



BTC Court Booking Rules and Regulations

Office Hours

During the indoor season from October - April, the office is staffed generally from 8:00 am until 11:00 pm Monday to Sunday. Holiday hours will be posted onsite and on the website. During the outdoor season, office hours are limited. They will be announced at the end of April and posted onsite and on the website. Current hours are posted on the website. The table below shows BTC Prime Time and Non-Prime Time hours.

BTC Prime and Non-Prime Hours	Monday to Friday	Saturday and Sunday
Prime Time Hours	6pm - 10pm	8am-5pm
Non-Prime Time Hours	8am-6pm; 10pm-11pm	5pm-11pm

General Rules and Etiquette

- Proper tennis attire, including non-marking tennis shoes, is required.
- Names of those checking in must match those that appear on the booking.
- A maximum of four players are allowed on the court (including coaching courts and when using Courts 5 or 6 for ball machine or serving practice). Each must be a registered member or a registered paying guest.
- Non-playing spectators, including parents or other family members, are not allowed on the courts.
- No more than 6 balls may be used on any court, except on Courts 5 or 6 (Courts 6 or 7 outdoor) with nets drawn.
- Wait for a break in play before retrieving a ball or returning a ball from another court. Or, wait for it to be returned to you.
- Avoid shouting, loud grunting, and swearing, which can disturb others.
- Smoking is not permitted inside or around the bubble, courts, and clubhouse.
- Children and pets may not be left unsupervised on club premises.

Indoor-Specific Rules and Etiquette

- All players MUST check in at the office before proceeding to the courts. Names of those checking in must match the names on the booking.
- Players must wait in the annex until the prior court time has expired and the buzzer has sounded.
- Players must use the curtained walkway to access courts 1 through 3.

Outdoor-Specific Rules and Etiquette

- The outdoor season officially begins when the bubble comes down, at which time BTC members have priority on outdoor Courts 6 -11. Non-members can be asked to give up their court.
- Members are not required to book courts during the Summer Season, but may reserve a court for 1 or 2 hours at a time, up to 24 hours in advance.
- There is no weekly maximum of hours during the Summer Season.
- Courts may be booked either online or by calling the office during reduced summer office hours.
- Guests are not required to check-in and may play an unlimited number of times, with no guest fees.
- Members must cancel their court online if they cannot play.

Court Reservation System and Booking Rules

How the booking reservation system works for the Indoor Season:

- Each player starts with a **booking account** of 4 **regular booking hours**, including 2 prime and 2 non-prime hours.
- Courts may be reserved up to 7 days in advance for court reservations using booking increments of 1, 1.5 or 2 hours from the regular booking hours in each player's account.
- Courts when reserved, will reduce each player's account by the hours (and type of hours) needed on the booking reservation.
- Prime time hours may be used to book non-prime hours, but not vice-versa.
- Players booking account hours are replenished when the hours are played off.
- The booking reservation system requires two names at a minimum to book a court, one of which may be a guest name.
- Bookings may be done either online, calling the office or in-person.

General Booking Rules

- Members are limited to a maximum of 8 hours of playing time for each 7-day period (Monday to Sunday).
 - Includes 24 hour bookings and ladder matches (ladder matches must use regular time).
 - Excludes competitive or social doubles programs, league matches, junior programs, or Early Bird.
- Members playing competitive or social doubles may not book courts during the 2 hours prior to these events.
- No more than 2 hours can be booked consecutively at any one time.
- A guest may never be replaced with a member; however, a member may be replaced by a guest, subject to guest fees and guest playing limits.
- Members cannot hold courts using their name or another member's name to swap them for others if they do not intend to play.

24 Hour Specific Booking Rules

- Members also have a separate booking account for 24 hour bookings. Each player starts with 2.5 hours in this account.
- For 24 hour bookings, members are limited to a daily maximum of 1.5 hours and a weekly maximum of 2.5 hours, which may be booked either as a 1 hour or 1.5 hours at a time.
- Each week, each player will start again with 2.5 hours in their 24 hour booking account, whether 24 hours bookings were used or not in the previous week.
- Names of all players, including guests, must be included at the time of the booking; thereafter, name changes and additions are not allowed.

Singles-Specific Booking Rules

- Names of both singles players – including a guest, if applicable – must be included at time of booking. Names can be changed to the booking no later than 48-hours prior to the court time. Thereafter, name changes are not allowed.

