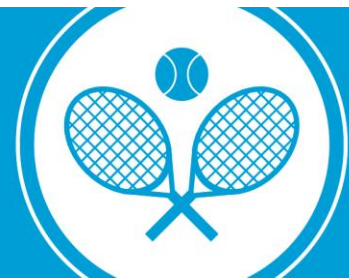


TENNIS ETIQUETTE

AT COOPER FITNESS CENTER



GENERAL PLAY

1) Court Reservations & Cancellations

Please book tennis court reservations up to 24 hours in advance to ensure availability. Walk-in requests are welcome based on availability of courts. To cancel or reschedule court reservations, please call the Service Desk at least one hour in advance, 972.233.1782. Members may lose reservation privileges if reservations are made and not used two or more times in one month.

Reservations will be voided after 15 minutes past the reservation time, unless a member calls the Service Desk to reschedule. Members and non-members must check in at the Service Desk prior to playing on a court they have reserved.

a. Available Court Times

Courts are available for reservation during normal Fitness Center hours:

Monday – Friday: 5 a.m. – 9:30 p.m.

Saturday: 5:30 a.m. – 8:30 p.m.

Sunday: 11 a.m. – 7 p.m.

b. Check-In

All players must check in at the Service Desk before using the court. Guests may only play when accompanied with a Cooper Fitness Center member, a waiver at the Service Desk has been completed and signed, and the guest fee has been charged per guest.

Members and their guests should check in at the Service Desk 10 minutes before court time. If another member is on the reserved court and running over their time, please notify a Service Desk Associate.

2) Language & Behavior

Common courtesy toward other teams and players is always expected on the tennis courts. Foul language will not be tolerated. Throwing of rackets and banging the courts, windscreens or nets are grounds for removal, and court privileges can be revoked.

3) Attire

Proper clothing attire should be worn—athletic bottoms and tops. Non-marking tennis shoes required; no running shoes allowed.

4) Loaner Balls & Racquets

Loaner balls and racquets may be checked out from the Service Desk. A member must provide his/her driver's license or car keys. Upon return of equipment, the license or keys will be returned.

5) Ball Machine Reservations & Fees

A ball machine is available for rental—\$15/hour—from the Service Desk. The ball machine is only allowed on Court #4, and it cannot be used while match play or league play is in progress on the other courts. See a Service Desk Associate for questions regarding use of and availability of the court and machine. Please show respect to all equipment.

6) Member/Guest Fees & Waivers

It is the responsibility of all members to register their guests and follow proper check-in procedures. Play may be interrupted by a Service Desk Associate to obtain guest fee payment and required waiver if not completed before court usage begins. All non-members are required to sign waivers and check in prior to play. Guest fee will be charged to the member account unless guest pays his/her own fee when signing the waiver. Tennis Pros are responsible for registering and charging non-members taking lessons.

7) Getting to the Middle Courts (Crossing Others' Court)

Do not walk behind a player during any lesson or point unless instructed to do so. It is common courtesy to wait until the end of a game or change of server to cross courts.

8) Court Care, Equipment & Trash

Players are responsible for taking care of all tennis equipment and courts and leave them in the same condition as when they started. Players should use the waste cans to dispose of all trash and return towels to the Fitness Center towel bins. Do not lean on the nets or fences.

9) Food/Drinks/Gum

No food, drinks or gum allowed on the courts other than sports drinks or water for hydration. Care should be taken not to spill onto courts.

10) Cell Phones

Players should turn off cell phones and electronic devices upon entering the courts. If a phone call is necessary, players should leave the court area so as not to disturb other players.

11) Weather & Wet Courts

Members are responsible for drying their court for open play, league play or match play. Court squeegees are available on the courts—please return them to their proper hanging racks. On team match days, it is the responsibility of the home team to dry the courts or make the cancellation decision, as well as communicate decision to all.

12) Wind Screens/Court Dividers

Members should utilize the court dividers only when the adjoining court is not playing a match. Both courts must agree

if the divider is closed. Dividers are for the benefit of the ball machine and lesson court so balls are not askew and interrupting play of others.

13) Safety

Members and non-members agree to always maintain safe playing habits. They understand there is some physical risk inherent in playing tennis and all injuries are the responsibility of the player.

14) Use of Courts for Lessons

Tennis instruction may only be provided by Cooper Tennis Pros. Member-to-member lessons and outside instructors are not allowed.

15) Spectator Expectations

All spectators should use the seating area at the west end; please do not sit on-court during match play. Spectators should remain quiet, refrain from cell phone use, not offer assistance to the players and stay back away from the fences.

16) Children Spectators & Use of Cooperized Kidz for Childcare

Children spectators should be seated and under direct parental supervision; children are not allowed to enter court area during play time. Most team tennis matches do not allow children to sit while matches are played. Members and their guests may utilize Cooperized Kidz childcare. For more information and to make advance Cooperized Kidz reservations for ages 2 months to 12 years, please call 972.239.6171 up to 24 hours in advance. Reservations are made based on ratio availability and are not guaranteed.

17) Children's Use of the Courts

During specified Family Hours, the tennis courts are available for members and their children 17 years and younger based on court availability. Reservation and check-in policies apply. (See #1 on reverse side.) Children 17 years and younger are also allowed on the courts during scheduled lessons or tennis programs with Cooper Tennis Pros.

18) Lost & Found

Miscellaneous items left on the courts may be turned into the Service Desk as lost and found.

MATCH PLAY

1) **Attire:** See #3 on reverse side.

2) **Sportsmanship/Behavior:** See #2 on reverse side.

3) **Keeping Score:** Use provided score cards on the nets and server should announce the score before every point.

4) **"The Code" of Tennis:** Visit usta.com for more information.

5) **Balls Crossing Courts:** If your ball enters another court, wait for the other court to send it back and do not interrupt play. When sending a ball back, if play continues longer, gently roll the ball to the fenced area.

OFFICIAL PROGRAMS/LESSONS

1) Scheduling Private Lessons

Lessons can be arranged by calling or emailing the Tennis Pros directly. Typically one day advance notice is requested. Corey Noel: 972.233.4832, ext. 4311
cnoel@cooperfitnesscenter.com

2) Cancellation Policy

A 24-hour notice of cancellation is required to avoid being charged the full fee for a private, semi-private or group lesson.

3) Minimum Number of Participants Required for Classes/Clinics

If a class or clinic minimum is not met, either class hours will be reduced, the class will be canceled or semi-private or private instruction will be offered as an alternative.

4) Weather Decisions

Inclement weather decisions will be made by the Tennis Pro conducting the class/clinic/program/lesson. The Tennis Pro will email the class participants and notify the Sport Pro Manager and Service Desk of any cancellations. Participants will be notified of make-up dates if the pro cancels a class/clinic/program/lesson. Generally, lightning less than five miles away, rain or 40 degrees below wind chill will cause class cancellation. We expect no cancellations due to hot temperatures.

5) Waivers & Injury Reports

Tennis Pros will maintain and submit any waivers and injury reports as they occur to the Sports Pro Manager. All participants must complete a waiver prior to play without exception.

6) League & Team Information

Pros will be responsible for offering and developing all league or team participation to ensure the courts are available and not conflicting with lesson structure.

7) Refunds

Refunds will only be offered when a class is canceled by the Tennis Pro or Cooper Fitness Center. If a session is missed due to illness or medical emergency, the Tennis Pro and Sports Pro Manager will address the issue on a case-by-case basis. To maintain appropriate student-to-pro ratios for each session, no prorating or credit towards another session is allowed.



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