

CLUB RULES AND POLICIES

(Revised January 1, 2022)

GENERAL

Templeton Tennis Ranch is a family friendly facility. Members and guest are expected to be kind and respectful towards others when on the premises. Members and guests are expected to follow and abide by the rules and policies of the Club.

- Appropriate attire is required. Shoes and shirts must be worn when on premises (except when using locker room/sauna facilities).
- No smoking, vaping, chewing gum or skateboards allowed on premises.
- No glassware allowed on the tennis or pickleball courts, or in the locker room/sauna facilities.
- No pets allowed on the premises, unless a documented service animal with appropriate ID.
- Please set mobile phones to silent mode and be respectful of others while using the phone.
- Park only in the parking lot or designated overflow parking areas. No on-street parking - Championship Lane is a posted no parking zone.
- TTR is not responsible for injury, lost or stolen property, or damage to personal property. Lockers are available for personal property. Valuables should not be left in vehicles.
- Guest WiFi: Illegal online activity or any activity that disturbs other members is strictly prohibited.

GUEST POLICY

Any individual who is not a current member in good standing is considered a guest. This includes a member who's account is on Hold or has expired.

- Guests must complete and sign a Liability Waiver on their first visit to the Club before engaging in any activity or program.
- Guests must pay for all goods and services at the time of the visit and may not charge purchases to a TTR house account.

ALCOHOL/DRUG POLICY

Templeton Tennis Ranch is a family-oriented facility and as such, consumption of alcohol on the premises must be in moderation. Members or guests who become intoxicated and/or disruptive may be asked to leave the premises.

- Members and guests may not bring outside alcoholic beverages onto TTR premises. As this is a condition of our State ABC License, TTR reserves the right to search any bags or coolers for outside alcohol being brought onto the premises.
- Possession or use of illegal drugs on the premises is strictly prohibited at all times.

CHILDREN – Under 14 Years of Age

- Parents or a legal guardian are responsible for their children at all times when on premises.
- Children under the age of 14 must be accompanied by a parent or adult guardian over the age of 18, at all times while on premises, unless engaged in a supervised TTR activity.

COURT USE/RESERVATIONS

- All members and guests must check-in at the front desk prior to using the courts, fitness center or any of TTR's facilities.
- Court reservations are typically limited to two hours, for no more than two courts. More courts, and/or longer times may be permitted on a case by case basis depending on demand, time of day, etc.
- There is a 15-minute grace period to arrive at your assigned court. If you are not on court within 15 minutes of your start time, the reservation may be cancelled, and the court assigned to another party. If no one is waiting for a court, or the courts are not booked for another reservation or Club activity, members are welcome to stay past their reservation time to play longer.
- Only current members in good standing may make future court reservations.
- Members may typically have only one reservation on the books at a time, and no more than one week in advance.
- Court reservations must be made in the name of the person requesting the court (not on behalf of another member). The requesting individual is responsible for notifying the Front Desk of any change to the reservation and is bound by the terms of the Cancellation Policy (below).

RESERVATION/ACTIVITY CANCELLATIONS

- Cancellation of any scheduled, registered or reserved activity must be made at least 24 hours prior to the scheduled start time, unless due to weather or otherwise specified.
- Participants not giving sufficient notice may be charged a cancellation fee, up to the full value of the session or activity that was missed.

WET WEATHER COURT USAGE POLICY

The tennis and pickleball courts will be wet and unsafe for play after rain or heavy overnight condensation. Staff will roll the courts only when there are pending court reservations to prepare for, and there is no rain in the immediate forecast. *Rolling the courts only helps to spread any standing water out but does not dry the surface!* Only the weather—sun, wind and humidity—will determine the time needed to dry the courts—typically one to four hours.

- Do not use TTR locker room towels to attempt to dry outdoor surfaces.
- Scheduled on-court activities will be cancelled if the courts are not expected to be dry before or during the activity.
- *Choosing to play on a damp or only partially dry court is at your own risk! Wet or damp court surfaces will be slippery.*

FITNESS CENTER

- Ask for guidance if you are unfamiliar or uncertain of how to use the gym equipment.
- Do not bang the weight stacks when using the strength training machines.
- Children ages 12 and 13 must be supervised by a parent or guardian. No children under age 12 are permitted to use the gym equipment.
- Headphones or earbuds must be worn if listening to music so that it does not disturb others.
- Turn the equipment's red/green sanitation tag to "red" and wipe the equipment with the provided gym wipes after use.

LOCKER ROOM/SAUNAS

- Children under the age of 14 must be accompanied by a parent or legal guardian when using the locker room for changing clothes, to use the sauna, or to shower.
- Use of a camera (cell phone or otherwise) is prohibited in the locker rooms.
- No hazardous or illegal items may be stored or kept in a locker.
- Day-use lockers: All items must be removed and the key returned to the front desk at the end of each visit. A \$10.00 key charge may be charged for lost keys.
- Saunas are typically set to 125-135F. If you adjust the temperature during your session, please reset the temp to 125-135F when you are finished.
- Children and the elderly, or individuals who are unsure of how their body will react to the sauna, should use a lower temperature setting for no more than 15 minutes per session.

MEMBERSHIP DUES AND FEES

- Unless prepaid for a specific term, all memberships will continue to roll over on a month-to-month basis until formally put on Hold or Terminated.
- Changes, Holds or Termination requests must be received in writing (completed form, letter or email) by the 25th of the month prior to the change going into effect.
- Any owed account balance must be paid in full before a change, Hold or Termination may go into effect.
- Membership dues paid for prior periods are non-refundable.
- Memberships with a significant outstanding balance, and/or without an active EFT payment method may be placed on Admin Hold (guest status), or terminated altogether. Any administratively terminated membership will be subject to management approval, and if approved, applicable enrollment fees will be charged prior to restarting.

MEMBERSHIP HOLDS

- Memberships may be put on Hold one time per calendar year, for a period no less than one full calendar month, and no longer than three full calendar months.
- A Hold may not be placed retroactively.
- A Hold placed due to injury or illness may be extended beyond three months with a doctor's note.
- Any owed account balance must be paid in full prior to the Hold being placed.
- A nominal monthly Hold fee will be charged and collected each month while on Hold.

ACCOUNT STATEMENTS AND AUTOMATED EFT PAYMENTS

- Monthly statements only show activity charged to and paid on a member's TTR house account.
- A customer receipt is provided (printed or emailed) for transactions paid for at the time of service.
- All members must provide and maintain an active method of EFT payment on file, in the form of an active credit/debit card or bank account.
- Membership dues for the following month are charged to a member's house account on the 28th of each month.
- A statement of the previous month's house account activity (including the next month's dues) is automatically sent by email on the 1st of the month.
- The automatic EFT payment of the statement balance is charged against the member's credit card or bank account on file on the 10th of the month.
- All point-of-sale transactions shall be paid at time of service with cash, check, credit card, or using the method of payment on file.
- Charging goods or services to a member's house account will only occur when payment at the time of service is unavailable or not possible.

DISCIPLINARY ACTIONS

- Individuals who are found to be in violation of the rules of the Club may be asked to leave the premises.
- TTR management may suspend or terminate the membership of any Club member who fails to observe the rules of the Club, or whose conduct is determined to be detrimental to the character of the Club.
- Serious violations may result in the member or guest being permanently banned from use of the Club.
- Any crime committed on premises will be reported to the San Luis Obispo County Sheriff's Office.