

# Unauthorized Coaching Policy

1. Private lessons, drilling and any instruction/evaluation by coaches other than AYTC tennis instructors are prohibited.
2. Customers must limit themselves to a maximum of six (6) balls on court.
3. Use of personal ball hoppers is prohibited. Customers may not bring their own hopper for use on-court.
4. Use of teaching equipment and other aids, such as video equipment, is also prohibited.
5. Signs to look for when determining if an unauthorized lesson is taking place are:
  - a. Big difference in level between players.
  - b. Direction/coaching from the more skilled player towards the less skilled player (“one-way traffic”).
  - c. Both players on one side of the net often indicates technical instructions are taking place.
  - d. Both players frequently moving to the net to facilitate communication often indicates coaching.
  - e. Use of ball hoppers, video equipment/phones and other teaching aids.
  - f. A person sitting on the bench or roaming the court while other players hit often indicates that coaching and evaluation are taking place.
6. When a court is suspected of engaging in an unauthorized lesson, instructors should notify a supervisor to handle the engagement of the customers.
  - a. Supervisors and Customer Service Representatives should also be actively looking for signs of an unauthorized lesson, in particular bringing a ball hopper into the facility.
7. When approaching customers about a potential unauthorized lesson, supervisors should lead with an inquiry such as:
  - a. “Hi, it appears that you are conducting an unauthorized lesson in contravention of club policy. We ask that you discontinue any active coaching for the remainder of your court time. This will serve as your first warning. Any future violations will subject you to suspensions of court privileges.”
    - i. All players should be logged into the customer infraction database.
  - b. If the customers continue to engage in the unauthorized lesson activity, their court time should be terminated immediately.
8. IF the customers have a valid explanation for the difference in level between them, such as hitting between family members, significant others, close friends, etc., then they will be allowed to continue their court time. However, ball hoppers and other teaching aids may not be used for the remainder of the court time.
9. Penalties for violations of this Unauthorized Lesson policy will track the penalty structure set forth in the Customer Code of Conduct:
  - a. Verbal warning
  - b. One week suspension of court privileges

- c. One month suspension of court privileges, or more.
- 10. Penalties apply to all parties involved (both unauthorized coaches and players).
- 11. Violators of AYTC policies will be tracked via a customer database.