



**ATLANTIC  
TENNIS  
CENTRE**



# Policies and Procedures Manual – Players

7th Edition (June 2022)

## Section A: About Us

### A1 – About Us

The Atlantic Tennis Centre (otherwise known as ‘ATC’) is a tennis, pickleball and multisport centre located in the Bedford Commons area of the

Halifax Regional Municipality.

A not-for-profit organisation, ATC welcomes the local community with year-round access to six indoor Har-Tru tennis courts, six indoor hard courts, six outdoor hard courts, three pickleball courts, a fitness centre, a court viewing area, washroom and shower facilities, and food/beverage services.

## **Contact**

902 423 3682  
50 Verdi Drive, Bedford, Nova Scotia, B4A 0C3

Website: <https://www.atlantictenniscentre.ca>

## **Social Media**

Facebook: Atlantic Tennis Centre

Twitter: @AtlanticTennis

Instagram: @atlantictenniscentre

LinkedIn: Atlantic Tennis Centre

Register for Text Updates and Weekly Newsletter through our website.

## **A2 - Mission, Vision & Role**

**Mission Statement:** To offer a welcoming environment for all by being inclusive, affordable and accessible.

**Vision Statement:** To significantly increase tennis participation by making tennis accessible to all.

**The ATC Role:** To provide ample opportunities to learn, play, socialize and compete.

## **A3 - Management/Administration**

Mr. Kurt Kamperman - Tennis Nova Scotia Chief Executive Officer  
kurtkamperman@atlantictenniscentre.ca

Mr. Gareth Dowdell – ATC Director of Tennis  
Club Pro 3 + Coach 2  
garethdowdell@atlantictenniscentre.ca

Mr. Gary Crandall – ATC Business Operations Manager  
garycrandall@atlantictenniscentre.ca

Ms. Maxine Goldsmith – ATC Front Desk Manager  
maxinegoldsmith@atlantictenniscentre.ca

#### A4 – Coaching Staff

Mr. Steve Mahar – Director of Player and Coach Development  
Club Pro 3 + Coach 3  
stevemahar@atlantictenniscentre.ca

Mr. Stefan Hall  
Club Pro 1  
stefanhall@atlantictenniscentre.ca

Mr. Jared Brooks  
Club Pro 1  
jaredbrooks@atlantictenniscentre.ca

#### A5 – Maintenance

Mr. Archie Jordan  
archiejordan@atlantictenniscentre.ca

## Section B – Player Options

### B1 – Player Card

The player card replaces the previous membership options available at ATC. The cost is \$450 + tax and is valid for 12 months from the date of purchase. From December 16th, 2021, the price will increase to \$475 + tax. This can be paid in full or in monthly pre-authorized instalments.

### B2 – Player Card Benefits

The adult player card gives players access to:

- \*(NEW) Cleves VIP card: ATC Player Card holders will receive a 10% discount on regular price and sale price tennis racquets, bags, all tennis accessories, footwear, and Pickleball equipment. Tennis Balls are excluded.
- \*(NEW) Player Connect: Use this great service to connect with and contact players of similar ability right in your ATC Player Portal.
- \*(NEW) Discounted private lessons. Player Card holders pay \$10 less per hour for private lessons with ATC's certified professionals than the General Public rate.
- \*(NEW) Discounted club credit: for every \$250 of credit you put on your account you receive an extra 5% or \$262.50 in club credit. For every \$500 you put on your account get an extra 10% or \$550 in club credit.
- Ability to secure and participate in block bookings
- Discounted court fees
- Free outdoor tennis courts
- Ladders and league access
- 7 day advance court bookings
- Can participate in clinics and programs

*Court rental fees are in addition to player card costs. See Section D for more information.*

*For more information on our player card benefits please contact the ATC.*

### B3 – Junior Player Card

The cost is \$150 (no tax) and gives players access to:

- 7 day advance court bookings
- Junior High Performance program and match play sessions
- Walk on privileges to available courts

- Cleves VIP card: ATC Player Card holders will receive a 10% discount on regular price and sale price tennis racquets, bags, all tennis accessories, footwear, and Pickleball equipment. Tennis Balls are excluded
- Discounted private lessons. Player Card holders pay \$10 less per hour for private lessons with ATC's certified professionals than the General Public rate
- Discounted court fees
- Free outdoor tennis courts

If a junior player card holder books a court, they will have to pay the player card rate for the court. Any player 25 years of age or under can purchase a junior player card.

#### **B4 - General Public Access and Usage**

Any person (regardless of whether they have a Player Card or not) may book and play on any of our indoor or outdoor courts (court rental fees apply) and can participate in our clinics and programs. Courts may be booked up to 2 days in advance.

