

THE COURTS CAPE CORAL MEMBER HANDBOOK

1. Introduction

Welcome to The Courts Cape Coral! We are proud to be your destination for premier pickleball and tennis programming in a safe, fun, and inclusive environment. These member rules and regulations outline the policies that help us maintain a world-class facility and ensure a respectful experience for all members, guests, and staff.

The Courts Cape Coral member handbook was established and is enforced to help ensure guest safety while participating in events at our Facility. It is each Team Member's responsibility to help enforce the rules and address any violations appropriately and immediately. The Courts of Cape Coral reserves the right to refuse service to any participant and/or spectator who violates any policy or procedure, or who engages in any verbal and/or physical abuse of the Facility or its Team Members.

UNAUTHORIZED FACILITY USERS WILL BE ASKED TO LEAVE.

2. Membership Eligibility & Requirements

- a) Membership is open to individuals who comply with the club's code of conduct and payment requirements.
- b) Monthly membership fees must be paid on time to maintain access to club facilities.
- c) Annual and monthly memberships must be renewed promptly to prevent lapses in access.
- d) All members agree to abide by the rules outlined in this handbook.
- e) Membership dues are non-refundable unless the member is unable to play due to a medical condition. In such cases, a doctor's note must be provided to request a refund.

3. Code of Conduct

To foster a respectful atmosphere, members must:

- a) Treat fellow players, staff, and guests with courtesy and respect.

- b) Refrain from unsportsmanlike behavior, including excessive arguing or aggressive conduct.
- c) Follow court etiquette to ensure fair play and proper equipment use.
- d) Respect scheduled court reservations and facility policies.
- e) **Emotional outbursts directed at club staff will not be tolerated.**
- f) **Any form of physical conflict will result in membership suspension.**

4. Safety & Weather Policies

- a) **No Play During Lightning Alerts:** Members must immediately vacate the courts and seek shelter during lightning warnings. Play may resume only after an official all-clear notification is issued. You can wait in the pro shop or your vehicle.
- b) **No Play on Wet Courts:** Due to safety concerns such as slipping hazards, playing on wet courts is strictly prohibited. Club management must deem the courts playable before resuming activity.

5. Unauthorized Entry Policy

- a) Unauthorized entry into the club is strictly prohibited.
- b) Members assisting others in unauthorized access will be permanently banned.
- c) Members must check in at the front desk upon arrival and provide valid membership credentials.
- d) Individuals entering the facility without permission may face disciplinary action, including suspension or permanent removal.

6. Disciplinary Actions: Warnings & Suspensions

The club enforces a tiered disciplinary system:

- a) **First Warning:** A verbal or written notice will be issued for minor infractions.

- b) **Second Warning:** Repeat offenses will result in a formal written notice and possible temporary suspension.
- c) **Membership Suspension:** Severe violations or repeated misconduct may lead to suspension or termination.

7. Unauthorized Event Organization

- a) Members may not organize leagues, round robins, or events without club authorization.
- b) All organized play must be sanctioned by The Courts, Cape Coral and align with internal scheduling policies.
- c) Hosting unauthorized leagues or round robins **may result in membership termination.**
- d) **Participation in unauthorized round robins or leagues may also lead to membership termination.**
- e) Unauthorized events disrupt facility operations and create scheduling conflicts, warranting strict enforcement.

8. Unauthorized Teaching & Coaching

- a) **Outside teaching or coaching is strictly prohibited** at The Courts, Cape Coral.
- b) All instruction must be provided by club-approved staff or instructors authorized by management.
- c) Members may not offer paid or unpaid lessons, clinics, or instruction to others on club property.
- d) Participation in lessons or coaching sessions with unauthorized individuals is not allowed.
- e) Violations of this policy may result in warnings, suspension or possible termination of membership.

- f) This policy is in place to maintain instructional quality, ensure member safety, and protect the integrity of club programming.

