

North Toronto Tennis Club

Member Handbook 2018

2018 Board of Directors

<u>TITLE</u>	<u>NAME</u>		<u>EMAIL</u>
Chair & President	Bruce Caven		contact@northtorontotennis.com
Director, VP Finance	David Crone		contact@northtorontotennis.com
Director	Sol Kasimer		contact@northtorontotennis.com
Director, VP Member Services	Josh Kingsmill		contact@northtorontotennis.com
Director	David Dunkelman		contact@northtorontotennis.com
Director	Ishraque Farhan		contact@northtorontotennis.com
Director	John Torok		contact@northtorontotennis.com

Club Contact Information

<u>ROLE</u>	<u>NAME</u>	<u>TELEPHONE</u>	<u>EMAIL</u>
Club Manager	Mark Crone	416-707-9367	mark@northtorontotennis.com
Club Pro	Mark Crone	416-707-9367	mark@northtorontotennis.com
Club Assistant Pro & Program Director	Adrian Boubalos	647-921-3460	clubpro@northtorontotennis.com
Tennis Lesson Information	Mark Crone Adrian Boubalos	416-707-9367 647-921-3460	info@tenfit.ca
Membership Registrar	Mark Crone	416-707-9367	mark@northtorontotennis.com
Club Telephone and website		416-482-6498	www.northtorontotennis.com

Risks Associated with Physical Activities

No action is without risk and exercise is no exception. For example, the risk of sudden cardiac death increases by a factor of 5 during vigorous exercise for fit individuals and by a factor of 56 for unfit individuals.

There is also an increased risk of injury, particularly to arms, back, feet, ankles, and knees, while taking part in exercise or vigorous sports.

Terms and Conditions of Membership

As a condition of membership, the adult member personally, and as a parent or guardian for any youth member under 18, hereby release the North Toronto Tennis Club, its Directors, Officers, Contractors, Employees, Instructors and Agents from any and all actions, claims, demands for damages, loss or injury, however arising, which may hereafter be suffered or sustained by the adult member, or any of the junior members in consequence of participation in the activities of the North Toronto Tennis Club including, but not limited to, its programs and the use of its facilities and those of other clubs.

If you do not agree with the Terms and Conditions discussed above, return the shoe tags immediately and your membership fees will be refunded in full.

Tennis Lessons and Junior Programs

In association with Tenfit, Mark Crone and Adrian Boubalos will be offering tennis instructions to both Adult and Junior Members only and will be offered throughout the season. Refer to the court schedule outlined on page 3. For further details please go to:

<http://www.northtorontotennis.com/programs.html> or <http://www.tenfit.ca> or contact the Club Pros Mark Crone or Adrian Boubalos.

Summer Day Camps

In association with Tenfit, Mark Crone and Adrian Boubalos will be offering summer day camp programming, available to junior members and the public. For further details please go to our website at northtorontotennis.com or contact Mark Crone or Adrian Boubalos.

The Court Schedule

The court schedule is subject to change. Please consult an up to date schedule posted in the Clubhouse or visit the northtorontotennis.com for any scheduling updates or changes.

Table #1 and #2 outline the scheduled events for junior programs and summer day camps for the spring and summer sessions, respectively. The tables also illustrate the hours that are reserved for adult members play and public access times.

The Club Pro has priority over court #3 to provide lessons to adults subject to the following conditions:

- Lessons are open to Members only.
- Club scheduled events will take precedence over Lessons
- During weeknights, court#3 may be utilized for lessons after 9:20pm only and on Monday & Thursday evenings for adult member group lessons from 6:40-9:40pm.
- At any given time, there must be a vacant court available for member use (e.g. Kids Camps and Junior Programs cannot run concurrently with lessons)The club Pro and the member(s) engaged in lessons should arrive 5 minutes before the scheduled lesson.
- On a best efforts basis, the Club Pro should post or notify the Court Monitor in advance of scheduled lessons so that the Members are aware / the Monitor can advise members wishing to book court time on court #3.
- The Club Pro should identify himself and notify members that the court is being used to conduct lessons.

