

# Indianapolis Racquet Club Inc. (IRC) Club Rules and Policies

Amended: September 27, 2019

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

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Member agrees to abide by the IRC Club Rules and Policies posted at the IRC facilities and online at [indyracquet.com](http://indyracquet.com). Violation of any Policy may, at the option of IRC, result in cancellation of membership, or temporary expulsion.

## 1. MEMBERSHIP CLASSIFICATIONS.

- a. The Indianapolis Racquet Club is a membership facility. Members will have priority in all activities.
- b. Benefits of Membership (Individual Junior, 10 & Under, Adult, Senior Adult, Super Senior Adult, Couple, Family and Corporate Memberships):
  - i. Online account access to manage on-court activities and club account.
  - ii. Reserve courts up to 14 days in advance.
  - iii. Register for drop-in programs.
  - iv. Register for private lessons.
  - v. Access to both IRC facilities (excluding corporate members whose corporate memberships are for a particular IRC facility).
- c. All memberships are annual.
  - i. All IRC memberships are annual, valid for one year from the date of purchase.
    1. For Example, a membership purchased on October 10, 2019 is valid until October 9, 2020.
  - ii. For membership withdrawal, see Section 2.
- d. Guest Participant
  - i. A non-member guest may participate on a court reserved by a member, join drop-in groups, private individual or group lessons, and/or participate in special events; however, the following guest fee will apply.
    1. Adult Guest Fee: \$12.00/player per play.
    2. Junior Guest Fee: \$5.00/player per play.
    3. Senior Adult Guest Fee: \$8.00/player per play.
- e. Classifications Defined
  - i. 10 & Under: a person age 4 through 10.
  - ii. Junior: a person age of 10 through 18 who is enrolled in K-12 school.
  - iii. Adult: a person age 19 (who is no longer in High School) through 64.
  - iv. Senior Adult: a person age 65 through 74.
  - v. Super Senior Adult: a person over the age of 74.
  - vi. Couple: two persons age 19 through 64 who are married, domestic partners, or spouses. Adult children and their adult parents are not considered a couple.
  - vii. Family: An Adult or a Couple as defined above and any children who are 23 years of age and below who are also full time students.

- viii. Corporate: a business or organization with twelve (12) or more players joining collectively.
  - 1. Additional members over 12 will result in additional fees.
  - 2. Access for corporate members is limited to IRC East during Session 1 to 4. Access for corporate members is open to both facilities (IRC Dean & IRC East) during the summer session.

## **2. MEMBERSHIP**

- a. Membership may only be established by an adult 18 or older or by a parent/guardian for minor children.
- b. Membership may not be withdrawn with the exception of:
  - i. Permanent Injury
  - ii. Moving out of Central Indiana (defined as 60 miles geodesically from 8249 Dean Road)
- c. Membership may not be transferred to another person.
- d. Membership is valid for one year from the date of purchase.
- e. Membership may be upgraded during the year but may not be downgraded.
  - i. Upgrading will result in a new anniversary date and extension of the membership year.
    - 1. For example: A player is an individual adult member for 3 months before wishing to upgrade to a family membership. A credit for the remaining 9 months of individual adult membership will be applied to the full cost of the family membership and the anniversary date will become the date of the upgrade.
- f. Memberships will be automatically renewed unless written notification is received within 15 days of your renewal date.
  - i. Membership withdrawal may be completed by email ([irc@indyracquet.com](mailto:irc@indyracquet.com))
  - ii. Membership is required for all session programs unless otherwise noted.
  - iii. If a membership will expire in the middle of a session, the member must renew prior to registering for any program for that session which will extend beyond the membership expiration date.
    - 1. The member's anniversary date will be maintained.
- g. Members with access to a Club or House Charge Account who fail to maintain a valid credit card on file or to pay outstanding balances within 7 days (for those without a card on file) will be suspended immediately (prohibited from all play at IRC) and may be terminated if outstanding balances continue.

## **3. ASSUMED RISK**

- a. All members and playing guests understand that injury or harm may result from any sport or physical activity, and knowingly and voluntarily accept full responsibility and risk for any injuries or health problems suffered at IRC or during IRC sponsored activities.
- b. All members are required to sign the IRC Waiver and Release.

