
Indianapolis Racquet Club – Member Policies

The following policies have been established to ensure the enjoyment and safety of all Club members. They have been instituted in the best interest of the entire IRC membership. All policies are subject to change, without notice, and interpretation by Club management.

Membership

1. A membership application must be completed by either an adult (18 and older) or a parent (for junior and special junior members). Membership fees are due at the time of the application. Memberships begun after December 1st are subjected to modified membership fees at the discretion of the Club (see the Member Services Office for details).
2. Membership is active from September 11, 2016 through September 10, 2017 or from the date the membership is activated through September 10, 2017.
3. Membership may not be transferred to another person including another family member.
4. Membership cannot be canceled with the exception of:
 1. Member is permanently injured and unable to use the facility for the remainder of the membership year. Doctor documentation may be required.
 2. Member moves out of Central Indiana (defined as 60 miles of the club, “as a crow can fly”)
5. Membership will be automatically renewed for the new season each year in July.
 1. A renewal letter will be sent in April notifying members of new membership rates for the upcoming season.
 1. Players who do not wish to renew may return the letter or contact the Member Services Office to renew by the date specified on the letter.
 2. Members who do not pay their membership fee before the start of the season will have their membership suspended and will be required to pay the membership fee in full when returning.
 3. Membership will automatically renew on a yearly basis until the member notifies the Member Services Office prior to the start of the new membership year (September 11, 2016).
 4. Failure to make payment for a membership prior to the start of the membership year will result in the termination of the membership.
6. A member who wishes to upgrade their membership within the membership year may do so by paying the difference in the funds already paid and the new membership cost.
 1. Members may only downgrade membership prior to the membership year but may not downgrade their membership within the membership year.
7. Member understands that injury or harm can result from any sport or physical activity, and knowingly and voluntarily accepts full responsibility and all risk for any injuries or health problem suffered by the Member at the Club, or at activities sponsored by the Club.
8. IRC reserves the right to cancel a membership at any time for any reason and a prorated membership fee may be returned to the member.

9. A member may bring a guest(s) however each guest must pay the appropriate guest fee and is limited to 3 Club visits within the membership year. Guests who fail to check-in and pay the appropriate fees will have their fees charged to the reserving member.

Corporate Membership

1. The Indianapolis Racquet Club offers Corporate Membership to businesses or organizations who have 12 or more members interested in joining at one time. Any additional members past 12 will incur an additional per member fee (\$125.00 per player).
 1. Corporate membership is active at IRC East only during the Fall/Winter season.
 2. Corporate membership is active at both IRC locations during the Summer season.
 3. Corporate members will not have individual member charge accounts however the corporation will be extended a member charge account for seasonal court fees.

Member Charge Account

1. Each member is extended an in-house club charge account with the exception of the Student and Corporate Memberships, as long as the account is kept in good standing.
 1. Good standing is defined as:
 1. No funds past 60 days may be on any IRC account.
 2. Payments are appropriately proportionate to the charges incurred each month (as defined by IRC).
 3. The Member Services Office can easily contact the member to discuss balance.
 2. Parents or legal guardians are responsible for any charges incurred by a child while a member.
 1. Parents or legal guardians may opt the child out of a member charge account however all subsequent fees or purchases must be paid upfront prior to play or purchase.
 3. Member must sign for all items to be charged to a member account.
 1. Unsigned member charges may not be challenged.
 4. IRC reserves the right to discontinue a Club charge account at any time, for any reason. IRC also reserves the right to not extend an in-house charge account for any reason.
 5. Members who are not in good standing may be prohibited from playing in additional coached groups (outside of those already billed for) as well as court time, pay-as-you plays, private lessons and private groups until the account is in good standing again.
 6. Members whose accounts are not in good standing will not be automatically renewed for the following membership year.

Court Reservations

1. Members have exclusive access to reserve courts.
2. All court reservations must be canceled with a minimum of 24 hour notice to avoid the court rental fee.
 1. If less time remains or you fail to show for a court rental, the reserving member will be billed for the court time unless we are able to resell the court.
 2. Please do not ask the Club to evaluate an "emergency."
3. In cases of severe weather it will be at the discretion of the General Manager to determine if cancellations fees will be waived.

