” for players who already have 3 advance reservations at the time of booking. By using this feature, you are accepting that any Tennis Member may add their name to your court and must be allowed to play (you may not call them and say “no thanks.”) This is a great way to meet new players!* You can request players from your “friends only” list.
- All names left blank on a reservation will result in a \$5 charge per person to the Member booking the court. This means that if doubles play on a on a court that is booked for singles, the booking member will be charged \$10 for the two players that were not identified for the court. Adding the name of a member who could not be placed on the original reservation (because they already hold three reservations) is absolutely not allowed.
- Members who are found to be playing in excess of their allowance of Advance and 24-Hour courts will be subject to penalty fees and/or loss of playing privileges.
- Availability List: will help you find a partner! On the Gametime court booking screen, you’ll see a title on the top left that says “Availability List.” Click on this link to see a full listing of our Tennis Club Members who have not yet met their advance reservation quotas. You can sort this list by name or by playing level. This is a great way to find partners at your playing level or check to see if your partner has any available advance reservations.

Advance Reservations

“Advance Reservations” are all reservations that are made more than 24 hours before the desired court time up to one week before the desired court time. Advance Reservations include ball machine use, but exclude lessons, clinics, camps, tournaments and other Club sponsored play.

1. **Quota:** An Adult Tennis Member may hold a maximum of three Advance Reservations during a one week period (Sunday – Saturday.) A Child Tennis Member may hold a maximum of two Advance Reservations during a one week period (Sunday – Saturday). A maximum of two Advance Reservations may be booked for any one day.
2. **All Names are Required to Book a Court:** All persons who will **play** on the reserved court must be listed for each reservation and the reservation counts towards each player’s Advance Reservations maximum quota. If someone in your regular “group” cannot play or you need an additional player, you can make a request (see “Request Extra Players” feature below), but the *name of the missing player must be filled in within 36 hours of booking or the reservation will be automatically deleted.*

All names left blank on a reservation will result in a \$5 charge to the Member booking the court.

Members who are found to be playing in excess of their allowance of Advance and 24-Hour Reservations may be subject to penalty fees or loss of playing privileges. (See “Court Booking Abuses” below.)

3. **To Make an Advance Reservation:** Advance Reservation booking for seven (7) days ahead begins each morning at 7:00 am through Customer Service or at 8:00 am via the internet.

Your best chance to get your desired court seven days in advance is to call at 7am. Advance Reservations made up to 6 days before the desired court time can be made via the internet anytime or by contacting Customer Service by phone or in person during regular Club hours.

24-Hour Court Reservations

A court reservation made by a Tennis Member within 24 hours of the desired court start time is considered as a “24-Hour Court Reservation”.

1. **Quota:** 24-Hour Reservations are limited to one reservation per Adult or Child Tennis Member per day and can be combined with only one Advance Reservation for the same day.
2. **All Names are Required to Book a Court:** All persons who will play on the reserved court must be listed when making the reservation. The 24-Hour Reservation counts toward the daily court time allowance for each player listed on the reservation.
3. **To Book A 24-Hour Reservation:** 24-Hour Reservations can be made via the internet anytime or by contacting Customer Service during operating hours.

Walk-On Courts

A “Walk-On” Court is any court that has not been booked by one hour prior to the court start time (see “Court Times” above). A Walk-On Court can be claimed only by booking a reservation for the court within the sixty minutes preceding the start time or simply by showing up to use the court before anyone else does (first come, first served!).

1. **Quota:** Walk-On Court uses are unlimited. Tennis Members may use as many Walk-On Courts as they wish per day. Courts are considered “Walk-On” if they are not booked by one hour prior to the start time.
2. **To Use a Walk-On Court:** Contact Customer Service in person or by phone within the hour before the court time, or book the court online via Gametime within the hour before the court time. The names of all the players are required in order to use the court.

Court Cancellations

If you are unable to use a reserved court time you must contact the Club at least 24 hours before the court time to cancel your court booking. A late cancellation (less than 24 hours before the scheduled playing time) will result in a \$5.00 fee for the Member who booked the court (Player 1) or the Member who is cancelling their play. Failure to cancel (a court “No-Show”) will result in a \$10.00 fee for each Member whose name appears on the reservation. Members can cancel their own courts online through the Gametime more than 24-hours in advance.

Making Changes to Your Court Reservation

All changes to reservations (additions, deletions, change of players) must be made before the start of your court time. Failure to make the name change will result in a \$5.00 fee to the person whose name is on the court reservation and is not playing. Failure to add players will result in a \$5.00 fee per player to the Member who booked the court. Adding players who have already met their reservation quotas will result in the fines listed below.

Court Booking Abuses

In order to protect courts for members, Tennis Members found to be obtaining Advance Reservations, by any means, in excess of their quota of Advance Reservations will be assessed the following penalties:

- 1st Offense: \$20 for each Advance Reservation played in excess of your reservation allowance. You will receive a phone call or email reminder about our Reservation policies.
- 2nd Offense: \$20 for each Advance Reservation played in excess of your reservation allowance. You will receive a letter reminding you about our Reservation policies.
- 3rd Offense: Loss of court-booking privileges for one week.

Exceptions to this rule may apply in emergency situations.

Want to Book More than 3 Advance Reservations per Week?

Want to play more than three Advance Reservations per week? An Adult Double Tennis Membership (TX2) allows members to play up to six Advance Reservations per week. Please inquire about rates.