All members are required to vacate applicable courts during these times if requested to do so by the Club Pro. Otherwise, Members can access these courts when not used by the Club Pro.

Table #1

2018 Spring Schedule (April 15 to June 30) + 2018 Fall Schedule (September 5 to October 15)

Time	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			
	Court			Court			Court			Court			Court			Court						
	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	
7:00 AM																						
8:00 AM																						
9:00 AM																						
10:00 AM																						
11:00 AM																						
NOON																						
1:00 PM																						
2:00 PM																						
3:00 PM																						
4:00 PM	JR TEAM TENNIS			Junior Program			Junior Program			Junior Program			Junior Program			JR TEAM TENNIS						
5:00 PM	JR TEAM TENNIS			Junior Program			Junior Program			Junior Program			Junior Program			JR TEAM TENNIS						
6:00 PM	Adult Members or Juniors accompanied by Adult Member only																					
7:00 PM	DOUBLES PLAY IS ENCOURAGED DURING PRIMETIME HOURS																					
8:00 PM	--Adult group lessons Mondays & Thursdays 6:40-9:40pm--																					
9:00 PM	Club is Closed																					
10:00 PM	*PUBLIC HOURS WILL BE FROM 8:00-10:00am on All holidays*																					
11:00pm	Junior Group Lesson Program			JR TEAM TENNIS			Court Priority for Member Lessons			Court Priority for Member Lessons			Court Priority for Member Lessons			Court Priority for Member Lessons						

Table #2

2018 Summer Schedule (July 1 to Labour Day)

Time	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			
	Court			Court			Court			Court			Court			Court						
	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	
7:00 AM																						
8:00 AM																						
9:00 AM	Kids Camp			Kids Camp			Kids Camp			Kids Camp			Kids Camp									
10:00 AM	Kids Camp			Kids Camp			Kids Camp			Kids Camp			Kids Camp									
11:00 AM	Kids Camp			Kids Camp			Kids Camp			Kids Camp			Kids Camp									
NOON																						
1:00 PM	Kids Camp			Kids Camp			Kids Camp			Kids Camp			Kids Camp									
2:00 PM	Kids Camp			Kids Camp			Kids Camp			Kids Camp			Kids Camp									
3:00 PM	Kids Camp			Kids Camp			Kids Camp			Kids Camp			Kids Camp									
4:00 PM																						
5:00 PM																						
6:00 PM	Adult Members or Juniors accompanied by Adult Member only																					
7:00 PM	DOUBLES PLAY IS ENCOURAGED DURING PRIMETIME HOURS																					
8:00 PM	--Adult group lessons Mondays & Thursdays 6:40-9:40pm--																					
9:00 PM	Club is Closed																					
10:00 PM	*PUBLIC HOURS WILL BE FROM 8:00-10:00am on All holidays*																					
11:00pm	Junior Group Lesson Program			Kids Tennis Camp			Court Priority for Member Lessons			Court Priority for Member Lessons			Court Priority for Member Lessons			Court Priority for Member Lessons						

Club Communications

The club will use the following modes of communication:

Medium	Description
Website	The website will be used to communicate general information about the club, programs and registration details and forms. (www.northtorontotennis.com)
Email	The Club Manager will maintain a distribution list for the purposes of communicating current events, conducting member surveys and contacting members.
Bulletin Board	The Club Manager will post a calendar of current events, announcements and general information for members.
Telephone & Voicemail	Members can leave messages for the Club Manager and Club Pros during the tennis season.

Written correspondence can be sent to:

North Toronto Tennis Club
2482 Yonge Street
PO Box 45078
Toronto, ON.
M4P 2H0

Schedule of Events

In order to promote the social aspects of the club, the Club will schedule a number of social events throughout the season. Members will be notified by Email of upcoming events. An event calendar will also be posted in the clubhouse and on the Club's website. Contact the Club Manager for further details.