4. Ball machines are available for use on a first come first serve basis.
 1. There is no charge for ball machine rental except during Adult Walk-on time at IRC East.
 2. New ball machine users are required to have a ball machine demonstration by the front desk prior to use.
 3. Any deliberate damage to the ball machine is the responsibility of the member.
 4. Balls are provided for ball machine rental however players must leave an item (keys, ID, etc.) at the front desk to receive a ball cart key.
5. IRC does not supply tennis balls for court reservations.
6. The member reserving the court will be responsible for all court fees including guest fees should guests playing with the member fail to check-in or pay their court fees.

Walk-on Fees

1. Walk on fees are designed to give players a discounted cost on court time, however no advanced reservation may be made.
 1. Players may not reserve a court and then “switch” it to a walk-on upon arrive.
 2. Players may call ahead to see what times are available for walk-on however if you give the Front Desk your name, phone number and number of players, this is a reservation and not a walk-on.
2. Junior walk-on may be done at either IRC location at any time.
 1. Walk-on fees cover a single junior member player, not the entire court. Additional players must pay their appropriate walk-on, court or guest fees when applicable.
 2. A Junior walk-on will initially be given up to an hour or less than one hour depending on availability, however this time may be extended if players re-check in with the front desk (no additional fees required for additional walk-on time however additional court fees may apply).
 3. A junior walk-on may be for less than one hour however the price remains the same regardless of time used.
3. Adult walk-on is available at IRC East only and only during select times throughout the season.
 1. Adult players who do not make a reservation at any other time, will be charged the hourly court fee.

Etiquette

1. Good sportsmanship should be observed at all times.
2. Players should not enter a court until their reserved time begins and until the players on court have had a chance to finish their point/game. On court players should relinquish their court when their reserved time ends.
3. Shirts are required on court and inside the Club.
4. Only non-marking tennis shoes are permitted on court.
5. Profanity or inappropriate conduct will not be tolerated.
6. Water or sports drinks are permitted on court. All other drinks and foods should be kept in the hallway, viewing decks or lobby.
7. IRC is a non-smoking and alcohol free facility.

Animals

1. To ensure the safety and enjoyment of all members, guests, and employees, IRC does not allow animals

of any kind within the building (exception service animals).

Fitness Center

1. The fitness center is open during normal club hours for members 18 and over use.
2. Members age 16–18 may use the fitness center under the direct supervision of a parent/guardian.
3. Member use of the fitness center is at their own risk. Member understands that any physical activity is done so at their own risk and that the Club is not liable for any resulting injury.

Coached Group

1. Members are required to register in advance for all coached groups.
 1. Registration is based upon the entire printed session dates of the program regardless of how the program is billed.
 2. Players who fail to register in advance but attend a program may be prevented from play if space does not allow. Additionally, players who do not registered will be billed for the entire printed session dates not from the date from which play was begun.
 3. Registration with the teaching pro will not be honored.
2. Members may cancel participation for any reason prior to March 10, 2017.
 1. Notification of cancellation must be received by the Member Services Office in writing or by email (irc@indyracquet.com).
 2. Notification to any teaching professional for cancellation will not be honored.
 3. Cancellation after March 10, 2017 will only be honored in situations of:
 1. Permanent injury (a doctors note may be required).
 2. Member moves out of the Central Indiana area (Central Indiana is defined as 60 miles “as a crow flies” from the club).
3. Members who miss a scheduled coach group may attempt to schedule a make-up directly through their teaching professional.
 1. Make-up sessions are not guaranteed and are based on availability in appropriate groups (age and skill level).
 2. Not all levels or ages have opportunities for make-up sessions as well as not all teaching professionals.
 3. No credits will be issued for missed sessions.
 4. Make-up sessions should be used sparingly and only for necessities.
 5. If or once a player cancels participation within a program, they may not continue to make-up any previous sessions.
4. If a member becomes injured during the season, the Member Services Office must be notified immediately of the injury and one of the following options may be selected:
 1. Member may remain in the program, receive no credit for missed time and may attempt make-ups for any missed sessions up on their return.
 1. Make-ups are not guaranteed and no credit will be issued if the injury prevents play longer than expected or if the player is unable to make up any missed sessions.
 2. Member may cancel participation from the program, receive a credit for any remaining sessions that they will be unable to attend due to the injury. Member may then attempt to rejoin the program once the injury is healed however no guarantee of space to return is given.