Doubles-Specific Booking Rules

- Names of all members those who will be playing must be added to the booking date no later than 48 hours prior to the court time. Thereafter any member name changes, or additions of members are not allowed. Guests may be added to the booking at any time.

Guest-Specific Rules

- BTC welcomes guests, who may play up to 2 hours twice per month for a maximum of 4 hours per month.
- All guests must check in at the front desk, present picture ID, be registered in the booking system and pay the required guest fee. Members are responsible for ensuring that guests abide by these procedures and will be responsible for unpaid guest fees.
- The guest fee is based on a portion of the total court fee – one half of the hourly court fee for singles, and one quarter of the hourly court fee for doubles.
- If a court is cancelled less than 24 hours before the court time, the member is liable for the guest fee.
- Guests have full use of all facilities when accompanied by a club member.
- Members cannot play as guests.

Junior-Specific Booking Rules

- Juniors (18 and under) may not book in prime time unless the booking includes an adult member. The name of the adult who will be playing with the junior must be included on the booking. All names on the booking must be on the court, except for when the junior's parent, whose name needs to be on the booking, is not playing.

Pay and Play Specific Booking Rules

- Pay and Play Booking Cards are valid from October 1 to April 30.
- Please refer to the **BTC Pay and Play Booking Card Holder Terms and Conditions** document on the website for rules and regulations for Pay and Play booking.

Public Specific Booking Rules

- All public players must register in advance and bookings must be made online and paid for at time of booking.
- Public bookings may be done on a 48-hour basis on Court 1 and a 20-hour basis on Courts 2-6. Court fees apply.
- Bookings may only be made in one hour increments.
- Public players may only coach their immediate family players using the maximum allowable balls on the particular court.
- Public may reserve courts ONLY during the indoor season. During the outdoor season, the public may use Courts 1 through 17 on a first come first serve basis. Courts 6 through 11 are prioritized for Burnaby Tennis Club members only.

Changes and Booking System Constraints

- If the booking system does not allow changes, then the member must call the office to make changes, otherwise the member may make their own changes, including cancellations.
- All changes must be made 48 hours prior to playing except in the case of doubles, where guests are allowed to be added to the booking at any time.

Cancellation Rules

- Except for 24 hour bookings, cancellations are permitted up to 24 hours prior to the court time.
- Prior to 24 hours, members may either cancel the booking online or if the booking system does not allow changes, then members must call the office and have staff cancel the booking.
- Cancellations less than 24 hours prior to the court time may result in a court fee charge.
- In the case of an emergency (e.g. an unexpected illness), members must contact the office.
- Members may not cancel a court time, then subsequently re-book the same time slot.
- Cancellations which frequently inconvenience and/or show lack of consideration for others will be treated as rules violations.

Coaching at the Burnaby Tennis Club

- Court 6 is the designated full time coaching court and Court 5 is a part-time coaching court. Coaches have priority on Courts 5 & 6 until 24 hours before a designated court time, at which point the court is made available for member booking.
- Unauthorized coaching is not permitted; only Club Coaches are allowed to coach with the exception of:
 - Immediate family members of juniors (all of whom are members) may coach each other.
 - Public players may only coach their immediate family players, using the maximum allowable balls on the particular court.

Ball Machine and Serving Practice

- Ball machine and serving practice bookings are available and members may book up to 12 hours in advance only on Courts 5 & 6 (during the winter bubble season) for a maximum of 1 hour.
- Ball machine bookings are available for 2 or 3 members up to 7 days in advance by calling the office.
- Ball machine rental and serving practice is for Members Only.
- Public and Pay and Play may not book the ball machine.
- Personal ball machines may be used by Members Only.

Code of Conduct

BTC members and their guests are expected to abide by all rules, regulations, and BTC's Code of Conduct. Those found in contravention of Rules or the Code of Conduct will be subject to the following:

1. First offence: Warning letter.
2. Second offence: No booking or playing privileges for 1 week.
3. Third offence: Membership suspended or revoked (based on Board decision).

Document Management	
Version:	2.52
Summary of Changes:	Added Changes and Booking System Constraints section. Includes 24 hour bookings and Doubles bookings. Updated as per all review comments over several meetings and review sessions. Updated to reflect latest Board decisions. Added Summer-specific rules. Re-organized rules for currency, conciseness, and clarity. Added updates for allowing 90-Minute bookings. Minor correction: Public bookings may be done on a ... 22-hour basis on Courts 2-6. Changed to 20-hour basis, which now correct.
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