Opening Day

The Club will officially open in May. Members will be notified of the soft and grand opening dates. Pending weather and conditions dates and scheduling may change. An email notice will be sent out in advance.

Events are subject to sufficiency of member participation and cooperation of the weather. The Club Manager has the discretion to cancel events due to weather or lack of participants. Cancellations will be posted on the Club's web site.

Club Rules

All members (defined as adults and juniors) and guests will abide by the following:

- Adhere to the Member Code of Conduct as outlined on page 6 of the handbook.
- Adhere to the Court Change Procedures / Duration of Play procedures outlined on page 7 of the handbook
- Consumption of alcohol or non-prescription narcotics is prohibited on club property.
- The use of courts for ANY purpose other than tennis or related activities is strictly prohibited. This prohibition includes, but is not limited to, the playing of hockey, rollerblading and dog-walking etc.
- Members are encouraged to lock their bicycles to the bike rack located beside the club's main entrance. Bikes are not permitted to be leaning against any club property. Bikes are not permitted on club grounds.
- Damage to Club property and equipment is prohibited.
- Only the Club Pro and his staff are authorized to conduct tennis lessons during Club hours.
- No more than three (3) tennis balls should be in play on any one court except the following exceptions:
 - Authorized tennis lessons discussed in #6, group lessons and kids camps.
 - The use of a ball hopper is permitted only on Court#3 (with the curtain drawn).
- The use of a Tennis Ball Machine is prohibited
- Each member should report violations to the attention of the Club Manager, Club Monitor or Club Pros. If the matter has not been satisfactorily resolved, members shall report the matter to the Board of Directors in accordance with the procedures set out on page 10 "**Dispute Resolution and Disciplinary Actions**"

Dress Code

All members and their guests must wear:

- Proper tennis attire on the courts at all times;
- Proper tennis appropriate footwear (rubber-soled non-marking footwear); and

Members must affix a current shoe tag on footwear at all times. Members without a current shoe tag will not be allowed access to courts.

While it is not practical to list all restrictions, members are expected to exercise good judgment.

Members that are in violation of the Club's dress code may be asked to vacate the court. Continued non-compliance may result in member sanctions that include expulsion.

General Public Court Availability

In accordance with the terms and conditions of our permit to use the courts, The Club is required to designate a minimum of Six (6) hours per week for general public use and Two (2) hours on all holidays.

Designated court time for general public use: Sunday Evenings between 4:30pm and 10:30pm and on holidays between 8:00am and 10:00am. Non-members must bring their own tennis balls during public hours.

During Non-Prime Time* hours, non-members are also permitted to play if all of the following conditions are met:

- A Court Monitor is on duty;
- The courts are not in use by Club members;
- A fee of \$10.00 shall be paid by the non-member to the Club. The Club Manager, Club Monitor or Club Pro will be responsible for collection; and
- Non-members adhere to the Member Code of Conduct, Dress Code and Court Change Procedures / Duration of Play.

* Defined under *Court Change Time / Duration of Play*.

Member Code of Conduct

A member's code of conduct shall be governed based on the principles of Courtesy and Respect and Sportsmanship. Members shall be respectful to residents of the neighbourhood, members, guests and staff. Violence, foul language and throwing tennis rackets will not be tolerated.

- When entering or leaving a court, players should wait for a break in play before passing behind the serving line of another court to get to their court. They should then proceed quickly to their court.
- Return balls promptly and quietly in the direction of the player who has lost them.
- Ask for the return of balls quietly and politely at the proper moment, not while a ball is in play.
- On leaving a court, players should collect all tennis balls in use and leave them at the net if players are coming onto the court, or placing them in the clubhouse if all other courts are empty.
- Members are required to relinquish the court when done.

Court Change Time / Duration of Play- 40 Minute Rotations

With the exception of events planned by the Club, the following table illustrates the duration of play and the scheduled time for court changes for weekdays, weekends and statutory holidays.

