Lakewood Indoor Tennis Centre

Policies & Procedures

Fall 2024

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SECTION A: ABOUT US

A.1 – ABOUT US

The Lakewood Indoor Tennis Centre (LITC) opened in Saskatoon in 1992; it is a locally owned business that welcomes members and guests with year-round access to six indoor tennis courts. For more information, please visit www.lakewoodtennis.com.

A.2 – CENTRE AMENITIES

Lakewood Indoor Tennis Centre is Saskatchewan's only dedicated indoor tennis facility.

- Six indoor tennis courts inside a heated and insulated air-supported structure.
- Men's & Women's locker rooms with shower facilities.
- Pro-shop (stringing service, balls & grips) products and services.

A.3 – COMMITMENT, BELIEFS

OUR COMMITMENT:

To provide our members and guests with a healthy, friendly, cooperative, fun, competitive, and affordable playing and training environment.

OUR BELIEFS:

We believe in unconditional acceptance of everyone regardless of ability, race, age, size, gender and history. We believe in honesty, respect, fair play, and empowerment of each individual.

A.4 – MANAGEMENT

Leo Liendo, Owner/Operator
EMAIL: lliendo@lakewoodtennis.com

Brandon Smith, General Manager
EMAIL: bsmith@lakewoodtennis.com

NOTE: Please refer to the staff directory on our webpage for a full list of staff members and personnel.

SECTION B: MEMBER & NON-MEMBER OPTIONS

B.1 – OVERVIEW

LITC is pleased to offer both member and non-member access to the Centre. While membership has its privileges, we offer a cost-effective option for everyone and a wide range of programs and services to meet your individual needs. Upon entering the Centre, all players must register at the Front Desk and pay all applicable fees.

B.2 – MEMBERSHIP CATEGORIES

LITC offers a variety of membership levels, and flexible durations, to accommodate most players availability and playing frequency:

- Bronze Membership
- Silver Membership
- Platinum Membership

• Diamond Membership

For more information on membership benefits, privileges and rates, please contact our Front Desk at 306-955-2226 or club@lakewoodtennis.com.

B.3 – LITC MEMBERSHIP RIGHTS
We may terminate your membership (if applicable) and may refuse you entry into or eject you from the Centre if you commit a serious or repeated breach of LITC Policies and Procedures, your membership contract, or if you engage in any other serious misconduct.

B.4 - NON-MEMBER ACCESS & USAGE
Non-members are permitted to access the Centre and participate in selected programs and services offered by the Centre.

B.4.1 – NON-MEMBER FEES
A non-member may access the Centre up to one hour per day; however, non-members must pay a flat rate court fee of $15/hour/person for doubles and $20/hour/person for singles (court of three pays singles rate). Upon entering the Centre, all non-members must register at the Front Desk, pay all applicable fees and fill out the Guest Player Form if not already in our system.

B.4.2 – NON-MEMBER BOOKING PRIVILEGES
A non-member may only book a court by phone reservation, email or in person.
• 1-day advanced booking privileges on indoor courts.
• Ability to book courts for 60 minutes.
• Access to Adult & Junior Programs for players of all ages & abilities.
• Access to certified Tennis Canada Professionals with one day advance booking.
• Access to Centre tennis leagues.
• Relaxed atmosphere, family and community focused environment.
• Fully wheelchair-accessible facility.

SECTION C: HOURS OF OPERATION
C.1 – REGULAR SEASON HOURS OF OPERATION (September - March)
Monday to Thursday: 9:00am to 10:00pm
Friday: 9:00am to 9:00pm
Saturday & Sunday: 8:00am to 8:00pm

C.2 - SPRING SEASON HOURS OF OPERATION (April - June)
Monday to Friday: 9:00am to 9:00pm
Saturday: 9:00am to 8:00pm in April, 9:00am-4:00pm in May and June
Sunday: 9:00am to 8:00pm in April, CLOSED in May and June

C.3 - SUMMER SEASON HOURS OF OPERATION (July - August)
Monday - Thursday: 9:00am to 8:00pm
Friday: 9:00am to 12:00pm

Saturday: 9:00am to 4:00pm
Sunday: CLOSED

NOTE: LITC reserves the right to reduce hours or close during periods of low activity. We will always take bookings during our regular operating hours. During warmer months we always recommend booking your courts in advance.

C.4 – HOLIDAY HOURS OF OPERATION & FACILITY CLOSURES
LITC closes or shortens hours for some Statutory Holidays. Additional closures around holidays will be announced in advance through our website, emails and Centre signage. We are closed on long weekends from May-September.

