



MEMBER HANDBOOK

Updated December 2016

Welcome to the Bellingham Tennis Club & Fairhaven Fitness!

We are so glad you have joined the Club! We want to help you feel involved and comfortable right away. This handbook has tons of information about how the Club works. If you have any more questions, please ask!

Mission Statement

To help our members and guests live healthier and happier lives.

Our Motto: Life is Movement. Train for It.

Our primary focus is to help you get the most out of life and 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.

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 think you'll love our friendly, motivating, and uplifting environment. 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, and our staff and instructors participate in continuing education to bring you the best our industry has to offer.

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.

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 to become healthier and happier.

Sincerely,

Doug & Robin Robertson

Est. 1973.....Owners since 2000

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GUIDING PRINCIPLES

As a Tennis & Health Club, our priorities are to:

- Welcome every Member and guest with a warm smile, a personalized greeting and a helpful attitude.
- Establish a relationship with all Members and guests and do our best to introduce Members and guests to one another.
- Provide our Members and guests with answers to their questions and provide the resources you need.
- Offer an approach to tennis, fitness, and overall health that includes cardiovascular fitness, muscular strength and endurance, flexibility, nutrition, stress management, and lifestyle considerations.
- Develop fun, safe, and effective programs that offer variety on the tennis court, in the fitness room, and beyond! We will continue to create and implement unique programs tailored to the specific needs of our Members.
- Offer Club events, socials, competitions, and adventures so you can enjoy an active lifestyle.
- Uphold professional certifications and trainings for staff to provide the best possible services and programs for our Members and guests. We always have at least one staff member present who is certified in CPR, first aid, and use of the AED (automatic external defibrillator.)
- Operate the Club in an effective and efficient manner to ensure we have accurate information and documentation for members' accounts and scheduling of appointments.
- Ensure that our Club is clean, organized and presentable every day. We aim to attend to and repair any malfunctions or problems on the Club property as quickly as possible.
- Make meaningful improvements every month to our Club facilities, Member services, programs, and amenities.
- We, too, will practice what we preach: exercise and play tennis on a regular basis so that we can also be healthier and happier!

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CLUB HISTORY ...IN BRIEF

- EST. 1973 BELLINGHAM INDOOR RACQUET CLUB
- 1980's & 90's FAIRHAVEN CLUB
- May 2000 BELLINGHAM TENNIS CLUB & FAIRHAVEN FITNESS

Long before tennis came to Bellingham, another sport was popular in Fairhaven. The current site of the club formerly housed a bordello! It was merely one of several in the early, tough days of pioneer Fairhaven.

By 1973 the site of the Bellingham Tennis Club was a vacant lot owned by two brothers, Vincent and Brantley Davis. They happened to chat with avid tennis player and promoter Bob Chronister, who owned a grocery store in Fairhaven, about how to develop the lot. After their own research and encouragement from local tennis enthusiasts, they were ultimately convinced to build an indoor tennis facility. The original building was to hold four indoor courts with a lobby, member lounge, and locker rooms. They hit a serious snag during construction when the morning after all the building framework was erected, all of the steel girders had fallen over like dominos. After assessing the damage, it was discovered that someone had removed all of the nuts from the bolts that held the girders in place. No one was arrested, but fingers pointed toward a labor dispute during construction. The "Bellingham Indoor Racquet Club" finally opened its doors on December 16, 1973.

Throughout the years, the Club has been owned by several groups:

- 1973 - 1982: Owned by the Davis brothers
- 1982 - 1986: Owned by the Davis brothers, managed by Parc Athletic
- 1986 - Mid 1990s: Owned by Rick Dvorak, Gary Nelson, and Jon Allsop
- Mid 1990's - 2000: Rick Dvorak bought out partners Nelson and Allsop
- May 1, 2000 - Present: Owned and operated by Doug & Robin Robertson

One of the first things that Doug and Robin accomplished was to add the 5th tennis court by expanding the west wall of the building in the summer of 2001. This made all the difference in the world for offering courts to Members while allowing enough court space to also create a strong junior tennis program through tennis clinics and lessons. It took three years to rebuild the club's reputation and build our membership. This was accomplished by hiring great staff, developing high quality programs, and cleaning up the facility. The Robertsons continue to invest in the Club with new equipment, programs, and facility upgrades including a major renovation in 2016-2017.