## **4. HOURS OF OPERATION**

- a. IRC Dean (September 10, 2019 - May 11, 2020)
  - i. Monday - Thursday: 6:00 am - 11:00 pm
  - ii. Friday: 6:00 am - 9:00 pm
  - iii. Saturday: 7:00 am - 10:00 pm
  - iv. Sunday: 7:00 am - 9:00 pm.
- b. IRC East (September 10, 2019 - May 11, 2020)
  - i. Monday - Thursday: 7:30 am - 10:00 pm

- ii. Friday: 7:30 am - 9:00 pm
- iii. Saturday - Sunday: 7:30 am - 9:00 pm
- c. IRC reserves the right to modify hours as needed. IRC may close up to one hour early if court reservations do not warrant remaining open.
- d. **Holiday Hours**
  - i. Both facilities may close or have modified hours on the following holidays.
    - 1. New Year's Eve
    - 2. New Year's Day
    - 3. Memorial Day
    - 4. Fourth of July
    - 5. Labor Day
    - 6. Thanksgiving
    - 7. Christmas Eve
    - 8. Christmas Day
- e. **Maintenance Closures**
  - i. IRC may close periodically to perform necessary maintenance, repair and remodeling.

## 5. GENERAL POLICIES

- a. **Check-In**
  - i. All players, member or guest, are required to check-in at the front desk prior to entering a court.
- b. **Locker Rooms**
  - i. Locker rooms are only for the use of playing members and guests.
  - ii. Children under the age of 6 must be accompanied within the locker room.
  - iii. Children age 6 and over are not allowed in the opposite gender locker room.
  - iv. IRC is not responsible for any items left in the locker room unattended.
  - v. Any lock left on a locker overnight will be removed and the locker contents placed in lost and found.
    - 1. Lost and Found, located in the central hallway, will be donated on the 1st of each month.
- c. **Attire**
  - i. All players are expected to wear appropriate attire during on court activities. Playing without shoes or a shirt, or removing a shirt other than in the locker room, is prohibited.
  - ii. Only non-marking shoes (court shoes) are allowed on court.
    - 1. For player safety, the following footwear is not permitted on court, including but not limited to:
      - a. Sandals or Flip-flops
      - b. Boots
      - c. Heeled shoes of any kind
        - i. **Shoes with any heel will create permanent damage to the playing surface.**
      - d. Bare feet
- d. **Visitors & Spectators**
  - i. IRC welcomes visitors, non-playing participants, and spectators to observe tennis matches, programs, tournaments and other on court activities, as well as to purchase goods from the Pro Shop.

- ii. Visitors are expected to demonstrate good judgement and behavior while on IRC property. Shouting, heckling or similar misbehavior will not be tolerated. Persons demonstrating this behavior will be asked to leave immediately.
  - iii. In order to maintain a comfortable and safe environment for all members, visitors and staff, IRC prohibits individuals from loitering without any intention of utilizing the IRC facilities.
- e. **Lost & Found and Valuables**
  - i. Items left at IRC will be placed in lost and found. All lost and found items will be donated to charity on the 1st of each month. IRC is not responsible for items lost or stolen on IRC property.
- f. **Music**
  - i. Music may be used by IRC staff during on court activities to provide a unique experience for players. Upon request, our Front Desk staff may attempt to relocate players away from the music if courts are available.
- g. **Parking Lot**
  - i. All members and visitors are responsible for safely securing valuables within their vehicles while at IRC. IRC is not responsible for items lost or stolen on IRC property.
- h. **Smoking**
  - i. IRC is a smoke-free and tobacco-free facility (including vaping and chewing tobacco).
- i. **Animals**
  - i. IRC prohibits pets in both the Dean Road and IRC East facilities.
  - ii. Service animals are allowed in all public areas of the Club when assisting a disabled member or guest.
- j. **Alcohol**
  - i. IRC is an alcohol free facility. All members, guests, visitors and spectators are prohibited from providing or consuming alcohol on IRC property (including the facility or parking lot).
- k. **Photography**
  - i. IRC owns all video, images and recorded material IRC produces itself on IRC property.
  - ii. IRC reserves the right to use all video, images and recorded materials for marketing, advertising and other promotional purposes.
    - 1. By entering the IRC premises, all members, guests, visitors and spectators provide consent for the use of their likeness in such materials.
- l. **Solicitation/Distribution**
  - i. Literature may not be distributed or displayed without the express approval of IRC.
- m. **Special Events**
  - i. Special events have priority to court space and time over regularly scheduled activities. Special events include but are not limited to:
    - 1. Tournaments
    - 2. USTA Leagues & Events
    - 3. Corporate Events
    - 4. Social Events
- n. **Privacy**
  - i. IRC does not disclose its members' personal contact or registration information to other members or third parties.
    - 1. IRC may share names with the USTA/Midwest/Central Indiana Tennis Association for the purpose of providing activity numbers.
      - a. Additional information will only be shared with a player's permission.