## Section C: Hours of Operation

### C1 – Hours of Operation

#### Hours of Operation:

M 9am-10pm

T 9am-10pm

W 9am-10pm

Th 9am-10pm

F 8am-8pm

Sat 8am-8pm

Sun 8am-8pm

#### Primetime:

Mon-Thu 4-10pm

Sat/Sun 8am-4pm

#### Non-Primetime:

Mon-Fri 9am-4pm

Fri-Sun 4pm-8pm

#### *Please note:*

- We may close early if there are no court bookings.*
- We may amend these hours of operation at any time.*
- Hours of operation may be reduced during the warmer months.*
- Our doors will open 15 minutes prior to opening time.*

## C2 – Holiday Hours of Operation and Facility Closures

New Years Day	<b>Closed</b>
Heritage Day	Open
Good Friday	<b>Open until 4pm</b>
Easter	Open
Easter Sunday	Open
Easter Monday	Open
Victoria Day	Open
Canada Day	<b>Open until 4pm</b>
Natal Day	Open
Labour Day	Open
Truth/Reconciliation	Open
Thanksgiving	Open
Thanksgiving	Open
Remembrance Day	Open
Christmas Eve	<b>Open until 4pm</b>
Christmas Day	<b>Closed</b>
Boxing Day	Open
Christmas Break	Open
Christmas Break	Open
Christmas Break	Open
Christmas Break	Open
New Years Eve	<b>Open until 4pm</b>

## Section D: Court Rental and Ball Machine Fees

### D1 - Court Rates

ATC Court Rates			
		Player Card Rate	General Public Rate
Outdoor Hard	Anytime	Free	\$10 + HST
Indoor Hard	Non-Primetime	\$25 + HST	\$35 + HST
	Primetime	\$30 + HST	\$40 + HST
Indoor Clay	Non-Primetime	\$27 + HST	\$37 + HST
	Primetime	\$34 + HST	\$44 + HST
Pickleball	Indoor	TBD	\$15 + HST
	Outdoor	TBD	\$10 + HST

Fees are for one court for one hour. Players divide the cost of the court between them.

Primetime:

Mon-Thu 4-10pm

Sat/Sun 8am-4pm

Non-Primetime:

Mon-Fri 9am-4pm

Fri-Sun 4pm-9pm

**Indoor tennis court fees** are reduced by \$10 per court per hour during Summer hours of operation - June 1 till September 30

### D2 - Ball Machine

Ball Machine costs: No additional fee, just the applicable court fee. Available only on accessible hard courts and must be reserved.

## Section E: Payment Options

### E1 – Forms of Payment

ATC accepts the following forms of payment:

- Club credit
- Debit
- Debit Visa
- Credit (Visa, Mastercard, American Express)

### E2 – Court/Clinic/Program/Event Fees

Until October 15th, 2021, fees can be paid either online, in person or over the phone (902-423-3682).

After October 15th, 2021, all payments must be made online via credit card or club credit.

When registering for clinics, programs or events, all payments must be made at the time of registration in order to confirm your spot.

### E3 – Club Credit

Club credit is a monetary value you can place onto your account and can be used to purchase anything at ATC. The more credit players purchase, the more credit players receive.

\$50, \$100, \$150, or \$200 – No additional credit

\$250 – 5% credit (eg: you get \$262.5 added to your account)

\$500 (or more, in \$500 increments) – 10% credit (eg: you get \$550 added to your account)

Add club credit to your account online in your player portal, or by contacting ATC customer service.

## Section F: Programs and Services

### F1 - Private, Semi-Private, Group Lessons

Private, semi-private or group lessons are available by emailing the pro directly. If you are unsure which pro best suits your needs, please email [stevemahar@atlantictenniscentre.ca](mailto:stevemahar@atlantictenniscentre.ca).

### F2 - Private, Semi-Private, Group Lesson Rates

#### Player Card Rates

Certification	Private	Semi-Private	Group of 3	Group of 4+
Instructor	\$59	\$34	\$26	\$23
Club Pro 1	\$64	\$37	\$28	\$24
Coach 2 Club Pro 2	\$69	\$40	\$30	\$25
Coach 3 Club Pro 3	\$74	\$43	\$32	\$26