About Doug & Robin Robertson

Doug and Robin were married in 1988 but had met a dozen years before while working at a restaurant during their high school years in the Seattle area. It's a long story, but they can commend a mutual friend for helping them finally get together. They have two children and say that their daughter, Elena, and son, Foster, have grown up much too fast.

Doug graduated from Willamette Law School with his undergraduate degree in economics from Lewis and Clark College. He practiced law since 1986 and was a partner in the Belcher, Swanson Law Firm. In 2015 Doug closed his practice to start a new career as a professor of politics, history, and social sciences. Robin is a graduate of Huxley College at Western Washington University with a degree in Environmental Science. She worked for many years as a waste reduction and recycling planner. In 1990, Doug and Robin both left their jobs to travel by

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bicycle for nearly a year through New Zealand, Australia, Southeast Asia, and Europe. It was during these travels that they decided to make their new home in Bellingham.

How & Why the Robertsons Bought the Club

The Robertsons moved to Bellingham in 1991. One of the first things Doug did was join the tennis club; tennis has always been a joy in his life.

In the late 1990s, Doug represented an individual who wanted to buy the club; the deal fell through for a variety of reasons, but Doug had a tickle in the back of his mind about the possible sale of the club and what that meant for the future of indoor tennis.

Seeing an impending tennis crisis and real estate investment opportunity, the Robertsons finalized the deal to buy the club on May 1, 2000. Not only was it a good investment in land, but they wanted to preserve and re-establish tennis in our community. They both knew if this tennis club disappeared, that would be the end of indoor tennis. Robin agreed to manage the club while Doug kept his “day job” to pay the bills.

Doug and Robin are life long fitness enthusiasts, so operating a tennis and fitness club meshed well with their philosophy. Doug started playing tennis with his dad when he was in elementary school and continued to play competitively through high school and college. Ironically, Robin doesn't play tennis because of a bad set of knees (she's had 8 knee surgeries to date), but continues to love riding her bike and doing other low-impact activities. Robin and Doug share a love of adventure cycling and keeping healthy and fit together.

Both Doug and Robin understand and believe in the physical, mental, and social benefits of exercise throughout life and want to share that passion with all of our club members and community. They truly believe in the club's motto: “Life is Movement. Train for it!”

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CLUB INFORMATION

Regular Hours (Labor Day – May 31st)

Monday – Friday 5:30 am – 10:00 pm
Saturday & Sunday 7:00 am – 9:00 pm

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) – Closed
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 7:00 am-6:15 pm
Independence Day (July 4) – Closed
Two to four days in summer to be announced – Closed for "Club Scrub" Annual Maintenance
Labor Day (September) – Closed
Columbus Day (October) – Open regular hours
Thanksgiving Day (November) – Closed
Christmas Eve (December 24) – Early Close at 3:45 pm
Christmas Day (December 25) – Closed
New Year's Eve (December 31) – Early Close 6:15 pm

Inclement Weather Notice

We 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 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 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 Facebook page (as long as we have power!). You may call the club to confirm whether classes are being held, cancelled, and for make-up days.

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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.

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 per calendar year ~ after that we will politely ask them to 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.

Club Newsletters & Email Notifications

Each week **BTCFF** sends newsletters and notifications which highlight past or upcoming events and activities. Members are invited to submit information for the newsletters.

Club Website

Check out the latest Club information at our website: www.bellinghamtennis.com. This website also has a access to our online court reservation system and other "members only" information.

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 through Member and Guest Services. "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.

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 keep your locker secured 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 open the locker. The contents will be retained for the owner to pick

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up within 30 days. All unclaimed items will be donated to charity after 30 days.

