

## CITY OF AUBURN

### YARBROUGH TENNIS CENTER

#### STANDARD OPERATIONAL PROCEDURES

##### PURPOSE

The purpose of this document is to establish requirements and guidelines for the operation and use of Yarbrough Tennis Center. Only tennis is played at the facility.

##### A. HOURS OF OPERATION

1. 8:00am to 9:00pm seven days a week.
2. The tennis center will be closed on certain holidays and during some Auburn University home football games.

##### B. BASIC REQUIREMENTS

1. No smoking nor vaping.
2. No loitering.
3. Proper tennis attire is required (wear shirts during play).
4. Flat soled tennis shoes only, no shoes that mark or gouge the courts.
5. No skateboards, scooters, nor tobacco products on tennis center grounds or parking lot.
6. No pets are allowed at the indoor court facility unless a service animal. No pets are allowed on any court surface. You may be asked to remove the animal if it shows aggressive behavior or is disruptive in any manner. It is the owner's responsibility to clean up after their pet. Failure to do so will be cause for the pet's removal. City ordinance requires all dogs to remain on a leash while at the facility.
7. Children under the age of 12 must be supervised by parents.
8. No hitting nor throwing of the balls against the walls of the facility.
9. No climbing on the furniture, fences, nor nets.
10. Postings for the bulletin boards must be submitted to the Tennis Operations Supervisor for approval.
11. The City of Auburn/Yarbrough Tennis Center is not responsible for personal items left unattended, lost, or misplaced.
12. Any persons at Yarbrough Tennis Center are to report immediately to the staff any accidents or incidents.
13. No parking in the ADA accessible section of the parking lot unless the vehicle has a handicap sticker or tag.
14. Parking is not allowed in the roundabout drive in order to assure access for emergency vehicles.
15. No gambling allowed.
16. Possession of a firearm without a permit on the tennis center property is prohibited.
17. Use, sale or possession of alcoholic beverages or controlled substances is prohibited.
18. Persons under the influence of alcoholic beverages or controlled substances may not be present at the tennis center.
19. Theft or vandalizing of City property, or property at the tennis center belonging to a private party, will be reported to Public Safety for possible criminal charges.

20. Any threatening verbal or physical behavior, and any offensive or obscene language is prohibited.
21. If police are summoned to the tennis center, the Tennis Operations Supervisor must be made aware as soon as possible.
22. All reservation of courts shall follow the procedures as described herein.
23. All rules, regulations, policies, or other procedures as defined for Yarbrough Tennis Center or for City of Auburn facilities will be enforced. Any violations of said rules, regulations, policies, or other procedures may result in restriction from future use, and additionally charges may be filed with appropriate Public Safety departments for said violations.

**C. MEMBERSHIP AND NON-MEMBER FEES**

**Individual 12 month membership**

Clay courts \$250

Indoor court \$300

Hard courts \$125

Clay and indoor \$370

Clay and hard \$300

Clay, indoor and hard \$380

**Family 12 month membership**

Clay courts \$400

Indoor courts \$550

Hard courts \$225

Clay and indoor \$750

Clay and hard \$550

Clay, Indoor and hard \$850

Indoor and hard \$600

**Junior (under age 18) 12 month membership**

Hard court \$75

Indoor \$220

Indoor and hard \$240

Clay and hard \$275

Indoor and clay \$260

Clay, Indoor and hard \$300

**Non member fees - 90 minutes**

**Clay court \$5 per person**

**Indoor court \$10 per person**

**Hard court \$3 per person**

**D. RESERVATION OF COURTS**

1. Courts may be blocked out on the tennis center calendar more than two days in advance for use by the Auburn University teams for practice or matches, for tournaments, for City clinics, for League

matches, or for other events as determined by the City of Auburn. This calendar is maintained on [yourcourts.com](http://yourcourts.com)

2. Members may reserve courts two days in advance starting at 8am.
3. Members may reserve courts in one and a half hour time slots (90 minutes).
4. Members may only reserve the court surface they are a member of, and can only reserve one court under one respective name (different family members may be on more than one court, but those family members must play on the court that they have reserved).
5. Courts cannot be reserved by members in back to back time slots.
6. If two or more members are on a court they may not reserve another back to back block of time under one of their names on that same court.
7. Tennis instructors that have been validated by the City of Auburn may reserve courts one day in advance starting at 8am.