SECTION D: MEMBER COURT RENTAL RATES
D.1 – PRIME COURT RATES
Weekday • 5:00pm to Close
Weekend • Open to 5:00pm
$16.00/person/hour ($32.00/hour/court) – SINGLES
$8.00/person/hour ($32.00/hour/court) – DOUBLES

D.2 - NON-PRIME COURT RATES
Weekday • Open to 5:00pm
Weekend • 5:00pm to Close
$14.00/person/hour ($28.00/hour/court) – SINGLES
$7.00/person/hour ($28.00/hour/court) – DOUBLES

NOTE: Players playing alone (serving, ball machine, etc) are responsible for the cost of the full court. Three players will be charged the full court cost divided three ways.
All pricing includes applicable tax.

SECTION E: FINANCIAL PAYMENT OPTIONS
E.1 – FORMS OF PAYMENT
LITC accepts the following forms of payment:
• Credit Card, Debit, Cash, and Cheque

E.2 – MEMBER ACCOUNTS & GIFT CERTIFICATES
A member may set up a Credit Card Profile, which allows a member to charge court time, programs and services to their credit card directly. Members may review their transaction history (charges) online through their Member Portal on our website.
Members and non-members may also purchase gift certificates that can be used towards any LITC purchases.

E.3 – MEMBERSHIP DUES PAYMENT OPTIONS
Monthly and annual memberships at LITC start from the date joined and expire on the same date the next month or year. (Ex. A monthly membership purchased March 27 expires at the end of

day April 26. An annual membership purchased March 27, 2024, expires at the end of day March 26, 2025.) Members are expected to fulfill the terms and conditions outlined in the membership agreement, which include, but are not limited to the payment of all membership dues, program and service fees.
A member joining the Centre will have the following payment options:
• Annual Membership: A member must pay their annual membership dues in full at the start of membership.
• Monthly: A member may pay their membership dues monthly by payment at the Front Desk or by automatic withdrawal from a credit card.

SECTION F: USE OF FACILITIES
F.1 – SHOWER FACILITIES
All members and guests of the Centre are permitted to use LITC shower facilities.

F.2 – TOWELS
Towels are not provided at the Centre. Members and non-members are kindly asked to bring their own towel(s).

F.3 – LOCKERS
Lockers are available for day use only on a first come, first serve basis. You must bring your own lock. LITC is not liable for any theft of or damage to your property.

SECTION G: PROGRAMS & SERVICES
G.1 – PRIVATE, SEMI-PRIVATE, GROUP LESSONS
Private, semi-private or group lessons are available for members and non-members. The established rates are listed at www.lakewoodtennis.com. Rates vary based on the level of certification and experience of each tennis professional. To book a lesson, please contact the tennis professional you wish to be instructed by (email addresses for coaches who offer private lessons can be found online at www.lakewoodtennis.com); or our Front Desk can connect you with a tennis professional that best suits your needs and/or matches your availability.
All persons taking private, semi-private or group lessons must create a Lakewood Indoor Tennis Centre user profile.
Non-members may only book private lessons one day in advance. All levels of membership may book private lessons in advance up to the expiration of their current membership.
NOTE: All lesson fees include court fees and applicable taxes.

G.2 – REGISTERING FOR MEMBER & NON-MEMBER PROGRAMMING
• Both members and non-members must first create an account on the online portal, which can also be done at the Front Desk, before being able to register for a program, clinic or event.
• Payment must be processed at the time of registration; spots will not be held for unpaid registrations.

G.3 – NON-CENTRE EVENTS

LITC has a relationship with Tennis Canada and Tennis Saskatchewan, and under the terms of our agreements, these parties are permitted to run programming and events at the Centre. From time-to-time, other user groups may be permitted to utilize the facility for school programming and events. Every effort will be made to notify our members of any changes in programming or facility availability.

SECTION H: TENNIS COURT RULES AND REGULATIONS

H.1 – COURT BOOKING RULES AND REGULATIONS

H.1.1 – MEMBER COURT BOOKINGS

• A member may book a court with up to 7-days advance notice, with exception to Diamond members who may book up to 14-days in advance.
• Members will be permitted to make court reservations online, by email, telephone or in-person.
• Members must pay for their court time prior to entering the courts by making payment at the Front Desk. Please refer to the method of payment section (E.1);
• A member may book a court for a maximum of 2 hours (120 minutes) per day

H.1.2 – NON-MEMBER COURT BOOKINGS

• A non-member may book a court with 1-day advance notice.
• A non-member may book a court by telephone, email or in-person.
• A non-member may reserve a court for 1 hour (60 minutes) per day.
• A non-member must pay for their court time prior to entering the courts by making payment at the Front Desk.