- ii. Should a member wish to contact another member, the inquiring member may leave contact information with the Front Desk to be relayed by IRC to the other party.

## 6. COURT RENTAL

- a. IRC members may reserve court time up to 14 days in advance.
- b. Any player with a racquet in hand is considered a player and all applicable court rental and guest fees will apply (for both junior and adults).
  - i. This includes players feeding tennis balls to other players using a racquet.
- c. Courts are reserved on a first come, first serve basis.
- d. The reserving member must be present for all court rentals.
- e. All reservations are the responsibility of the reserving member.
  - i. If any player on the court fails to make payment, by default all charges will fall to the reserving member.
  - ii. If the reserving member wishes to split fees, it is the reserving member's responsibility to notify the front desk, prior to play.
- f. Junior members under the age of 14 must be accompanied by an adult on the court.
- g. IRC allows for the cancellation of a court with 24 hour notice.
  - i. Courts cancelled less than 24 hours prior to the reserved time will be charged the full court fee.
    - 1. Please do not ask the club to evaluate your "emergency." This policy is strictly enforced for all members.
- h. Court reservations are effective immediately upon booking, and immediately subject to IRC's 24 hour cancellation policy.
- i. All "no shows" will be charged at the full rate.
- j. Guests may participate with a court rental while paying the additional guest fee costs.
  - i. Junior Guest Fee: \$5.00/player per play (ages 4-17)
  - ii. Adult Guest Fee: \$12.00/player per play (ages 18-64)
  - iii. Senior and Super Senior Adult Guest Fee: \$8.00/player per play (ages 65+)

## 7. ADULT & JUNIOR WALK-ON RENTALS

- a. IRC extends discounted walk-on court rental rates to members and guests without an advanced reservation.
  - i. Junior walk-on court rental is available to juniors at any time at either Club.
  - ii. Adult walk-on court rental is available to adults at the following times at IRC East only.
    - 1. **Monday - Friday, 8:00 am - 9:00 AM**
    - 2. **Monday - Friday, 3:00 pm - 4:00 pm**
  - iii. A ball machine may be used during walk-on court rentals however, an additional \$5.00 fee will be charged during Adult walk-on court rentals.
- b. Members may not reserve a court and then switch to a walk-on rental.
- c. Walk-on privileges are limited to one hour or less depending on availability, but may be extended at no additional cost to the walk-on player if courts are available, **excluding adult walk-on court rental times.**
- d. All court rental policies apply to walk-on court rentals.

## 8. BALL MACHINES

- a. Ball machines are available at either IRC location on a first come, first serve basis.
- b. Rental availability will depend on court use on adjacent courts and available ball machines at the time of the court reservation.
- c. Tennis balls are provided for all ball machine rentals.
  - i. An item of value (photo ID, keys, etc) must be left at the front desk as collateral to receive the key for the ball machine tennis balls.

- d. All court rental policies also apply to ball machine rentals.

## 9. TENNIS BALLS

- a. Players are responsible for providing their own tennis balls for all court rentals.
  - i. IRC will provide tennis balls for all programs, private lessons, ball machine rentals and some special events.