“Request Extra Players” Feature

When booking a court online through Gametime, if you do not have all of the names of the players for the court, you must “Request extra players” by checking the “Singles” or “Doubles” box. This will identify the court as needing additional player(s) and all members (unless you’ve also checked “Friends only” as noted below) are welcome to add themselves to your game. Of course, player levels will be listed and members are encouraged to add themselves to games of equivalent or lesser levels to ensure that everyone has a fun playing experience. Members have the option to set up a “Friends only” list and send out a notice only to those on that list (instead of the entire Club).

When using the “Request Extra Players” feature, all names must be filled in within 36 hours of booking the court or the court will be released.

Matchmaking

Bellingham Tennis Club staff will attempt to help Members find tennis partners with similar skill levels. Just let our Tennis Pros know that you are interested in finding a tennis match or are looking for a partner and they will contact you with names of playing partners. Our Gametime court booking system also has a “Game Seeker” feature that allows you to post a notice with your player level, playing times, and days that you are available.

- **Availability List:** on the Gametime court booking screen, you’ll see a title on the top left that says “Availability List.” Click on this link to see a full listing of our Tennis Club Members who have not yet met their advance reservation quotas. You can sort this list by name or by playing level. This is a great way to find another player, or before booking your court, check to see if your partner has any advance reservations available.

Ball Machine

The ball machine on Court 1 is available for rent per court period. Members also have the option of joining the Ball Machine Club which allows unlimited use of the ball machine over a set period. Contact Customer Service regarding the current rental rates for the ball machine. All ball machine reservations count as part of your reservation quota.

Lessons, Clinics, Leagues, Classes, & Events

A variety of services are available to Members at a reduced fee. Fees must be paid at the time of enrollment.

Doubles Leagues, & Singles Challenge Ladders for Members Only!

Indoor Club Leagues and Circuits are organized by **BTC/FF** for Members Only. They are a great way to improve your competitive edge and meet and play with a variety of Club Members. Participation in Club-sponsored leagues and circuits will not count toward Advanced or 24-Hour Reservations.

Club Leagues are doubles play that occur on the same day each week with guaranteed courts and include a can of balls for each court plus an end-of-the league party.

Club Challenge Ladders are competitive singles play with matches arranged individually by the participants online through Gametime using the provided list of players of equal playing level.

Clinics, Camps, & Lessons

Lessons are an excellent way to improve your game. Our lessons are taught by our certified tennis teaching professionals and teaching assistants. Clinics, Camps, and Lessons are open to Members and guests. Members receive discounts for lessons. Spouses and children of Members also receive discounts if they are enrolled as **BTC/FF** Members.

USTA Leagues

USTA Leagues are organized according to NTRP ratings and play team format within the Pacific Northwest region. **BTC/FF** usually fields several USTA Leagues. Ask our Tennis Pros for more information.

Tournaments

BTC/FF hosts several USTA sanctioned and open tournaments each year along with our Club Championship. Open tournaments are available to the general public while the Club Championship is for Members Only.

Events & Socials

BTC/FF is proud to offer a variety of fun round-robin socials and special events throughout the year. Be sure to read your newsletter for information about upcoming events.

CANCELLATION POLICIES

Programs :

For all programs, price includes a \$10 Non-refundable processing fee. No refunds will be made for cancellations made one-week or less from the first day of the program.

GET Fit & TRX Group Reservations :

We appreciate 24-hour notice if you cannot attend a class on your schedule. This allows others to fill the space and make good use of the instructors' time. Any uncanceled class will be charged in full.

Tennis Lessons & Personal Training:

Full refunds will be made for cancellations made 48 hours or more ahead of the scheduled service. Cancellations made less than 48 hours ahead will incur a full charge for the service because we have reserved the court time specifically for you, and the instructor has prepped the lesson and reserved teaching time specifically for you. No-Shows result in a full charge.

Tennis Court Reservations:

A late cancellation (less than 24 hours before the scheduled playing time) will result in a \$5.00 fee for the Member who booked the court (Player 1) or the Member who is cancelling their play. Failure to cancel (a "No-Show") will result in a \$10.00 fee for each Member whose name appears on the reservation.

Tournaments: No refunds will be issued after the draw is made.

Club Tennis Leagues:

League participants are responsible for finding their own substitutes and informing the Club prior to the day of league play. If you need help finding a sub, the Club will charge \$5 per instance. If you do not show up for League and do not have a substitute arranged, you will be charged the current penalty for each occurrence. Please inquire with the league coordinator about penalty rates. Having a no-show really ruins the play for the rest of the league members.

Socials, Special Member Clinics, and Club Events:

Full refunds will be given for cancellations made at least 48 hours before the start of the event or program unless otherwise stated in the registration instructions (some programs will have a NO CANCELLATION policy). Cancellations made less than 48 hours before the start of the event or program will result in a full charge. No-Shows result in a full charge. As you can imagine, most of our socials and events are planned for the people who have signed up. Please respect your fellow Members by giving at least a 48-hour notice of your cancellation so that the event can be appropriately planned.

Membership Cancellation

Thirty (30) days notice is required for any membership cancellation after your initial term. Memberships may not be terminated prior to the expiration of the term on your membership agreement. All dues must be paid until termination date. All account charges must be paid in full by termination date.

To cancel your membership, simply complete the Membership Cancellation Form available at the front desk. Cancellations will become effective after the end of your membership agreement term and 30 days (or a date greater than 30-days) after the Membership Cancellation Form is received by the Club.

Questions, Comments, Suggestions, & Repairs

If you have a question, comment, suggestion, or notice a need for a repair, please either tell the Front Desk Staff or drop a note in the suggestion box.