H.1.3 – BLOCK BOOKINGS REQUESTS

Members and non-members are not permitted to book courts outside of their membership & non-membership privileges.
Management may consider requests for member block booking on a trial basis (see note), using the following parameters:
• Block booking times are restricted only to Non-Prime Time hours;
• All participants in the block booking must be members of the Centre;
• If the member block booking is approved by management, all courts fees are to be paid up front for the entire duration of the block booking;
• A maximum of 3 courts for 2 hours (doubles) will be considered and approved by the General Manager;
• Only one block booking request per time period noted above, per day, per week will be considered;
NOTE: Management will assess the block booking and their policies on an ongoing basis and will, at their discretion, continue or discontinue block-booking privileges due to court utilization.

H.1.4 – SPECIAL GROUP BOOKINGS

Special group booking requests from outside groups may be accommodated on a case-by-case basis provided they meet the following guidelines:
• Be a member of a community association, community group, not-for-profit organization or school;

• Only booking requests approved by management will be accommodated.
Management reserves the right to continue or discontinue the group booking privileges after the contracted period. Only Centre staff/management will be permitted to block book courts for LITC programs, special events, tournaments or lessons where a fee is paid directly to the Centre.

H.1.5 – CANCELLATION POLICY (COURTS OR LESSONS)
• A member or non-member must provide a minimum of 24-hour notice to cancel a tennis court or Private, Semi-Private or Group Lesson, otherwise the full court or lesson/program fee may be charged to the member;
• Members or guests who fail to show up for a court reservation or lesson/program will be charged the applicable court or lesson fee.
• Members who have memberships that include court fees will be charged the standard member court fee for the time period that they reserved and did not attend, regardless of membership level.

H.1.6 - REIMBURSEMENT & REFUNDS
LITC will provide full refund for unused equipment in original packaging and unworn footwear and apparel, if proof of purchase is provided.

LITC has a no refund policy for Club Credit, program fees and membership fees. When applicable we will provide extensions to interrupted programs or memberships, or reimbursement, when the Centre sees fit, in the form of Club Credit.

H.2 – MEMBER & NON-MEMBER ARRIVAL (CHECK-IN)
• Upon arrival, each member must check-in at the Front Desk;
• Non-members must check-in to the Front Desk and fill out the Guest Player form and pay all applicable court/service fees prior to participating in any Centre activity.

H.3 – INSTRUCTION
LITC's Management shall expressly appoint tennis professionals (and Centre-approved contractors), who shall be the exclusive tennis-teaching professionals of the Centre. Any other teaching or coaching is strictly prohibited at the Centre.

H.4- ONCOURT ETIQUETTE
H.4.1 – ARRIVING & LEAVING THE COURT
• Court bookings are scheduled based on our clocks
• Before entering the court, players are asked to wait in the clubhouse or on the bleachers until their court time. Please be respectful to ensure you are not disrupting players on court one.
• Please cross courts along the net, not the back of the court.
• Please wait next to the player benches/scorecard until a point is over before moving/crossing the court.
• Balls must be picked up by the end of your court time.
• Any garbage needs to be picked up (e.g., ball tins, grips) and placed in the garbage bins located on court.

• Only players on the booking are allowed on court, all spectators (including children) must remain on the court one bleachers. Children under the age of 6 must not be left unattended within the dome or clubhouse.

H.4.2 – CELL PHONE USAGE
As a courtesy to other players, cell phone use is prohibited on court. Players are asked to turn off their cell phones or set to silent while on court. In the event you receive a phone call on court, please leave the court area to answer it.

H.4.3 – NOISE ON COURT
Out of respect for your fellow members and non-members, we ask that noise is kept to minimum. Excessive yelling, grunting, or banter from opposite ends of the court can be distracting and diminish enjoyment for players on surrounding courts. We are a family friendly facility; therefore cursing will not be tolerated. Ongoing complaints may be dealt with by warnings, fines, suspensions, etc.

H.5 – BALL MACHINE USE
Members may use their own ball machine within the Centre. Court rental for ball machine use is limited to court 6 in order to minimize potential disruptions on surrounding courts. Please ensure the divider screen between court 5 and 6 is drawn when using a ball machine. LITC does not offer ball machine rental.

H.6 - LITC EQUIPMENT & BALL USAGE
Only LITC staff and tennis professionals are permitted to access any LITC racquets, balls and equipment kept within Centre storage. Please ask LITC staff if you would like to borrow a racquet.

H.7 – FOOD & BEVERAGES ON COURT
• Only closed containers will be permitted on court; no open drinks will be permitted on court.
• Food and snacks should be consumed in the clubhouse.
• Chewing gum on the courts is not permitted as the removal of dried chewing gum damages the court surface.

H.8 – BEHAVIOUR & DRESS
Members are asked to always behave in a respectable manner inside and outside the tennis court area(s), which includes:
• Approaching other members and non-members in a friendly and respectful way.
• Use of mobile devices is permitted in common areas of the Centre. Please refrain from using mobile devices on the tennis courts.
• Request permission from LITC management if you need to take photos or videos within the Centre. Image capturing is not permitted in the locker room area.
• Please be respectful of the Centre hours and ensure you are exiting the Centre in a timely manner.

