

Personal Court Reservation Management Policy

To ensure the accuracy of court reservations and provide the best possible service to all members, the following policy applies to personal court reservations:

Member Responsibility

Members are responsible for managing their own recurring and individual court reservations through the reservation system. This includes adding or removing players, changing reservation times and courts, and canceling reservations when necessary.

Racquet Club Assistance

The Racquet Club staff is happy to assist with reservation updates or changes on an **occasional** basis as a courtesy. However, staff cannot guarantee that requested changes will be made immediately or before a scheduled reservation.

Reservation Accuracy

Because members have direct access to the reservation system, any changes made by a member will be considered the most current and accurate version of the reservation.

Member-entered updates will take precedence over any changes requested through the Pro Shop.

Timeliness

The Racquet Club is not responsible for missed reservation updates, scheduling conflicts, or player changes resulting from requests submitted to the Pro Shop. Members are encouraged to make changes directly through the reservation system whenever possible to ensure updates are reflected immediately.

Guest & Non-Member Check-In

All non-member players and guests are required to **check in at the Pro Shop prior to play**. Any applicable guest fees must be paid before taking the court.

The member who reserves the court is responsible for ensuring that all non-member players and guests check in and pay the appropriate guest fee. If a non-member or guest fails to check in and pay, **the applicable guest fee will be charged to the member who made the court reservation.**

Questions

If you need assistance with the reservation system or encounter technical issues, please contact the Racquet Club. Our staff is always happy to help guide you through the process.