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

Membership Types are subject to change. For the most current listing, please check with the front desk.

All Memberships Include

- ✓ Access to our private club
- ✓ Member lounge with free WiFi
- ✓ Towel service, dry saunas, and locker rooms stocked with amenities
- ✓ Exclusive 15% OFF discounts and specials for members only
- ✓ Personal Training and Tennis Lessons at our deepest discounts
- ✓ Invitation to special "Members Only" events

Membership Options (please see our current Membership flier for term options and rates.)

GOLD MEMBERSHIP –WHEN YOU WANT IT ALL! BEST VALUE

Work with a coach for the fastest improvements with a focus on your needs.

Your choice of one Premium Service (please see flier for details).

Plus all the benefits of Silver and Bronze Memberships

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SILVER MEMBERSHIP – GREAT VALUE

Get the benefits of a Coach, variety in exercise, and fun camaraderie with your group.

- Unlimited access to our Large Group Fitness Training.
- Choose from our “Group Essential Training” classes, includes Cardio Tennis.
- Use your MYZONE Fitness Tracker in group activities.

Plus all the benefits of Bronze Memberships

BRONZE MEMBERSHIP – GOOD VALUE

When you are motivated on your own and want the luxury of a private club.

- Enjoy our private fitness facility for workouts on your own
- ADULT TENNIS MEMBERSHIPS: Gain access to tennis courts for reserving private matches. Please see our section on Court Reservation Rules for tennis booking details.

FAMILY MEMBERSHIPS: Add your children with our deeply discounted PEARL Memberships

Fitness Pearl: for ages 14-18; additional 60 minute Personal Training session required to get started.

Tennis Pearl U10: FREE Children under 10 are FREE when playing on a court with a Tennis Member parent.

Tennis Pearl 10-18: includes 2 Advance Reservations +1 Same Day per day. Available only to children of Tennis Members.

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. ***Please see our Student Membership flier for a complete description of Student Tennis Membership Benefits.***

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.

MEMBERSHIP RESPONSIBILITIES

Dues: Automatic payment for dues is required for all new members and can be done with an on-file credit/debit card or checking/savings account withdrawal (ACH).

Late Fees: Each payment received more than thirty (30) days after it is due will be subject to a delinquency charge of \$5.00 per delinquent month.

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

Involuntary Cancellation: Members whose payments are in arrears in excess of forty-five (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.

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.

House Account Charges

We are happy to offer the convenience of a house charge for your account. A current credit/debit card or ACH is required to open a house account. All account balances are to be paid in full each month and will be automatically run on the first day of the month. You always have the option to pay your account charges by check, cash, or a different credit/debit card if done before the first of the month.

MAKING CHANGES TO YOUR MEMBERSHIP

Adding Family Members:

We are happy to add a spouse or child to your membership! 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. New adult and child memberships may be pro-rated for the first month. Adding a membership for children under the ages of 18 or adding a dependent child (ages 18-24) may done with the "Add Child to My Membership" form.

Changing your Membership Type and/or Level: Bronze, Silver, or Gold

Want to adjust your type and/or level of membership? It's easy! Just fill out the "Membership Change Request Form" form at the front desk and we can make your new membership level effective as of the 1st of the month.

Membership Holds

We are happy to offer a way to hold your membership if you need a medical hold or are traveling out of the state. We do not offer holds for any other reason.

Please make your request using the "Member Change Request Form".

Any changes to Membership status must be made in writing by the 25th of each month to become effective as of the 1st of the following month. Requests made on or after the 1st of the month will become active no sooner than the 1st of the following month. When you are on hold, you will not have any use privileges of the Club. No travel holds to memberships are allowed in the first year. Holds are made on a monthly calendar basis and are not available for partial months.

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Medical Hold

Ouch! If you are injured and cannot play tennis or exercise, your membership dues can be adjusted from a minimum period of one calendar month or more (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 Hold rate. We will waive the account maintenance charge if you provide documentation from your doctor indicating that you are under their care.

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.

