



Burnaby Tennis Club 2021/21 FAQ Guide

How often will the surfaces in the washroom and bubble be cleaned?

As per Worksafe BC, we will be cleaning at least once a day for most surfaces and at least twice a day for high-contact surfaces. Office staff will be cleaning high touch areas 4 times a day (2 times per shift). The credit card machine will be cleaned after each use. As in the past, hired cleaning staff will be cleaning 2 times a week. Hand sanitizer will also be made available in the washrooms, office and bubble.

Will I have to wear a mask?

We require that all players wear a mask when entering the bubble until they are on their court and also when exiting the bubble after play. Masks should also be worn inside the office and clubhouse. We will have masks available for purchase in the office in case you don't have one or forget to bring one.

How will we maintain social distancing while in the bubble annex waiting for a court?

Staggered court times will reduce the number of people waiting in the annex for a court. There will also be a barrier in the bubble annex to separate those entering and exiting the bubble. We will mark designated waiting areas with an X or a circle, like you see at the grocery store.

Will doubles play be allowed?

Yes, at this point, doubles play is allowed, subject to change depending on guidance received from Tennis Canada, the City of Burnaby and the health authorities.

Can I get a refund if doubles play is not allowed later?

Per our Refund Policy ([BTC Membership Policies and Guidelines](#)) we will not be providing refunds if doubles play or specific programs are not available later on in the bubble season.

Will my registration fee be fully refunded if BTC closes due to COVID-19?

BTC will offer a pro-rated credit in the event of a closure if the closure is at least one month in duration per our Refund Policy ([BTC Membership Policies and Guidelines](#)). The maximum refund proration will be for 2 months given BTC will still incur fixed costs to maintain the bubble while it is closed. Providing a full refund would not enable BTC to recover its costs in the 2020/21 year and would significantly increase membership rates in following years.

Are there other options to play if I don't want to renew or join as an annual member?

Yes. Other options include playing as a guest of a member, public bookings or Pay and Play membership. Please see our Non-Member and Guest Policy ([BTC Non-Member and Guest Policy](#)).

You are allowed to play as a guest of a member twice per month, for a maximum of 2 hours per booking, subject to the hourly court fees.

Public players can book courts on a 24-hour basis on courts 2-5, a 48-hour basis on court 1 and a 20-hour basis on court 6, subject to court availability and hourly court fees.

Pay and Play players can book court 1 up to a week in advance and on court 2 (up to 3pm weekdays and after 3pm on weekends), subject to availability. All other courts can be booked on a 24-hour basis subject to court availability and hourly court fees. There is a non-refundable upfront fee of \$145 per year for Pay and Play players for 2020/21.

What will the staggered court start times look like?

The courts adjacent to each other will start at separate 15 minute intervals as shown in the weekday example below. This will help to ensure fewer players are entering and exiting the bubble at the same time and will limit the number of players waiting in the bubble annex.

Indoor Court 1	Indoor Court 2	Indoor Court 3	Indoor Court 4	Indoor Court 5	Indoor Court 6
08:00 AM Book					08:00 AM Book
	08:15 AM Book		08:15 AM Book		
		08:30 AM Book		08:30 AM Book	
09:00 AM Book					09:00 AM Book
	09:15 AM Book		09:15 AM Book		
		09:30 AM Book		09:30 AM Book	
10:00 AM Book					10:00 AM Book
	10:15 AM Book		10:15 AM Book		
		10:30 AM Book		10:30 AM Book	
11:00 AM Book					11:00 AM Book
	11:15 AM Book		11:15 AM Book		
		11:30 AM Book		11:30 AM Book	
12:00 PM Book					12:00 PM Book
	12:15 PM Book		12:15 PM Book		
		12:30 PM Book		12:30 PM Book	
01:00 PM Book					01:00 PM Book
	01:15 PM Book		01:15 PM Book		