## 10. PERMANENT COURTS

- a. IRC extends the opportunity for members to reserve a court on a permanent basis for multiple sessions.
  - i. All participants on a permanent court must be a member.
- b. Sessions are defined as:
  - i. Session 1, 2, 3, 4 - Early Fall/Fall/Winter/Spring Sessions (September - May)
    - 1. Permanent courts follow the adult Session 1 start date.
  - ii. Session 5 - Summer Session
- c. Permanent courts are offered the following discounts:
  - i. Court Time Discount
    - 1. \$1.00 per hour per court
      - a. For those courts which begin and end play Monday-Friday between 1:00 pm and 4:00 pm ONLY, the greater of \$1.00 per hour or a 35% discount on standard court time rates.
    - 2. To be eligible for discounts, courts may not exceed the allotted number of no play dates.
- d. Permanent courts may elect to add a teaching professional to all or some of their permanent court time.
  - i. Permanent courts are not affected by the private lesson sliding scale.
- e. Each Permanent court reservation is allowed to choose two dates to not meet, in addition to IRC's scheduled holidays, for which they will not be billed
  - i. If a court would like to miss an additional meeting (not included in their original requests), that court has the following options:
    - 1. Adding that meeting to the end of the court's annual reservation (the court may be required to extend past the conclusion of Session 4).
    - 2. Miss that meeting without credit or other compensation
      - a. These requests are based on availability and cannot be guaranteed.
- f. Each permanent court must have a member that serves as Captain. The Captain is responsible for the following:
  - i. Providing requested information to Member Services.
  - ii. Communicating permanent court information to players.
  - iii. Paying for the remaining cost of the permanent court if other participants do not pay their shares.
- g. Permanent courts are billed in four equal installments (September - December).
  - i. All players are committing to the entire session and are financially responsible for the entire session.
    - 1. If a player wishes to withdraw from a permanent court the following options are available:
      - a. A replacement player may be found and may pay the withdrawing player directly.
      - b. The captain, in communication with the other players, may approve that the remaining permanent court fees be redistributed to the remaining players.

- i. A \$35.00 administrative fee will be charged to the withdrawing player should this option be selected.

## **11. PROGRAMS & REGISTRATION**

- a. Membership is required for all session programs unless otherwise noted.
  - i. If a membership will expire in the middle of a session, the member must renew prior to registering for any program for that session which will extend beyond the membership expiration date.
- b. Advanced registration through Member Services is required for all session programs.
  - i. IRC accepts registration by the player, a player's spouse, or parent/guardian of a junior player only. Registration by any other party will not be honored.
  - ii. Member Services may be reached at IRC Dean, (317) 849-2531 or [irc@indyracquet.com](mailto:irc@indyracquet.com).
- c. IRC reserves the right to alter or cancel a program for any reason deemed necessary including but not limited to price, assigned teaching professionals, age, skill level or location.
- d. A minimum number of players is required to begin and/or continue a program.
- e. IRC reserves the right to adjust the placement of a player or withdraw a player should the level not be appropriate.
- f. Late registration is allowed should space remain in a program. Program fee(s) will be prorated appropriately.
- g. IRC will attempt, without guarantee, to extend one make-up class per program within another session program.
  - i. Make-up opportunities are based on availability and level.
  - ii. A make-up must be completed within the session during which the original class was missed and may not be carried over to the following sessions.
  - iii. All make-ups must be arranged through Member Services at least 24 hours in advance.
- h. Substitutes or drop-in players are not allowed within session programs.
- i. Players age 18 who are also out of high school may register for adult programs.
- j. Programs are billed in two equal installments if there are more than 6 remaining weeks of play remaining at the time of registration.
  - i. If there are only 5 or less weeks of play remaining at the time of registration, the program will be billed in full at the time of registration.
- k. Program Changes**
  - i. IRC will honor player requests to change programs if space allows.