Feeling Better and want to Come OFF Hold Mid-Month? Yes, we can do that and we will apply your hold dues to the full-rate monthly dues. Sorry, we don't pro-rate partial months for return to active status.

Travel Hold

Travel holds are a courtesy for members who are traveling *out of state* and are not available for any other reason. We are happy to offer this perk after your first year of membership. A member may place their membership on Travel Hold for a minimum one calendar month to a maximum of six calendar months each year. Travel holds must be requested in writing on the "Membership Change Form" by the 25th of the month to become effective on the 1st of the following month. 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 Travel Hold rate. Members on hold do not have any use privileges of the Club.

Cancelling your Membership

When you joined, you signed an agreement term. Once your membership term is fulfilled, your membership automatically continues as an ongoing monthly pay or year paid in full basis. If the time has come to close your membership, we will be sad and miss you. Simply complete a written request to cancel or the "Membership Cancellation Form" at the front desk. All cancellation notices must be received no later than the 25th of the month to become effective on the 1st of the following month. Sorry, there are no retroactive cancellations.

FITNESS INFORMATION

Strength and cardio training will improve your health and help you stay injury free! We encourage all members to establish a fitness routine to improve 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

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exercising, plus you are always changing your exercises so it is never boring and you won't hit that plateau. Our Member And Guest Service representatives will be happy to help you set up a Personal Training session. The fee schedule for Personal Training is available at the front desk.

Fitness Equipment

If you have any questions on use of any piece of equipment, please ask. If you see equipment in need of repair, please immediately inform Member And Guest Services; we do our best to have a quick turnaround for equipment repair and maintenance.

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.

Keep it Clean

Be a good gym buddy! We provide yellow towels and disinfectant spray: please spray the towel (not the machine) and wipe down the hand grips and seat (and anything else you may have sweat on) as a courtesy for the next user. Of course, we have a regular cleaning schedule, but this "in between clean" really helps for each person. Thank you!

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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 am	1:15 – 2:30 pm
7:00 – 8:15 am	2:30 – 3:45 pm
8:15 – 9:30 am	3:45 – 5:00 pm
9:30 – 10:45 am	5:00 – 6:15 pm
10:45 – 12:00 (noon)	6:15 – 7:30 pm
12:00 – 1:15 pm	7:30 – 8:45 pm
	8:45 – 10:00 pm

TENNIS COURT RESERVATION POLICIES

Definition of Types of Reservations

Advance Reservations

“Advance Reservations” are made on a “rolling” reservation system and include all reservations that exist from “tomorrow” up to 7 days ahead. Advance Reservations include ball machine use, but exclude lessons, clinics, camps, Club leagues, tournaments and other Club sponsored play.

How To Make an Advance Reservation: Reservations open at 7:00am to book anytime of day for the farthest day out (7 days in advance). For example, if today is Monday, reservations open at 7am to make a reservation anytime next Monday.

Other Advance Reservations (made from tomorrow up to 6 days before the desired court time), can be made anytime. For example, if today is Monday and you want to make a reservation the same week on Tuesday through Saturday, it can be done anytime. You can even book it online if the Club is closed.

Please note: You are not allowed to edit your court to add players to your Advance Reservation who could not be added at the time of booking because they already used up their share of reservations. This would be an unfair advantage to those players and disadvantage to the rest of our Members.

Same Day Court Reservations

A court reservation made by a Tennis Member on the day of play before the court start time is considered as a “Same Day” court reservation. Same Day court reservations are bookable right up to the court start time.

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How to Book a Same Day Reservation: Same Day Reservations can be made via the internet anytime beginning at 12:00am (midnight) on the day of play or by contacting Member and Guest Services during operating hours. Please be aware that the phone is not answered daily from 6:55am to 7:00am prior to the opening of Advance Reservations.