3. Members who do not notify the Member Services Office until post-injury may select either option however from the point of notification forward. Back credits/dating will not be done. Players may elect to make-up as many sessions as possible (space dependent).
 1. This policy reflects the fact that the Club was unaware of your injury and was thus continuing to hold a space for you within the program. Due to this, we have continued to make decisions regarding the number of courts, the number of teaching professionals assigned and other factors during your absence that may have changed had we been aware of your situation.
5. For member convenience, coached group billing is completed in two, 50% increments.
 1. The initial billing of the 50% will occur typically in October or the first month of which play is begun.
 2. The final billing of the 50% will be done in January 2015.
 3. Players are registered for the entire printed session dates regardless of the billing method.
 1. Players will continue to be billed through the end of the session or their notification of cancellation, prior to March 10, 2017.

Private Lessons or Private Group Lessons

1. Only IRC teaching professionals may give private lessons at the Indianapolis Racquet Club.
2. Private lesson reservation and private lesson cancellations must be done directly with the teaching professional.
 1. Cancellations without 24 hour notice will result in a court fee charge and at the pros discretion the full private lesson cost.
3. It is recommended that all players inquire with their teaching professional how their private lesson or private lesson group will be billed as players are held to any charges incurred. Private groups may elect to bill all players who were scheduled to play (regardless of if they played or not) while others may only bill those who actually play.
4. All “no-show” private lessons will be charged the full price.

Seasonal Courts

1. Seasonal courts are contracted for the entire year. Once they have been established they may not be canceled for that season.
2. All players on a seasonal court must be Members.
3. All Members participating on a seasonal court must be in good standing.
4. It is the seasonal courts responsibility to inform the Member Services Office of all court changes including but not limited to: players added, substituted, or dropped; pro changes;no play dates).
 1. All no play dates must be provided prior to the start of the season and may not exceed 4 dates including a date at Christmas and New Years.
 2. If it is necessary to cancel a seasonal court play date, 24 hour advance notice is required. Your group will be offered either a make-up on another day or an extension of the season.
5. All Members are financially responsible for their portion of the seasonal court once the seasonal court has begun.
 1. Players portion is determined by and provided to IRC by the seasonal court captain.
 2. If a player is unable to continue play for whatever reason, it is the players responsibility to find a replacement player to take over the financial responsibility.

1. Exception: If the seasonal court captain agrees that the funds will be redistributed amongst the players, IRC will make the necessary changes however, a \$20.00 fee will be assessed to the court.
6. Guests may participate in a seasonal court a maximum of 3 times within a membership year and must pay the appropriate guest fees.

Inclement Weather

1. During the winter season, severe weather and or travel advisories may force the Club to modify Club hours or close. During these situations, please call the Club and listen to the recording for additional information as well as view our Facebook page or email blasts (for registered emails only).
 1. In cases where the Club has modified hours or is closed due to severe weather or travel advisories, the season will be extended on those appropriate days to make-up any missed coached groups or seasonal courts. Private lessons, private groups and pay-as-you play groups will not be made-up on any extension dates. Credits will not be issued for any group.
2. If the Club remains open and you choose to not travel during inclement weather, members may attempt to schedule a make-up however, make-ups are not guaranteed.

Safety/Security

1. For your safety and security we ask that all members observe the following rules within the IRC parking lot.
 1. Do not leave valuables in your car while playing.
 2. All vehicles should be in a marked parking spot.
 1. Parking along the south side of the Dean Road building is prohibited.
 3. All members and guests should use the correct, marked entrances and exits to avoid accidents.
2. For your safety while in the Club we ask that you not open the following doors:
 1. Wooden doors within the garage doors on courts #1 & #9
 2. Fitness Center backdoor
 3. Emergency exits on court