• For your health and safety, please wear appropriate tennis/exercise clothing and proper athletic or tennis footwear when in the Centre.
• Players must wear a shirt and skirt/shorts/pants at all times while on the courts and in the Clubhouse. Any change of clothing must be done within the locker rooms.

NOTE: Guidance as to suitable attire may be obtained from the management team of the Centre.

H.8.2 – ONCOURT FOOTWEAR
Only clean, non-marking athletic shoes will be permitted for use on the tennis courts. Members without proper shoes will not be permitted to play on courts. Please speak with a Tennis Professional for more information on permitted footwear.

H.9 – CHAIRS & BENCHES ON COURT
No additional chairs or benches are permitted on the court without the consent of management.

H.10 – NET ADJUSTMENTS
Members are not permitted to adjust or alter the tennis nets at the Centre. Members may request net height measurements and adjustments, as required.

H.11 – COURT CLEANING & MAINTENANCE
Members must ensure that the court is left tidy and that garbage is properly disposed of. All personal belongings must be removed from the court after play has ended. Courts will be cleaned and cleared of debris as required at the discretion of LITC staff, utilizing appropriate maintenance equipment in order to maintain a safe and clean playing environment.

SECTION I: CENTRE POLICIES
I.1 – GENERAL CENTRE POLICIES
LITC will not be responsible for the loss or damage to property belonging to members or guests. Members are advised to have all personal equipment insured. Members and guests will be legally and financially responsible for damages to LITC property such as windows, locker rooms and courts.

I.2 – STANDARDS OF CONDUCT
Members of LITC are expected to respect and adhere to the Centre's general standards of conduct, as follows:
• Maintain courteous relations with the Centre's employees, fellow members, and guests.
• Uphold the highest standards of personal conduct to reflect the image and stature of the Centre.
• Become familiar with, and abide by the spirit, rules and regulations of the Centre.
• Observe the highest standards of conduct & integrity when representing the Centre at outside events.

• Conduct of any member that is detrimental to the best interests of the Centre will be immediately referred to LITC Management for disciplinary measures, which may include suspension of privileges or the termination of membership.

I.3 – HARASSMENT
LITC will not tolerate harassment. Any form of harassment related to race, orientation, gender, religion, national origin, or age is a violation of this policy and will be treated as a serious disciplinary matter.

I.4 – EMPLOYEES
Members and non-members will not, under any circumstances, reprimand employees or discuss LITC affairs with any employee. Complaints and concerns shall be directed in writing to the General Manager as appropriate.

I.5 – ALCOHOL CONSUMPTION
LITC obtains a license under the Saskatchewan Liquor and Gaming Authority (SLGA) for some special events. To ensure enjoyment of the Centre, members and non-members shall abide by the rules and regulations as set out by the SLGA.
Alcohol shall not be brought onto or removed from the property at any time. Alcohol may only be purchased and consumed in designated areas when a license authorizes its consumption. If the Centre incurs any penalty or liability by reason of breach of this regulation by any member or non-member, such person shall be responsible for any costs the Centre incurs. The General Manager or their designate may at any time, without stating the reasons, deny entry/usage privileges to any individual.

I.6 – LIABILITY ON CESSATION OF MEMBERSHIP
Any person ceasing to be a member, regardless of how the membership ceased, shall be liable for and shall pay all amounts owing to LITC. Any persons ceasing to be a member shall forfeit all rights to use the Centre as a member and all documents to that person's membership.

I.7 – EXPULSION AND SUSPENSION OF MEMBERS
If a member or non-member, at any time, does not comply with the rules and regulations of LITC, or if the conduct or behavior of any such person, whether inside or outside the Centre, is in the opinion of the Centre, injurious or detrimental to the character, reputation and image of the Centre and its members, the Centre may expel the member.
Non-compliance with the rules and regulations of LITC shall be cause for the Centre to expel or suspend the individual.

I.8 – REINSTATEMENT OF MEMBERS OR GUESTS
LITC may, at its absolute discretion, on a written application by a person who has been expelled, reinstate such a person as a member or non-member or restore any rights and privileges that have been suspended.

I.9 – NO SMOKING

LITC is pleased to provide a smoke-free environment. Smoking is strictly prohibited in all areas inside/outside our premises, as per municipal guidelines.

I.10 - SCENT POLICY

LITC asks that all Members and guests please be conscious and considerate of others when it comes to personal hygiene and artificial scents.

I.11 – OTHER POLICIES & PROCEDURES

The Centre reserves the right, with or without notice, to add, delete, change or modify its operating policies and procedures at any time, always in the best interests of the Centre.