### **l. Program Withdrawal**

- i. Withdrawal requests must be received by the Member Services Office prior to the first date of the session.
  1. The first date of the session is the first date of the overall session and is not dependent on what day during that week that player may start.
- ii. Withdrawal requests after the session has begun will only be honored if a player is available on a waitlist to take their spot within the program.
- iii. Players may withdraw (with notice to the Member Services Office) without penalty due to medical issue or injury.
  1. A physician's note is required for any credit to be processed.
- iv. Any withdrawal is issued as of the date Member Services is notified, not from the last date of play.
  1. Notification to a teaching professional or any other staff member is not accepted.

## **12. JUNIOR PROGRAMS**

- a. IRC junior programs are classified as follows:

- i. Rookie & Parent: Age 4-5
  - 1. Requires adult participation on court.
- ii. Hot Shots: Age 5
  - 1. May require adult participation on court.
- iii. Red Ball: Age 6 - 7
- iv. Orange Ball: Age 8 - 10
- v. Yellow Ball: Age 11 - 18

### **13. DROP-IN PROGRAMS**

- a. Drop-in programs allow participation for a single day without the expectation by either IRC or the player of future play in the group.
- b. Available space within a drop-in program may vary from week to week.
- c. Only members may reserve a spot within a drop-in group in advance.
- d. Members must withdraw their name from the drop-in list with 24 hour notice. Without proper notice, members will be charged their roster spot unless another player is able to take their spot.
- e. Members who are not on the court at the start of the program may be bumped to accommodate other waiting members or guests. All players are asked to be on time.
  - i. Late arriving members may not bump a guest from the program after the scheduled start of the class.
- f. Guests may participate as standby players if space remains open at the start of the program.
- g. IRC reserves the right to alter or cancel a drop-in program for any reason deemed necessary including but not limited to price, assigned teaching professionals, age, skill level or location.

### **14. PRIVATE LESSONS**

- a. Private lessons may be booked through IRC Teaching professionals directly.
- b. Each teaching professional maintains his or her own schedule. To schedule a lesson, please contact the teaching pro directly. Pros will do their best to schedule lessons at a convenient time, however given court availability and previously scheduled activities, choice times may not be available. Due to demand, individual lessons may be converted to group lessons to accommodate additional players.
- c. Private lesson cancellation must be completed directly with the teaching professional a minimum of 24 hours in advance.
  - i. Without 24 hour notice the player will be charged a minimum of the court time reserved and/or the full private lesson rate.
  - ii. "No Shows" will be billed the full private lesson rate.
- d. Private lessons may be one-on-one or may include a group of players.
  - i. IRC employs a sliding scale which includes an additional \$3.00/player per hour in addition to the pro's hourly rate after the first player.
- e. Guest fees apply to all private lessons.
  - i. Junior Guest Fee: \$5.00/player per lesson (ages 4-17)
  - ii. Adult Guest Fee: \$12.00/player per lesson (ages 18-64)
  - iii. Senior and Super Senior Adult Guest Fee: \$8.00/player per lesson(ages 65+)
  - iv. IRC teaching professionals may extend a limited number of guest passes to new private lesson players. Access to guest passes requires the completion of the appropriate pass information.
- f. If you need assistance connecting with a teaching professional, please contact Member Services at [irc@indyracquet.com](mailto:irc@indyracquet.com).

### **15. LEAGUES**



- a. IRC hosts internal leagues as well as the Central Indiana Women's Indoor Tennis League (CIWITL), USTA Adult Leagues and USTA Junior Team Tennis Leagues.
- b. Membership requirements will vary depending on league and Club Rules:
  - i. Internal Leagues: Membership not required however members will have registration priority.
  - ii. CIWITL: Membership required for all players.
  - iii. USTA Adult Leagues: For teams who have selected IRC as their home facility, membership is required of the captain only.
  - iv. USTA Junior Team Tennis Leagues: Membership not required.
- c. In the event that all league fees are not paid by players at the time of play, the captain is responsible for any remaining fees.

## **16. FITNESS CENTER**

- a. The IRC Fitness Center located at IRC Dean is for the exclusive use of IRC members.
- b. The Fitness Center is open during normal Club hours.
  - i. Please note that IRC may close up to one hour early should on court activity not warrant remaining open.
- c. The Fitness Center is for the use of players ages 18 & over.
  - i. Members age 16-18 may use the facility under the direct supervision of a parent/guardian, IRC teaching professional, or independent contractor approved by IRC.
- d. Members using the fitness facility do so at their own risk.

