

# YMCA MEMBER GUIDELINES

## Sept 3, 2024 – Sept 1, 2025

Thank you for being a valued member of the Y family. We appreciate the opportunity to be a part of your healthy lifestyle activities.

### General Guidelines

- For the safety of our members, please present and have your YMCA membership card scanned upon entering the facility.
- All members are required to adhere to the Code of Conduct and policies outlined in the Membership Handbook, which can be found online at [www.ymcadc.org/membership-handbook](http://www.ymcadc.org/membership-handbook). Please note that players displaying unsportsmanlike conduct will be asked to leave the center and membership may be revoked. This includes using profanity anywhere in the facility, loud screaming, and throwing racquets/paddles. Please be courteous to fellow participants and staff; thank you for keeping the environment enjoyable for all.
- The YMCA reserves the right to use the facility for special functions and will make every effort to notify members in advance.
- All persons using the Center assume the risk of personal injury and loss of property and release the YMCA, its management and employees from any and all liability for such loss of property.
- For their safety, your children cannot be left unattended in the lounge or brought on court to observe play.
- The YMCA may re-assign and/or change courts.
- Only YMCA-approved staff are permitted to provide instruction at the Y.
- Only YMCA Full Facility members are permitted to use the ball machine (payment of a \$10 rental fee is required).

### Court Time

- When reserving a court time for multiple participants, the booking member will pay their portion of the court fee, the guest fees, and all guest court fees when the reservation is made. All other members on the reservation will be charged their portion of the court fees 24-hours in advance of play.
- Random court time reservations may be made up to seven days in advance (starting at 9am) for full members of the YMCA Arlington Tennis & Pickleball Center and up to 2 days in advance (starting at 9am) for full members of other YMCA branch locations.
- All Full Facility members of the YMCA Arlington Tennis & Pickleball Center are permitted to reserve up to 120 minutes of court time daily.
- If play exceeds your reservation time, additional charges will apply.
- Players are required to remain on courts reserved/registered for their play.

### Guest Policies

- All guests are required to complete a guest waiver upon entry to the facility.
- Guest fees are \$20/person/day.
- Guests are welcome to play up to 4 times per year after paying the guest fees and all applicable fees.

### Contract Time

- During the 2024 – 2025 membership year, no additional permanent court time spots will be added to the schedule that is available for rent. Therefore, new permanent court time applications that are received by the YMCA will be processed if an existing permanent court time spot from the 2023 – 2024 indoor season becomes available.
- If you occasionally find yourself unable to use your Contract Court Time, please email [ATPC@ymcadc.org](mailto:ATPC@ymcadc.org), at least one week in advance. The Y team will try to resell your court time and issue a credit to the captain's membership account for a future random court reservation.
- Every group will assign a captain who is responsible for the following:
  - \* Submitting a completed contract with day(s), times of day, length of time(s), court preference(s), and full roster.
  - \* Collecting all payments from their players and submitting one payment prior to the payment due dates on the contract court time application.
- All players of a contract group must be full YMCA members. You are welcome to bring a guest or program member to substitute. A guest fee of \$20 is required unless a guest pass is remitted. An online guest waiver must be completed prior to entering courts.
- Refund requests after the start of the Fall/Winter season will be reviewed on a case-by-case basis.

### Lessons, Clinics, & Drop-Ins

- To expedite service for all members, all participants must have a valid credit card on file in Court Reserve.
- All registrations for lessons and clinics must be canceled no later than 24 hours prior to the scheduled start time to receive a credit, if applicable, to your Court Reserve account.
- All Pickleball Drop-ins must be canceled no later than 3-hours prior to the start.

### Junior Program Sessions

- Must be canceled 7-days prior to the start date of the session (20% fee applies if canceled within 7 days of start date).
- If the child is not able to attend one of the classes during the session, then the following policy applies:
  - With advance notice, one make-up class will be offered during the same session as space permits.
  - If the Y is unable to offer a make-up class and advance notice was provided, the cost will be credited to your Court Reserve account.
  - In the case of an unforeseen circumstance (emergency or medical), contact Scott within 3 days of the missed class.
  - Coordinate credits with Scott MacIntosh, [scott.macintosh@ymcadc.org](mailto:scott.macintosh@ymcadc.org).
  - Credits/make-ups are not available for more than one missed class during a session.

### Court Cancellations

- Court reservations made more than 24 hours in advance must be canceled no later than 24 hours prior to the scheduled start time to receive a credit, if applicable, to your Court Reserve account. If needed, please modify your reservation through your Court Reserve account. (Log in> Your Profile> My Reservations> Select reservation you need to modify> Details> Edit Reservation). For assistance, please call 703-522-1700 to speak with staff at the YMCA Arlington Tennis & Pickleball Center. Reservations are non-transferable to others.
- Summer Court Time: A \$10 late cancellation/no show fee will apply for cancellations by YMCA Arlington Tennis & Pickleball Center Full Facility Members that are not received at least 24 hours prior to the reservation during the summer.
- Failure to cancel at least 3-hours in advance or to not attend the drop-in will result in a \$10 late cancellation / no-show fee.