

Amy Yee Tennis Center Customer Code of Conduct

Welcome to the Amy Yee Tennis Center. Our mission is to provide a safe, clean, and enjoyable environment for all patrons. To ensure a positive experience for everyone, we ask that all visitors adhere to the following code of conduct. Failure to comply with these guidelines may result in disciplinary actions.

General Guidelines

1. Respectful Behavior:

- a. All patrons must treat fellow players, staff, and visitors with respect and courtesy at all times.
- b. Harassment, bullying, or any form of aggressive behavior will not be tolerated.

2. Facility Use:

- a. Use the facilities as intended. Do not engage in activities that may damage the courts, equipment, or any part of the facility.
- b. Report any damage or unsafe conditions to the staff immediately.

3. Cleanliness:

- a. Help us maintain a clean environment by disposing of trash properly and keeping personal items or equipment organized.
- b. Notify staff immediately of any cleanliness issues, including bathroom conditions and court maintenance needs.

4. Court Reservations:

- a. Adhere to your court reservation times. Be punctual and considerate of others waiting to use the courts.
- b. Do not overstay your reservation time. Clear the court promptly when your time is up so that the next patrons can start their reservation on time.
- c. "Singles" court reservations are permitted to have a maximum of two (2) unique players using the court within the reservation period.
- d. "Doubles" court reservations are permitted to have a maximum of four (4) unique players using the court within the reservation period.
- e. A limited exception will be made for USTA warm-up courts and school practices.
 - i. USTA warm-up courts must take place on the same day prior to a USTA match.
- f. The maximum number of balls for use by customers is six (6).
- g. Use of personal ball hoppers is prohibited. Members may not bring their own hopper.



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- h. Private lessons and drilling by coaches other than AYTC tennis instructors are prohibited. Use of teaching equipment and other aids (such as video equipment) is prohibited.
- 5. Appropriate Attire:
 - a. Wear appropriate tennis attire, including non-marking tennis shoes, while on the courts.
 - b. Shirts must be worn at all times.
- 6. Alcohol and Drugs:
 - a. The use of alcohol and illegal drugs is strictly prohibited on the premises.
 - b. Violations will be reported to the authorities.
- 7. Pets:
 - a. Pets are not allowed inside the facility, with the exception of service animals.
- 8. Supervision and Conduct of Children:
 - a. Children must be supervised at all times.
 - b. Unsupervised children will be escorted to the front desk, and their guardians will be contacted.
 - c. Children are expected to exercise good behavior on and off the court at all time at AYTC.
 - d. Children that are disrespectful and/or disruptive to their classes, classmates, instructors or any staff member(s) will have one phone call placed to his/her parent/guardians to discuss the matter.
 - e. Children that continue to violate this provision will be subject to the disciplinary actions listed below, including being removed from the AYTC system and not permitted to return or re-enroll in classes at AYTC.
 - f. Parents are not allowed on-court during junior lessons. Please view lessons from the lobby area.
- 9. Noise Level:
 - a. Keep noise to a minimum to ensure a pleasant environment for all patrons.
 - b. Loud and/or disruptive behavior will not be tolerated.
- 10. Compliance with Staff Instructions:
 - a. Follow all the instructions given by staff promptly. Their primary concern is the safety and enjoyment of all patrons.



Disciplinary Actions

If any of the above guidelines are violated, the following actions will be taken. The severity of the penalties will depend on the nature and frequency of the violations:

1. Written Warning:

- a. For the first violation, the patron will receive a written warning. This serves as a reminder to adhere to the guidelines.
- b. First violations that are more serious in nature will bypass the written warning and lead directly to suspension of court privileges.
- c. The incident, and future incidents, will be logged in a customer database.

2. Suspension of Court Privileges for One Week:

- a. If a second violation occurs, the patron will lose all court privileges at the tennis center for one week.
- b. Court privileges include the use of reservation cards, playing on someone else's reservation, participation in class programming, private lessons, USTA team practices and USTA team matches.

3. Suspension of Court Privileges for One Month

- a. For a third violation, or serious first of second violations, the suspension will be extended to one month, or longer.

4. Violations by Suspended Players

- a. Any suspended player caught attempting to utilize court privileges during their suspension will be subject to the next tier of discipline.
- b. Example: If a player is suspended for one week and is caught utilizing court privileges at AYTC, their suspension will be extended to one month.

5. Customer Database

- a. Violators of AYTC policies will be logged in a customer database and their account will be noted.

We appreciate your cooperation in helping us maintain a welcoming and enjoyable environment for all. Thank you for your attention to these guidelines and enjoy your time at the Amy Yee Tennis Center.



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