#### General Public Rates

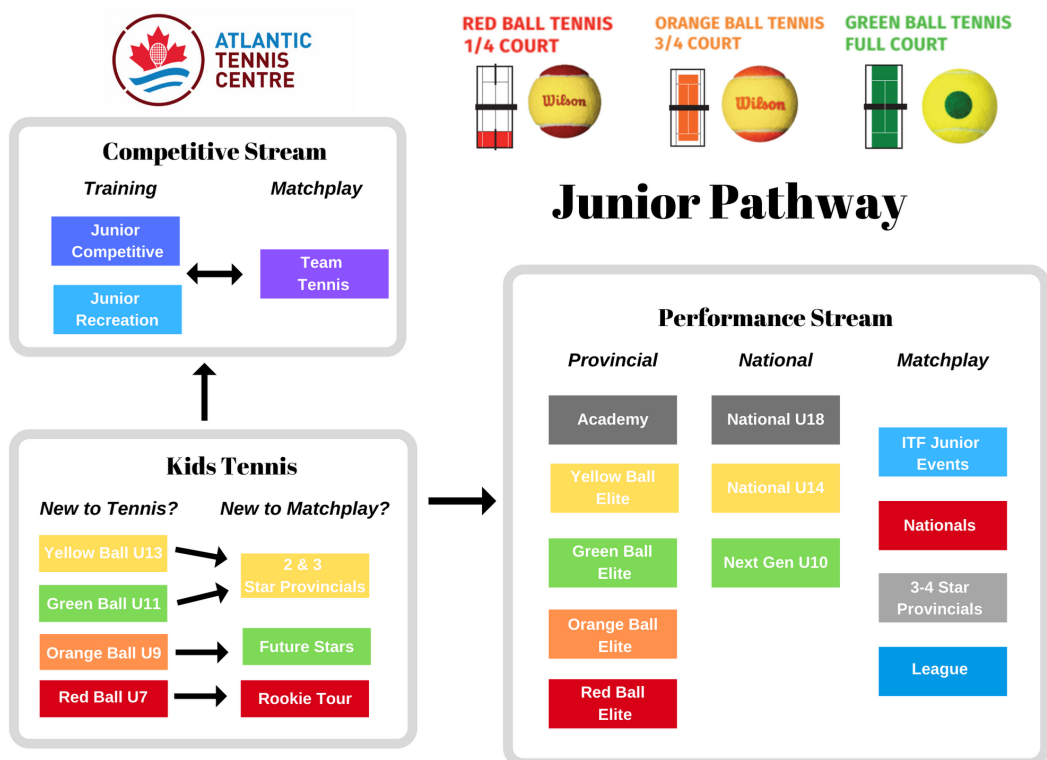
Certification	Private	Semi-Private	Group of 3	Group of 4+
Instructor	\$69	\$39	\$29.33	\$25.50
Club Pro 1	\$74	\$42	\$31.33	\$26.50
Coach 2 Club Pro 2	\$79	\$45	\$33.33	\$27.50
Coach 3 Club Pro 3	\$84	\$48	\$35.33	\$28.50

Cost shown does not include tax and is per person. Save money by purchasing discounted club credit if you plan on taking private lessons on a regular basis.

## F3 – Adult Pathway



## F4 – Junior Pathway



## F5 – Adult Play Opportunities

ATC is proud to offer the following play opportunities on a weekly basis throughout the year. Please consult our website for accurate times, pricing, and to register.

### **Adult Practice and Play**

Learn how to confidently build a point and use patterns of play to control your opponent. Turn defence into attack, recover to the correct position, and start playing percentage tennis to improve your performance.

Join one of our pros for level specific drills, point play and strategy.

If you have a group of players interested, let us know and we will build a clinic specifically for you!

### **Cardio Tennis**

Cardio Tennis is a high energy fitness session that combines the best aspects of the sport of tennis with cardiovascular exercise and motivating music in the background to deliver the perfect full body aerobic workout. Get your heart rate up and burn a ton of calories while improving your tennis game! Cardio Tennis at ATC is a fun group workout and a great way for players to enjoy the game. All fitness and ability levels are welcome.

### **Feeding Frenzy**

The ultimate drill experience.

### **Kids Games for Adults**

Our most popular clinic. Basically, we run a bunch of fun kids games (for adults).

### **Ladder**

Set up matches and climb on your own time!

### **League**

Organised match play against players of a similar ability.

### **Social Doubles**

Social Doubles is an opportunity to meet and play against players of a similar level in a fun and friendly atmosphere.

### **Try Tennis**

This is our oldest and signature program. Perfect for players who are new to

the game or returning after a long hiatus. Learn all the basics and fundamentals of the game so you can get out on court with confidence.

### **A Time To Drill**

Join our ATC instructors for a fun, intensive session of drills designed to develop speed, agility and endurance on the court. There is a 4:1 player to coach ratio and they will also share tips on technique and strategies for more effective point play. It's like being at a resort in Florida without the humidity! Snacks and drinks provided!