Walk-On Courts

A “Walk-On” Court is any court that has not been booked by the court start time (see “Court Times” above). A Walk-On Court can be claimed by simply being here to play. Once the court time starts, the court may not be reserved by anyone else. Walk-On Court uses are unlimited. Tennis Members, Tennis Pearl 10-18, Tennis Pearl U10 (with their parent) and Student Tennis Members (within their court booking allowances) may use as many Walk-On Courts as they wish per day. If you already hold a reservation “today” and would like to take advantage of any walk on courts, please see the front desk within one hour or less from court start time to add your name to the priority placement list.

How to Book a Court

HOT TIP: Your best chance to reserve the court you want is to reserve your court right at 7am one week before your desired court date (e.g. Monday at 7am for anytime on the following Monday).

Court reservations can be made in person, by phone, or online. If we have your email on file (and we hope we do), you and all players on the court will receive an email confirmation of your court time. 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.

About Tennis Court Reservations

We get really detailed right here because all of these questions have come to us one way or another in the past. We want to share with you the information that we have told others.

- **The Club** reserves the ability to alter the court reservation policies.
- **There is a \$0.04 (yes, 4 cents!) court fee per booked court.** The fee is shared among all players and is assessed to each member listed for the court at the time of play. For doubles, each player pays \$0.01; for singles, each player pays \$0.02. It’s an unavoidable accounting necessity in our software and we will have a bowl of pennies at the front desk if you’d like your 2 cents back.
- **The “Host” is the Member booking the reservation.** Tennis Members may only book courts as the Host or for their spouse as the Host. Tennis Members may not book a court for their friend as the host.
- **All reservations count toward each person’s quota.** All persons who will **play** on the reserved court must be named for each reservation and the reservation counts towards each player’s reservation quota. A minimum of two names are required to make a reservation. You are not allowed to edit your court to add players who couldn’t originally be booked for your reservation (because they already held 3 Advance Reservations).

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- **All names left blank or that are inaccurate on a reservation will result in a guest fee charge per person to the Host.** For example, if four people play on a on a court that is booked for only for two people, the host member will be charged guest fees for each player that was not identified for the court. Or if someone different than the name on the reservation plays, the host will be charged a guest fee for that person. Names may be adjusted on the court up until the court start time. We just really want you to make the changes to your reservation before you go on the court.
- **Adding the name of a member who could not be placed on the original reservation (because they already held their share of reservations) is strictly prohibited and may result in loss of playing privileges.** We consider this “cheating” the rules which is unfair to other members. This may result in a fine or loss of playing privileges.
- **Members are allowed a maximum of 1 reservation on any one day.** Want to play 2 times per day? There is an option to pay an “additional court” fee or upgrade to the TX2 membership which allows a maximum of two reservations per day.
- **Each Tennis Membership comes with a reservation quota (see below).** The reservation quotas **are not a guarantee** that you can book all of the courts all of the time, but are the maximum number of reservations allowed.
- **Want to play more than your reservations allow?** There are two ways: Pay the additional court fee or upgrade to the TX2 double Tennis Members for double the reservations and double the fun. TX2 Memberships are on a space available basis.
- **Reservations are non-transferable:** you cannot “give” your reservation to another person. Any changes made to reservations must be made prior to the start of the court time.
- **All edits to players on the court must be made through the front desk.** Late cancellation fee (less than 24 hours notice) of \$10 per court will be shared among the players listed on the court. An additional No-show fee of \$10 will be applied per person for failure to cancel a court.
- **Walk-on courts are available for all Tennis membership types** and include any unbooked court at the start time of play: walk-on courts are unlimited and based only on availability.

Court Reservation Priveleges Per Membership Type

Adult Tennis Memberships: Bronze, Silver, and Gold

- 4 Reservations at a time = 1 reservation “today” plus 3 Advance Reservations. Reservations “Today” can either be a “Same Day” reservation or one of your Advance Reservations that is occurring today. Maximum 1 reservation per day (one Same Day or one Advance Reservation occurring today).
- This is THE most generous private club court booking system in the Pacific Northwest, and possibly the entire world.

