

- 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.
- Arrive on time for your match and leave promptly when the buzzer sounds.
- 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.

Coaching

Court 6 is the designated coaching court. Coaches have priority on Court 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 authorized to coach. Immediate family members of juniors, all of whom are members of BTC, may coach each other.

Guests

- BTC welcomes guests, who may play up to twice per month for a total of 4 hours per month.
- BTC members may play as guests up to twice per month (max 4 hours per month) and will be charged the same guest fee as other guests.
- 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 (prime and non-prime).
- 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.

Ball Machine and Serving

- Ball machine and serving practice bookings are available on a 23-hour basis only on Courts 5 & 6 (during the winter bubble season) for a maximum of 1 hour.
- Public may not book the ball machine.

OUTDOOR SEASON: Serving practice and the use of personal ball machines are allowed only on Court 6 (with the net closed), during non-prime time hours, for a maximum of 1 hour.

Public Bookings

We welcome public bookings on a 24-hour basis on courts 2-5, 48-hour basis on court 1 and 20-hour basis on court 6 (indoor only).

Unauthorized coaching is not permitted; only Club Coaches are authorized to coach. Public players may coach immediate family players only.

CODE OF CONDUCT

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

First offence: Warning letter.

Second offence: No booking or playing privileges for 1 week.

Third offence: Membership suspended or revoked (based on Board decision).



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WELCOME TO



The Burnaby Tennis Club (BTC) is a not-for-profit society that operates in cooperation with the City of Burnaby. The club is a year-round facility, with six indoor courts under the bubble from October to April and six outdoor courts under the lights for spring and summer play. We offer a welcoming and fun atmosphere for all levels of play – from beginner to advanced— along with adult, junior, family, and senior memberships that are affordable and include an annual fee that covers all court costs. Summer-only memberships are also available. Pay & Play players pay court fees on an hourly basis.

Besides year-round tennis, members also have access to professional coaching staff and clinics, a fully equipped clubhouse with washroom and shower facilities, social activities, tennis ladders, and men's and women's league play. The BTC is also home to the Burnaby Open, one of the region's most popular summer tournaments. An elected volunteer Board of Directors oversees the BTC. Day-to-day operations are the responsibility of the Club Manager who is assisted by staff.

This brochure provides information about both our indoor and outdoor seasons. If you have any questions, please feel free to contact the Club Manager or staff.

HOURS OF OPERATION

INDOOR/OUTDOOR COURTS are available for play from:
8:00 am to 11:00 pm Monday to Sunday

PRIMETIME HOURS are:

Monday through Friday:

9:00 am to 12:00 pm and

6:00 pm to 11:00 pm

Saturday and Sunday/Holidays:

8:00 am to 5:00 pm

NON-PRIMETIME HOURS are:

Monday through Friday:

8:00 am to 9:00 am

12:00 pm to 6:00 pm

Saturday and Sunday/Holidays:

5:00 pm to 11:00 pm

OFFICE HOURS:

During the indoor season from October - April, the office is staffed 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.

INDOOR SEASON

Reserving Courts

- Courts may be reserved up to 7 days in advance, for 1 or 2 hour blocks at a time.
- Courts may also be booked on a 24-hour basis (**see "24-Hour Bookings"**).
- Bookings start on the hour online
- Two names are required to book a court, one of which may be a guest name.
- Names of all those who will be playing – including guests – must be added to the booking no later than 48-hours prior to the court time. Thereafter, **name changes are not allowed**.
- A guest may never be replaced with a member; however, a member may be replaced by a guest, subject to guest fees and playing limits.

Bookings may be made online, by phone during office hours or in person, with the exception of no in person 24-hour bookings until 24 hours out has passed.

Booking Restrictions

- Members are limited to a maximum of 8 hours of playing time for each 7-day period (Monday to Sunday).
- Members may not have more than 4 hours in open bookings at a time ; up to two of these hours may be in prime time. Additional bookings may be made as hours are played off.
- The weekly maximum of 8 hours includes 24-hour bookings and ladder matches (ladder matches must use regular time)
- The weekly maximum does not include competitive or social doubles nights, league matches, junior programs, or playing as a guest (see "Guests").
- Members playing competitive or social doubles may not book courts during the 2 hours prior to these events

Juniors (18 and Under)

- Juniors may not book in prime time unless the booking includes an adult club member.

24-Hour Bookings

- Members may book a court up to 24-hours in advance for 1 or 2 hours (prime or non-prime time) online or by calling the office; *in-person booking is not allowed until 24 hours out has passed*.
- 24 hour bookings count towards the weekly booking maximum of 8 hours but not towards the 4 hours maximum of open bookings allowed (see "Booking Restrictions").
- Names of all players, including guests, must be included at the time of the booking; thereafter, name changes and additions are not allowed.
- Members may not have more than one 24-hour booking at a time; each booking must be played off before another can be booked.

Cancellations

Except for 24-hour bookings, cancellations are permitted up to 24 hours prior to the court time. Cancellations less than 24 hours prior to the court time may result in a court fee charge.

NOTE: In the case of an emergency (e.g., an unexpected illness) members must contact the office.

Members may not cancel a court time and subsequently re-book or play in the cancelled time slot. Cancellations that frequently inconvenience and/or show a lack of consideration for others will be treated as a rules violation.

OUTDOOR SEASON

Reserving Courts

The outdoor season officially begins when the bubble comes down, at which time BTC members have priority on outdoor Courts 6 to 11. Non-members can be asked to give up their court. Members are not required to book courts during the summer season; however, they may reserve one court for 1 or 2 hours at a time, up to 24-hours in advance, using the on-line booking system or by calling the office during office hours.

Guests may play an unlimited number of times, at no charge, and are not required to check in.

If you reserve a court and then cannot play, please remember to cancel the court.

GENERAL RULES AND ETIQUETTE

Please be aware of and abide by the following:

- Members and guests **MUST** check in at the office before proceeding to the courts (indoor only).
- Proper tennis attire, including non-marking tennis shoes, is required.
- Names of those checking in must match those that appear on the booking.
- Players must wait in the annex until the prior court time has expired and the buzzer has sounded (indoor only). Players must use the curtained walkway to access courts 1 through 4.
- 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 paying guest.