### **F6 - Kids Tennis**

A 6:1 player to coach ratio ensures our junior group lessons get your child confidently playing the game quickly. All lessons include discounted matchplay opportunities. See our website for up to date days/times.

### **F7 - High Performance**

The ATC Academy is designed to develop world-class Atlantic Canadian players through a clearly defined training structure, the highest level of teaching professionals, and a competitive pathway to success. If you are interested in enrolling your child, please contact our Head of High Performance, Steve Mahar.

## Section G: Rules and Regulations

### G1 - Court Bookings

Court bookings can be made online by player card holders and the general public through our website. Courts can also be booked in person or by calling the Welcome Desk.

Courts can be booked 2 days in advance for the general public, and 7 days in advance for player card holders. Bookings can be made for 60, 90 or 120 minutes, and must not leave a 30 minute gap between bookings. Bookings become open for the next available day each morning at 7am.

From October 15th, 2021, players will be charged when the court is booked.

### G2 - Clay Court Grooming

Players are not required or expected to sweep clay courts after use. If you would like to play on a freshly swept court, please sweep your court at the start of your court time.

### G3 - Block Booking Requests

2021/22: Block bookings run from October 18, 2021-January 30, 2022 (session #1) and from January 31st, 2022 until May 8, 2022 (session #2). Your booking is guaranteed each week during this timeframe. Applications open for the 2021/22 season on October 4th, 2021.

Events/Tournaments: On occasion we may need to reschedule your booking due to an event or tournament. We will always try to keep your booking intact if possible, but may need to move it under certain circumstances. We will give as much notice as possible in this rare event.

Cancellation policy: If ATC closes due to inclement weather or unforeseen circumstances, players will NOT be liable for the cost of the court. All blocks can be cancelled with at least one week's notice. The players responsible for the court are liable for the cost of the court if they need to cancel within one week.

### G4 - When ATC makes a cancellation

When ATC makes a court booking or programming cancellation, participants will be notified by email. If rain disrupts your outdoor court

time you will receive a prorated credit (if more than one quarter of your time was disrupted). If the whole or part of the facility is forced to close due to unforeseen circumstances, we will broadcast this information in the following ways as soon as possible:

- front page of the website
- text updates
- mailchimp email blast
- social media

Please ensure you subscribe to one of these mediums to stay up to date.

### G5 - Cancellation Policy for Regular Court Bookings

Courts must be cancelled with at least 24 hours notice. Players will remain responsible for the court fee for courts cancelled within 24 hours.

### G6 - Refund Policy

Credits will be issued in situations where players are eligible. This will be solely at ATC management discretion. No refunds will be issued. There will be a \$25 administration fee for all approved refunds.

### G7 - Instruction

ATC's management and board of directors shall expressly appoint tennis professionals who shall be the exclusive tennis professionals of ATC. Any other teaching or coaching is strictly prohibited at ATC.

### G8 - Balls

Players are allowed to bring up to 9 tennis balls on court with them when they rent a court. Players are not permitted to bring a ball hopper onto court with them. The Slinger may also be booked for extended ball feeding.

### G9 - Etiquette

Players are asked to behave in a respectful manner at all times inside and outside the facility. This includes:

- approaching players, guests and staff in a friendly and respectful manner
- being respectful of our operating hours and ensure you have enough time to leave ATC at closing time

- vacate your court promptly when your time is up
- wearing appropriate tennis/exercise clothing and proper athletic/tennis footwear for the appropriate court surfaces
- leaving the court tidy and ensuring garbage has been properly disposed, no gum on court
- keeping any music to a respectful volume, and not disturbing other players

### G10 - No Smoking

ATC is pleased to provide a smoke-free environment. Smoking and vaping is strictly prohibited in all areas inside and outside our premises, as per municipal guidelines.

### G11 - Expulsion and Suspension of Players

If a player or guest, at any time, does not comply with the rules and regulations of ATC, or if the conduct or behaviour of any such person, whether inside or outside of ATC, is in the opinion of ATC, injurious or detrimental to the character, reputation and image of ATC and its players, ATC may expel or suspend the player.

### G12 - Evacuation

**Bubble Evacuation:** In the case of a power outage, fire or a tear in the bubble wall, please exit the bubble structure immediately. Exit through the nearest emergency exit and make your way to the parking lot adjacent to the bubble. If there are no staff members inside the bubble, please report to the Welcome Desk and let them know.

**Building Evacuation:** In the case of a power outage or fire, please exit the building immediately. Exit through the nearest emergency exit and make your way to the parking lot adjacent to the building.

### G13 - Other Policies

ATC reserves the right, with or without notice, to add, delete, change or modify its operating policies and procedures at any time, always in the best interests of ATC and its players.