TX2 Double Membership Add-on

Available only as an “add-on” for current Adult Tennis Members and requires a 6-month (\$99/month) or 12-month (\$89/month) commitment. When we have a waitlist, only year-long TX2 memberships will be offered. With your regular Tennis Membership plus the TX2 you’ll receive:

- 8 Reservations at a time 2 reservations “today” plus 6 Advance Reservations

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- Maximum 2 reservations per day (made up of 2 Same Day or 2 Advance Reservations or 1 Same Day and 1 Advance Reservation)

Tennis Pearl 10-18 Memberships

- 3 Reservations at a time = 1 reservation “today” plus 2 Advance Reservations
- Maximum 1 reservation per day.
- This membership is discounted by almost 60% from the Adult Memberships. We want your kids to play!
- Only available to a child of active Adult Tennis Member.

Tennis Pearl U10 Memberships

- Free for children of Adult Tennis Members for ages up to 10 years old
- Can only book a court with their parent.
- No individual court booking privileges

Student Tennis Memberships

- Discounted membership with restricted play times
- Can book “Same Day” courts Monday-Thursday before 9:30am and 6:15pm or later
- Can book up to 3 Advance Reservations on Friday 6:15 or later and all day Saturday and Sunday
- Maximum 1 reservation per day.

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 guest fee per player to the court host. Adding players who have already met their reservation quotas is not allowed.

Court Booking Additional Court Fee

Want to play more than your reservations allow? You may buy additional court time for \$20 per court period or upgrade your membership to the TX2 Membership that gives you double the reservations for double the fun.

Matchmaking

Bellingham Tennis Club staff will attempt to help Members find tennis partners with similar skill levels. Just let our Social Director 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.

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 Member And Guest Services 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.

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Club Doubles 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 social. Indoor Club Leagues are organized by **BTCFF** 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 will not count toward Advanced or Same Day Reservations. Contact the Tennis Director for more details. Outdoor summer leagues are open to non-members.

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 most club services. (Members cannot apply their discount for services for non-member family or friends.)

USTA Leagues

USTA Leagues are organized according to NTRP and play team format within the Pacific Northwest region. **BTCFF** usually fields several USTA teams. **BTCFF** sponsored USTA teams are open to members only. Ask our Tennis Pros for more information.

Tournaments

BTCFF 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

BTCFF is proud to offer a variety of fun round-robin socials and special events throughout the year. Be sure to read your newsletters for information about upcoming events!

CANCELLATION POLICIES

Programs – (Tennis Clinics, Camps, Fitness Camps, etc.):

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.

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. Your instructor will work on your behalf during your scheduled time. No-Shows result in a full charge.

Tennis Court Reservation Cancellations and No-Shows:

Tennis courts may be cancelled by members more than 24-hours ahead. A late cancellation (less than 24 hours before the scheduled playing time) will result in a \$10.00 fee that will be shared among all the players on the court. Failure to cancel (a “No-Show”) will result in an additional fee of \$10 per person.

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

Member Handbook 2016

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 the current “finders fee” per instance. If you do not show up for League and do not have a substitute arranged, you will be charged a stiff penalty for each occurrence. Why? Having a no-show really ruins the play for the rest of the league members. Please inquire with the league coordinator about no-show penalty rates.

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 REFUND 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

TERMINATION:

The initial membership term may not be terminated by the Member prior to its expiration, except within the first thirty (30) days of membership. Termination of membership at the end of the initial term or thereafter requires a written notice received by the 25th of the month prior the month in which the termination is to become effective. Membership cancellations are not made retroactively. The Member’s membership may also be terminated at any time by the Club if the Member fails to abide by all of the terms and conditions herein. The Club shall provide a Member with written notice of such involuntary termination.

To cancel your membership, simply complete the Membership Cancellation Form available at the front desk or provide a written request.

Questions, Comments, Suggestions, & Repairs

If you have a question, comment, suggestion, or notice a need for a repair, please either tell Member And Guest Services, send an email to “info@bellinghamtennis.com” or drop a note in the suggestion box.

Let us know how to help you have an excellent experience!

~Enjoy!~