#### **E. SCHEDULING OF COURTS**

1. Courts will be scheduled based on valid reservations, and based on the Courts Priority (F) listing as shown below.
2. Players may be asked to vacate a court if they have played for one and a half hours.
3. If a player has been asked to leave a court then they can wait for another court to come open to play on that court (non-members would pay the court fee again).
4. During the off season, Auburn University teams may require use of any hard or indoor court at any time. If there are players/tennis instructors on a court and Auburn University requests immediate use of that court, then those players/instructors have up to 30 minutes to finish and then they must vacate that court. This does not include pre-scheduled tournaments or events.
5. Members are required to notify the tennis center in the event they will not be using a reservation. Failure to notify the tennis center of a cancellation can result in a loss of privilege to reserve.

#### **F. COURTS PRIORITY**

1. Indoor and Hard Courts
  1. Auburn University matches and practices, or City of Auburn tournaments or events
  2. City of Auburn tennis clinics
  3. Members with reservations
  4. Tennis instructors as validated by the City of Auburn that are delivering private lessons/clinics
  5. Leagues
  6. Non-members
2. Clay Courts
  1. City of Auburn tournaments or events
  2. City of Auburn tennis clinics
  3. Leagues
  4. Members with reservations
  5. Tennis instructors as validated by the City of Auburn that are delivering private lessons/clinics

## 6. Non-Members

### **G. CHECK IN PROCEDURE**

1. All members and non-members must sign-in at the front desk.
2. Credit cards, cash, and checks are accepted.
3. Bills higher than \$20.00 may not be taken if sufficient change is not available. No breaking of bills without payment, and there is no "cash back" allowed on credit/debit card payments.
4. Desk staff will assign players to courts.

### **H. WEATHER PROCEDURES**

1. When lightning is sighted, or there are other inclement weather issues as defined by the tennis center staff, all players and any other persons present at the tennis center must get off the outdoor courts and seek shelter. Play may resume on the outdoor courts 30 minutes after the last lightning strike, and after the tennis center staff has determined the outdoor courts are ready for play.
2. Rain checks or change of surface due to inclement weather:
  1. Rain checks will be given to players for 59 minutes or less of play. No rain checks are given for 60 minutes or more of play. Rain checks are good for one time only and must be presented to desk staff.
  2. If players move to the indoor courts they must pay the difference of the indoor court fee and the outdoor court fee that they originally paid for, as long as they play 31 minutes or more on the indoor courts. If a player plays 30 minutes or less on the indoor courts after moving they do not have to pay additional fees.

### **I. GENERAL INFORMATION**

1. Players on clay courts, after their match, must sweep and line the clay courts, and return the equipment to designated areas.
2. Players may be asked to play on different courts in order to balance the wear and tear on the surfaces.
3. Players have free access to showers, ADA accessible men's and women's bathrooms, and lockers (locks are not provided for lockers, the City of Auburn is not responsible for damaged or missing items).
4. When playing on the indoor courts players should go behind the blue curtains when traveling to and from the courts.

### **J. LOST AND FOUND**

1. "Lost and Found" is located in the clay courts building lobby.
2. Items not claimed will be removed on a monthly basis, or as needed for space.

### **K. REFUND policy for Tennis clinics:**

1. Cancellation requested before the start of the season: Refund.
2. Medical reason: If a participant is unable to continue playing due to a medical reason, a prorated refund may be issued and medical documentation may be required.

3. No show policy: no refund

4. Inclement weather: Refunds will not be issued for clinics cancelled. Make ups should not be expected. You can request to come another day and it may be granted.

5. Processing time: refunds may take up to 30 days to process.

This refund policy is subject to change at the discretion of the organization.

Updated Effective 12 November 2024 - MS/SH/FB