

**CITY OF AUBURN**  
**AUBURN UNIVERSITY YARBROUGH TENNIS CENTER**  
**POLICY STATEMENT**

**STANDARD OPERATIONAL PROCEDURES**  
**YARBROUGH TENNIS CENTER**

Revised: 1/31/2017

**HOURS OF OPERATIONS**

8:30am – 9:00pm Monday – Friday

8:00am – 9:00pm Saturday – Sunday

Hours and days subject to change due to weather, football games, etc.

**PURPOSE**

The purpose of this policy statement is to establish guidelines on the operation and use of this facility.

**POLICY**

The policy is that certain procedures and guidelines will be followed in operating the facility. These procedures will cover in detail the operation and functions of the facility.

**PROCEDURE**

The procedures will be divided into the following categories: Policies and Procedures, Court Procedures, Membership Plans and Nonmember Fees, Check in Procedures, Court Reservation Procedures, Weather Procedures, General Information, Lost and Found Procedures, and Indoor Court Policies.

**A. POLICES AND PROCEDURES (THIS SHOULD AGREE WITH OTHER CENTERS)**

1. No smoking in the building, fenced in areas, or outdoor seating areas.
2. No loitering
3. Proper tennis attire is required (includes shirt at all times).
4. Flat soled tennis shoes only, no running shoes or cross trainers.

5. No pets, skateboards, scooters, bicycles, alcoholic beverages, tobacco products, food (food may be eaten in designated areas). (Pets allowed in designated areas.)
6. Equipment used in designated areas only.
7. Children under the age of 12 must be supervised by parents at all times.
8. No hitting/throwing balls against walls in the facility or climbing on the furniture/fences.
9. Announcements for the bulletin board, as well as flyers to be posted, must be submitted and approved by the Operations Supervisor.
10. The City of Auburn/Auburn University Yarbrough Tennis Center is not responsible for personal items left unattended, lost, or misplaced.
11. Report any accidents or incidents to staff immediately.
12. Public access certified service dogs are the only animals that will be allowed in the building and fenced in areas.
13. No parking in the handicap section of the parking lot unless the vehicle has a handicap sticker.
14. Parking available at both the clay and AU sides. No parking in the roundabout drive. Emergency vehicles need to have quick access to that area.
15. No gambling allowed.
16. Possession of or discharging a firearm/weapon on the property is prohibited.
17. Use, sale, or possession of alcoholic beverages or controlled substances, or being under the influence of said substances and refusal to leave the premises is prohibited.
18. Theft or vandalizing of city property or property belonging to a private party will result in possible criminal charges.
19. Use of verbal or physical threats toward staff or others or indulgence in offensive, obscene, or illegal conduct is prohibited.
20. If it is necessary to summon the police, contact the Operations Supervisor.
21. All reservations will follow the Facility Standard Operational Procedures.
22. Any violation of rules, regulations, policies, and/or procedures pertaining to the use of the facility may result in restriction from future use and charges may be filed for damages.
23. All rules and regulations pertaining to the use of the facility as established by The City of Auburn/Auburn University Yarbrough Tennis Center will be strictly enforced.

## **B. COURT PROCEDURES**

1. Indoor and Outdoor Hard Courts
  - a. Auburn University matches and practices (court policy states Auburn has priority).
  - b. Tournaments and Events
  - c. City of Auburn Tennis Clinics
  - d. Leagues
  - e. Members with reservations
  - f. Nonmembers
  - g. Independent Contractors Private Lessons/Clinics
2. Court Precedence – Clay
  - a. Tournaments and Events
  - b. City of Auburn Tennis Clinics
  - c. Leagues
  - d. Members with reservations
  - e. Nonmembers
  - f. Independent Contractors Private Lessons/Clinics
3. Court Time Procedures
  - a. Auburn University has priority of 3 courts reserved at all other times. They will give 30 minutes' notice for players using courts to finish.
  - b. Players on court the longest will be the first asked to leave. Rain check given if on court under one hour.
  - c. All court rentals are for 1 ½ hour time blocks.