## **17. SCHOOL USE OF THE FACILITY**

- a. High school and colleges using any of the IRC facilities will be bound to all Club policies including court reservation policies.

## **18. INCLEMENT WEATHER**

- a. IRC will operate normally, including hours of operation and schedules, in the event of inclement weather or school closings.
  - i. IRC members are still required to cancel court reservations per court cancellation policies (24 hours in advance). As winter weather is typically predicted in advance, we recommend players plan early should you be concerned by the weather forecast.
- b. IRC may have modified hours of operation and schedules should Marion County be placed under a **RED** travel advisory, as state leaders have determined that travel is restricted to emergency management workers only.
- c. Should IRC need to close for whatever reason (loss of power, travel advisory, flooding, snow or other inclement weather, or any other act of God, etc.):
  - i. Advanced court reservations, private lessons, and permanent courts will be notified by email and/or phone and will not be charged for that day's court reservation if unused.
  - ii. Cancelled programs will be issued a credit for that day's play.
  - iii. If the facility remains operational (i.e. had power, etc) players already on court will be permitted to complete programs and rentals in progress before the facility closes. Should players choose to leave early, no credits will be issued.
  - iv. If the facility will close immediately, all players currently on court will cease play immediately and credits will be issued based on the following:
    1. If more than 50% of the scheduled time has been completed, a partial credit will be issued.
    2. If less than 50% of the scheduled time has been completed, a full refund will be issued.

## **19. PAYMENT**

- a. **Online Account**

- i. IRC Members will receive access to an online account to manage their tennis activities.
- b. **Payments**
  - i. Minor Children: Parents/guardians are responsible for all charges incurred by a child while a member.
  - ii. Court Rentals: The member who made the original reservation is responsible for all payments associated with the court (guest and court fees). If players wish to split fees, it is the players' responsibility to take care of payment with the front desk, prior to play.
  - iii. Club Charge Accounts:
    - 1. IRC may extend an IRC Club Charge Account to members.
      - a. IRC reserves the right, at any time, to revoke or not extend a Club Charge Account for any reason.
      - b. **Effective: September 1, 2019, any member extended such an account must have a valid credit card associated with it.**
      - c. **Effective September 1, 2019, only charges for on-court related activities may be put on to a Club Charge Account. Pro Shop items and related services must be paid at the time of purchase or service.**
    - 2. There is no fee for the use of an IRC Club Charge Account.
    - 3. All items charged to a Club Charge Account must be paid in full within 14 days of the closing statement date. After 15 days, the associated credit card will be used to pay all outstanding balances.
      - a. For Example: An item purchased on March 1st has a statement date of March 31st. If that charge is still outstanding (as well as any other item charged March 1 - March 31) as of April 15th, the associated credit card will be used to pay the outstanding balance.
    - 4. If a Club Charge Account does not have a card associated with it or the card on file is declined, that member has 7 days after the first failed transaction to remit payment for all outstanding charges or have their account suspended until payment is received.
  - iv. Prepayment
    - 1. IRC members may pre-pay online to their accounts in advance of future charges.
  - v. Refunds
    - 1. IRC may refund members in the form of an account credit or in the original form of payment
    - 2. An account credit is retained at IRC within the Club account and may be applied towards future Club use.
      - a. Account credits will expire 2 years after the date of issuance.
    - 3. Club account credits may not be applied pro shop purchases.
    - 4. IRC does not issue cash refunds over \$10.00.
  - vi. Termination
    - 1. A membership may be cancelled by IRC at any time due to violation of any rules and regulations of IRC, or any conduct, which, in the opinion of IRC, is detrimental to the welfare, good order, and character of IRC.
    - 2. Any member or guest found to destroy or abuse the Club or any IRC property, or exhibiting any inappropriate behavior, will be subject to immediate expulsion without refund of registration fees. In addition, the member shall be liable to IRC for all damages resulting from such actions.