Weekday and Statutory Holidays	8:00am to 10:30pm	40 min	8:00-8:40am	3:20-4:00pm
			8:40-9:20am	4:00-4:40pm
			9:20-10:00am	4:40-5:20pm
			10:00-10:40am	5:20-6:00pm
			10:40-11:20am	6:00-6:40pm
			11:20am-noon	6:40-7:20pm
			Noon-12:40pm	7:20-8:00pm
			12:40-1:20pm	8:00-8:40pm
			1:20-2:00pm	8:40-9:20pm
			2:00-2:40pm	9:20-10:00pm
			2:40-3:20pm	10:00pm-close
Saturday & Sundays	8:00am- 10:30pm	40 min	As above	

Prime Time is considered Weekdays between 6:00pm to 9:20pm and Weekends between 8:00am to 12:40pm

Reservation

- Members must register with the Club Monitor upon arrival at the Club. Members within the fenced area are not deemed to be waiting unless they are registered with the Court Monitor. **NO EXCEPTIONS.**
Members must have their names registered on the sign in board during monitoring hours.
- A member can only book one court at a time. Additional court time may be booked only after that member has completed their session. Back-to-back court bookings are discouraged if there are other members waiting for a court. Back to back is defined as a player who is playing with one party and is scheduled to play with a different party immediately after the conclusion of the first game.
- A player who has properly booked a court for a full playing period may take advantage of a vacant court or the invitation to join a match in progress prior to using his/her booked court provided that this additional time does not exceed 30 minutes. Otherwise, it will be regarded as a booking for that playing period and his/her booking for the full playing period shall be forfeited and available for booking by others.
- Members are expected to arrange their own games with the exception of club organized social events such as house league, and doubles round robins.
- A minimum of 2 players is required to claim a court.
- Members can only reserve the next available time slot on the sign in board. **NO ADVANCED BOOKINGS ARE PERMITTED.** Prior to the start of the next rotation, one person must be inside the clubhouse or on the patio 5 minutes prior to the court change over. A five (5) minute grace period will be granted to the incoming party. After such time, the court will be forfeited to the next party on the list. The forfeiting party will be required to register with the Court Monitor for the next available court.
- When the court monitor is NOT on duty, members must follow the designated court time changes posted throughout the club grounds. The same court booking procedures will be in place. These rules must be followed throughout the entire season.

Priority

- **During week night hours (6:00pm to 11:00pm) Doubles will take precedence over singles up to 8:00 pm on all 3 courts. Thereafter doubles will no longer take precedence.**
- **Doubles play is mandatory on Sundays during adult hours from 10:00am-1:20pm.**
- Doubles play will take precedence over singles play if both are waiting for the same court. However, singles will take precedence if the same pair is still waiting when the next court becomes available. See Court Monitor authority below.
- Priority for taking a court shall be based on the length of time a member has been waiting for a court, and not the number of times a member has played.
- **In all cases, the Court Monitor will have the discretion to ask players (of similar ability) to join other singles matches at the court change. However, singles games already in progress will be allowed to finish play.**

Court Monitoring

With the exception of statutory holidays and unplanned circumstances, courts will be monitored from April 30 – September 30, 2018 as follows:

Weekday: 6:00pm to 10:00pm

Weekend: 8:00am to 5:00pm

Hours of monitoring are subject to change due to demand.

In the absence of a court monitor, members are expected to self-administer the use of courts in accordance with the Court Change Procedures described on page 7.

The Court Monitor should only be asked to play if they are not in conflict with his/her other duties. However, the Court Monitor is not obliged to participate.

Authority of the Club Manager, Court Monitor, Club Pro and Directors

The Club Manager, Court Monitor or Club Pros (“Authorized Individuals”) (in their absence, the Directors) have been tasked with the authority to oversee the day-to-day operations of the Club including the enforcement of Club rules.

Members of the club also have a responsibility to adhere to Club rules and act in the best interest of the club.

