

TENNIS DEPARTMENT RULES & REGULATIONS

SECTION #1: MEMBER REGULATIONS & DEFINITIONS

Membership:

- To use the tennis facility at White Oaks you must be either a member of White Oaks or a hotel guest.
- Some participants in the junior program will be given a membership to White Oaks (based on duration of the junior program).
- Only Tennis Professionals from the White Oaks Tennis Department are allowed to give tennis lessons.

Guests:

- A member of White Oaks may bring the same guest up to 10 times per year. (Guest fees apply)
- A guest of White Oaks must sign a waiver form prior to engaging in any activity at White Oaks.
- A guest is not permitted to participate in any club activity or program unless otherwise specified or at the discretion of the Tennis Director.
- All guests must be registered with the club desk (or online before playing).
- It is the member's responsibility to ascertain that their guest is eligible to play. It is also the member's responsibility to ensure the guest fee be paid or a pass is submitted, in addition to applicable court fees.

SECTION #2: HOURS OF OPERATION & CLUB CLOSURES

Hours of Play

The tennis facility is open during regular club hours, as follows:

Fall to Spring Hours

Monday to Friday	5:30 am to 9:00 pm
Saturday	7:00 am to 6:00 pm
Sunday	7:00 am to 6:00 pm

Summer Hours: Mid-May to Mid-September

Monday to Thursday	5:30 am to 9:00 pm
Friday	5:30 am to 9:00 pm
Saturday	6:00 am to 6:00 pm
Sunday	6:00 am to 6:00 pm

Starting December 1st:

Monday to Friday - 5:30am to 9pm
Saturday and Sunday - 7am to 5pm

Christmas Eve - 5:30am to 4pm
Christmas Day - Closed

Boxing Day - 9am to 5pm
New Year's Eve - 5:30am to 6pm
New Year's Day - 9am to 6pm

Note: The club operates on reduced hours during the holiday season and on statutory holidays. Operating hours may be adjusted from those listed, based on the discretion of club management.

Club Closures

The club is closed on the following days:

Christmas Day - December 25

SECTION #3: COURT RESERVATION & RULES OF PLAY

Court Rules

Tennis courts may be booked through the club front desk by telephone (905) 688 - 6800 x5210, at the club front desk in person, or via on-line booking through Game Time

<https://wor.gametime.net/auth>

- Covid-19 stage restrictions might apply.
- A court may be booked by members beginning at 7:30 am **5 days** in advance by telephone, online or in person at the club desk. **Names of all players and guests must be reported when booking a court.**
- Prepaid Tennis Members will be allowed **one pre-booked court per day**. If you are in a league, your league booking will count as your pre-booked court for that day. If a member would like to play more than once in a day they can either walk-on the court (book up to 1 hour in advance) or by paying the appropriate court fee.
- A member who takes a lesson or is involved in a clinic will still have their pre-booked court allowance for that day (instruction does not constitute pre-booked court allowance).
- Prepaid Members will have unlimited walk-on access, one hour at a time, when the courts are empty and available. Walk on courts may be booked no earlier than one hour before actual court time requested.
- If a member wishes to extend their playing time, i.e. from 90 minutes to 2 hours, they may do so immediately prior to stepping on court at the front desk providing a court is available. (Covid-19 rules apply)
- Courts booked for singles games must have two names assigned and are limited to one hour. Courts booked for doubles games require four names assigned and are limited to one and a half hours.
- League Administration fees will apply to any organized tennis league at White Oaks.
- A member may book only one court per phone call (either prime time or non-prime time) at a time, with all the names (2 for singles & 4 for doubles). If multiple courts are requested, someone else in their group must contact the front desk to book or reserve their additional courts.

- Ball Hopper Rule: members are only allowed to use the hoppers behind the front desk. MEMBERS DO NOT HAVE ACCESS TO THE TEACHING CARTS OR BALLS FOR THE JUNIOR PROGRAM.