3. Termination of a member by IRC does not relieve the member of any charges or fees incurred prior to the date of termination. Any outstanding balance is due immediately.
- vii. Pricing Adjustments
  1. IRC reserves the right to adjust pricing at any time as determined by IRC. Members will receive a minimum of one week notice of such changes.
- viii. Card on File
  1. All members who wish to maintain a Club Charge Account must keep a valid credit card on file.
    - a. A card on file will be used on the 10th of each month for any previous outstanding balances and/or
    - b. For annual membership renewal.

## **19. SUPERVISION & WELLNESS OF MINOR CHILDREN**

- a. Minor Children & Wellness
  - i. Parent/Guardians are responsible for checking in their child(ren) at the time of arrival regardless of whether the parent/guardian will be staying or leaving during the child(ren)'s tennis time.
  - ii. Children 14 years and under are not permitted to be unaccompanied by a parent or guardian other than during a registered program or lesson.
  - iii. IRC is not responsible for any child or children left unattended at IRC.
  - iv. Any child found engaging in disruptive or negligent behavior, theft or causing harm to others will be immediately removed from IRC. IRC reserves the right to escort the child or children off of the premises and to document, report, and/or permanently prohibit said child or children from entry onto IRC groups in the future.
  - v. For the protection of other children and staff, as well as your own child, we ask that parents use best judgement and do not bring sick children to the facility (including the IRC Nursery).
    1. Management and teaching staff reserve the right to refuse participation of any child in a group or private lesson should a player be exhibiting signs of illness.
- b. Behavior
  - i. Children are expected to exercise good behavior on and off the court at all times.
  - ii. Children that are disrespectful and/or disruptive to their class, classmates, instructors, staff or any other members will have one phone call placed to his/her parent/guardian to discuss the matter.
    1. Continued violation of this policy will result in the permanent removal of the child from IRC programs and they will not be permitted to re-enroll.
    2. Children who have been removed will not be eligible for a refund of class or membership fees.

## **20. Personal Belongings**

- a. It is advised that all players label their personal items including racquets, racquet bags, water bottles, etc.

## **21. Conduct Policy**

- a. On Court Policies
  - i. Good sportsmanship should be observed at all times.
  - ii. All players should not enter the court until their reserved time begins and/or all allow players currently on the court to finish their point.

- iii. On court players should relinquish their court promptly at the designated time.
- b. Misbehavior
  - i. Misbehavior is defined by IRC as the following but is not limited to:
    - 1. Profanity
    - 2. Littering
    - 3. Minor disrespect towards, staff, members and/or guests
    - 4. Infraction of an IRC policy
- c. Consequences
  - i. A verbal warning and explanation of rules will be given. The incident will be logged.
  - ii. **Suspension:**
    - 1. Suspension will occur if the following occurs:
      - a. Repeated minor offences as outlined above.
      - b. Defiance - unwillingness to correct behavior when asked.
      - c. Disrespect towards staff, members or guests.
      - d. Abuse of equipment such as, but not limited to:
        - i. Smashing of racquet on court/racquet abuse.
        - ii. Abuse of the tennis nets, net posts, divider curtains, backdrops, on court benches, or any other part of the facility.
        - iii. Abuse of teaching aids - ball carts, hoppers and ball machines.
    - 2. If the offender is under the age of 18:
      - a. The parent/guardians of the offender will be immediately notified by phone.
    - 3. If the offender is over the age of 18:
      - a. Offender will be removed from activity immediately.
    - 4. The individual's membership may be suspended. Guests may not be allowed to re-enter IRC in the future.
    - 5. All incidents will be logged in the database for future reference.
- d. Egregious Behavior
  - i. May include but not limited to the following:
    - 1. Assisting or leading an unauthorized access of the facility.
    - 2. Vandalism of any kind to IRC facilities or personal property.
    - 3. Violence or abuse of any kind including threats (physical or verbal).
    - 4. Any act which necessitates intervention by law enforcement.
  - ii. Consequences:
    - 1. Local law enforcement will be called.
    - 2. Membership will be terminated immediately and the report logged.
- e. Appeal Process
  - i. Any person may appeal this process through written letter to the Member Services Office.
    - 1. IRC management will review each submission and respond in writing.