In resolving disputes or addressing violations of club rules, the Authorized Individuals after first identifying themselves will remind the offending member of the applicable rules and determine the appropriate course of action. Members shall comply with the decisions passed by the Authorized Individuals.

- If the member does not agree with the decision, the member should still comply with the decision but should bring the matter to the attention of the Board.
- If the member disregards the decision of the Authorized Individual, the Authorized Individual will bring the matter to the attention of the Board.

In either case, the procedures are outlined on page 10 “**Dispute Resolution and Disciplinary Actions**”

Guests

- During Club hours, adult member may bring one adult guest at a time that can participate in play only while the introducing member is playing on the same court. A guest can be introduced by any adult Club Member's time except on Sundays between 9:00 a.m. and 1:00 p.m. A guest fee of \$5.00 per visit is payable by the club member.
- The same guest may NOT be introduced more than THREE (3) times per season.
- Non-members are obligated to comply with the rules and regulations as defined in this handbook.
- Fees for guests will be paid to the Club Manager, Court Monitor or the Club Pro (in their absence a Director who is present) (Authorized Individuals). **A receipt will be issued indicating the Date, the amount, the Member, the Member Guest and the Authorized Individual issuing the Receipt. Note that if a Receipt is not issued, the Member Guest is not required to pay.**

Court and Clubhouse Maintenance

- The Club Manager will be responsible for liaising with the City, as required, for the maintenance of the courts, grounds and Clubhouse.
- Members are responsible for the general appearance of the property and are requested to help keep it tidy and clear.
- **In the absence of the Club Monitor, the Clubhouse should be locked at all times. When departing the Club, each Member should take responsibility to LOCK the Clubhouse upon Departure.**

Tennis Balls

The club will supply tennis balls for members only on the basis of *one set of three balls per court per day* from the official opening day until monitoring is completed at the end of the season. **New tennis balls will be distributed once daily at the start of the court monitor's scheduled working time. At the sole discretion of the Club Monitor**, if the condition of the tennis balls is beyond acceptable, the Club Monitor may issue new tennis balls.

A member **shall not insist, bully or coerce** the Club Monitor in issuing new tennis balls for use. If the member feels that the tennis balls supplied by the Club are not suitable for their standard of play, the member **can elect to use their own supply** of tennis balls. Members in violation will lose the privilege of club supplied tennis balls.

Junior Membership

Members' children between the ages of 6 and 18 (as defined by the OTA) are eligible to become junior members on payment of the applicable fee.

- Junior member access to courts is restricted during weeknights between 6pm to 11:00pm unless accompanied by an adult member. If accompanied by an Adult Member, Junior Members will be deemed to have the same playing privileges as an Adult Member.
- Junior members will not be allowed to invite guests or to cast votes at club meetings.

Violation of Club Rules

A violation of the Club's rules as outlined on page 5 of this handbook may result in disciplinary actions as outlined below under "Dispute Resolution and Disciplinary Actions"

Dispute Resolution and Disciplinary Actions

In recognition that the North Toronto Tennis Club is a community-based tennis club primarily governed by volunteers, the Board's desire is that:

- Disputes between members and / or guests can be peacefully resolved between the two parties.
- Alleged violations of Club Rules are expected to be the exception rather than the norm.

In the case where:

- Disputes have not been resolved and warrant the attention of the Board; or
- Alleged violations are severe and warrant the attention of the Board,

The issue should be documented and reported to the Board. The note shall contain a description of the issue, the date and time of the occurrence, the involved parties and identification of witnesses. A Dispute Resolution Committee consisting of the Chairperson and two other Directors shall investigate and determine the course of action required to resolve the dispute or execution of a measured response to the violation.

Actions of the Committee may range from:

- No Action;
- Verbal or written warning;
- Delisted from the membership roster next season; or
- Immediate expulsion from the Club. The excommunicated member may not be entitled to a refund of the balance of their membership fee.

The Committee's decision is considered final.