Policy for Walk-on Privileges in Junior Program

Walk-on membership is included for the duration of the session for children training (2x) per week.

Rules: Just between students from the Junior Program, or with another member. If any player with the junior member is a non-member, then guest and court fees will apply.

Walk-on Days & Times:

Monday through Sunday from 6:00 - 8:00 am and Saturday & Sunday from 3:00 pm until close.

NOTE: **Walk on privileges mean:** You can ONLY book a court upon arrival at the club, on the day of play. Advance bookings (prior to the day of play) do not qualify as walk-on and will be charged court and guest fees when applicable.

COVID RESTRICTIONS:

In red and orange restrict levels, guests are not allowed to use the club, including tennis courts.

Cancellation Policy (Not applicable during Covid-19)

If you have a court reservation, or if you are registered for a special event, or program and you find it necessary to cancel, **24 hours advance notice is required**. This will leave sufficient time for the tennis department to arrange for a substitute or to re-organize plans.

- **Event or program cancellations** made within **less than 24 hours notice may result in the member being charged** for full or partial cost, depending on the nature of the program or event.
- **48 hours cancellation notice is required for private, semi-private, and small group lessons**, otherwise **you will be billed for the full cost of the service**.

SECTION # 4: BOOKING PRIVATE OR GROUP LESSONS

Booking Private & Group Instruction

- A member may book a private/semi-private or group lesson with a tennis professional by either calling their telephone extension, contacting them directly or via email.
- A private lesson will be 1 hour in duration unless otherwise specified (1/2 hour private lessons are also available).
- Any private/semi private or group training session must be with a member of White Oaks or hotel guest **only!**
- Juniors are permitted to take private lessons with the following conditions:
 - -They are members of White Oaks (family or junior member only)

- -They are involved in the White Oaks Junior Tennis Program (at least two times per week) - see junior program brochure for more information
- Junior Program and privates lessons can take up to a maximum of 4 courts between 4:30 - 7:30 pm. We will make every attempt to find enough suitable courts for our members to play.

Cancellation Policy for Private or Group Lessons (Not Applicable during Covid-19)

A member or guest wishing to cancel a private or group training session/lesson must do so by informing the tennis professional by providing **48 hours notice, otherwise the member or guest will be required to pay 100% of the total cost for the lesson**. This will leave sufficient time for the tennis pro to arrange other lesson.

Cancellation fees will be incurred as follows:

- More than 48 hours notice: Members will not be responsible to pay for cancelled lesson.
- **Less than 48 hours notice or no show for any lesson:** Members are responsible to **pay 100% lesson rate**.
- Under certain circumstances (illness or emergency) a lesson can be cancelled with less than 48 hours notice, however it will be at the tennis professional's discretion whether or not the lesson will result in payment (pro will have discretion in consultation with the tennis director or club manager).
- A member cancelling a club clinic or group lesson with less than 48 hours notice will also follow the same structure above.
- A member needing to cancel a lesson must call the pro or front desk. Upon speaking with a tennis pro or front desk staff member, a cancellation # may will be provided to the member.

SECTION #5: CLUB PROGRAMMING SIGN UPS

Signing up for club programs, socials, leagues, clinics & Team Tennis

- We will make every attempt to inform our membership of any special events, programs, leagues and clinics that are available to our members.
- Signing up for any club program, event, league, clinic or team tennis can be made at the club desk.
- In some cases, (clinics/leagues) we request that you speak with the league coordinator or tennis professional to ensure the member is at the appropriate skill level to participate. If a member is not suitable for a clinic or league, the tennis professional/ league coordinator will seek to find a suitable program or league.
- Members are always asked to provide a minimum of **48 hours notice** if they need to **cancel** out of a league/clinic or event. **If a member does not provide suitable notice** for canceling out of a league/clinic or event, they will be **responsible to pay their league fee/clinic or event fee** (tennis professional will have some discretion based on the reason to cancel).