## **C. MEMBERSHIP PLANS AND NONMEMBER FEES**

1. Clay Court
  - a. Individual - \$250
  - b. Family - \$400 (Includes spouse and children covered under parental health insurance)
  - c. Junior - \$120 (Children under the age of 12 must be supervised by parents at all times.)
  - d. Nonmember (per person) Fee - \$5
2. Hard Court
  - a. Individual - \$125
  - b. Family - \$225
  - c. Junior \$75 (Children under the age of 12 must be supervised by parents at all times.)
  - d. Added to Clay Court or Indoor - \$50 – Individual or \$100 – Family
  - e. Nonmember (per person) Fee - \$3
3. Indoor
  - a. Individual - \$200
  - b. Family - \$350
  - c. Junior - \$150 (Children under the age of 12 must be supervised by parents at all times.)
  - d. Added to Clay Court - \$100 – Individual or \$250 – Family
  - e. Nonmember (per person) Fee - \$7.50
4. Member Benefits
  - a. Ability to reserve courts up to two days in advance
  - b. Members do not have to pay court fees. Nonmember guests do have to pay court fees.

#### **D. CHECK IN PROCEDURES**

1. All members and nonmembers must sign in at the front desk.
2. Credit cards (no American Express), cash, and checks are accepted
3. Bills higher than \$20 may not be taken if sufficient change is not available. No breaking of bills without payment.
4. No cash back available
5. Staff will assign courts.

#### **E. COURT RESERVATION PROCEDURES**

1. Members may reserve courts two days in advance.
2. Members can only reserve the court surface they are a member of and can only reserve one court under their name.
3. Courts are reserved for one and one half hour time blocks.
4. Courts cannot be reserved in back to back time slots.

#### **F. WEATHER PROCEDURES**

1. Clay Courts
  - a. Frozen – Options – Hard courts/Indoor courts
  - b. Raining – Options – Indoor Courts
2. Hard Courts – Option – Indoor Courts
3. Play will resume after inclement weather when tennis center staff has determined the courts are playable. All players and staff must get off of the outdoor courts and seek shelter upon the first site of lightning. Play may resume 25 minutes after the last lightning strike has occurred.
4. Rain Checks/Change of surface due to rain/lightning
  - a. Rain checks will be given to players for 59 minutes and under of play. No rain checks given for 60 minutes and over of play. Rain checks are good for one time only. Rain checks have a one year expiration.
  - b. If players move indoors, they must pay the difference of the indoor court fee and the outdoor surface originally paid for, if they have played or will play 31 minutes or more indoors. If player plays 30 minutes or less indoors they do not have to pay additional fees.

## **G. General Information**

1. Sweep and line courts and return equipment to designated areas.
2. Rotate start of banks for courts/lights wear and tear.
3. Showers, lockers and handicap bathrooms in men's and women's bathrooms.
4. Free locker rentals (Locks are not provided. City of Auburn is not responsible for damaged or missing items.)

## **H. LOST AND FOUND PROCEDURES**

1. Lost and Found is located in clay court lobby under TV
2. Items not claimed will be removed on a monthly basis or when needed.

### **INDOOR COURT POLICIES**

**Please sign in – your beginning court time will be noted**

1. The University has 3 courts available for their use at all times (no time limit).
  - a. They will give 30 minutes notice unless you have already been on the court for the allotted time for 1 ½ hours.
  - b. If you have played less than an hour, you will be given a rain check or your money will be refunded.
2. All court times are 1 ½ hour block. \* You may be asked to leave if you have played for the allotted court time and others are waiting for a court.
3. Each member may only reserve one block of time. If two or more members are on the same court, they may not reserve another block of time under one of their names.
4. If you have been asked to leave your court because the University team or others are waiting, you may pay the fee again (unless a member) and wait on another court to open.
5. Please walk behind the blue curtains so play may continue uninterrupted on other courts.

\*League matches, programs/clinics, and events are the exception to the 1 ½ hour block of time. They may use the courts until their matches are completed.