9. Facility Usage, Court Regulations & Dress Code

- a) Courts must be reserved through official club channels.
- b) A member reserving a court must play on the court that they reserve.
- c) Courts cannot be reserved on blocks by multiple members for organized play.
- d) Members must adhere to scheduled playing times and vacate courts promptly to allow for proper rotation.
- e) **Court Reassignment:** Courts may be reassigned by club management at any time to ensure scheduling efficiency.
- f) **Lighting & Facility Access:** The club optimizes lighting schedules to conserve energy while maintaining accessibility.
- g) **Dress Code:**
 - i. Proper racquet club attire is required at all times.
 - ii. **Non-marking shoes** must be worn on all courts.
 - iii. Shirts must be always worn.
 - iv. Proper footwear is always required
- h) **Court & Facility Regulations:**
 - i. No bags are permitted on pickleball courts.
 - ii. No strollers or other items allowed on the courts at anytime.
 - iii. No food is allowed on any courts.
 - iv. No coolers or outside drinks are permitted on the property—only bottled water is allowed.
 - v. No pets are allowed anywhere on the club grounds at any time.

- vi. No wagons are permitted on the property at any time.
- vii. No camping chairs are permitted on club grounds during events.
- viii. Drinks can be purchased at the café.
- ix. No littering. Please clean up after yourself.
- x. No portable heaters are allowed in the complex.
- xi. No person shall engage in the sale of merchandise or operate any concessions or engage in commercial activity without prior written approval of Facility management.
- xii. Specific permission from Facility management is required prior to posting any signs or decorations.
- xiii. No skateboards, roller blades, roller skates, roller shoes, scooters, hoverboards, or similar footwear or equipment within the gated field areas or stadium.
- xiv. Loudspeakers or artificial noisemakers are prohibited without prior consent.
- xv. Private vehicles are prohibited, sidewalks, service driveways, drop-off zones, and emergency zones. Any vehicle found in an unauthorized parking area or one that impedes the appropriate parking of others will be ticketed and towed at the owner's expense.
- xvi. Overnight parking is prohibited, including RVs and campers.
- xvii. Grills or cookers are prohibited within the complex property, including the parking areas.
- xviii. No outside solicitations will be allowed. Only complex sponsors will be allowed to distribute or circulate commercial advertisements at the complex. This includes the parking lots as well.
- xix. No fireworks or any open flames.

- xx. No unauthorized use of model planes, rockets, or recreational/professional drones.
- xxi. Facility may be closed at any time due to safety-related concerns.
- xxii. Outside ball machines are not permitted on the tennis or pickleball courts. Only club-approved and maintained ball machines may be used on-site. These are available for rent through the front desk or online booking system.

i) Nighttime Closing Procedure:

- i. Fifteen (15) minutes before the club closes you will hear an announcement over the PA system. It will state the time and that in five (5) minutes the lights will dim, and all play must stop. Once the lights dim you will have ten (10) minutes before they completely turn off. We expect you will gather your things and vacate the property at this time.
- ii. If you continue to play after the lights have been dimmed, you may be issued a verbal warning. If you get a second warning, there may be a note added to your file. Repeated violations could lead to potential club suspension. Please follow the closing procedure to ensure the safety of yourself and all members.

10. Guest & Non-Member Policies

- a) Members may bring guests, provided they register in advance and pay applicable guest fees.
- b) Non-members checking in during peak hours will be required to pay a drop-in fee.
- c) Peak hours are defined by club management and may be adjusted based on court demand.

11. Complaint & Resolution Process

- a) Members may report concerns or policy violations to club management.
- b) All complaints will be reviewed, with appropriate actions taken in accordance with club policies.
- c) A community-focused approach is encouraged to maintain a welcoming environment.

12. Court Behavior & Noise Policy

- a) Members should keep noise levels reasonable during play to avoid disrupting neighboring courts.
- b) Loud music, speaker use, or disruptive behavior is not permitted unless approved for club events.

13. Children & Supervision Policy

- a) Children under a certain age (typically 12 or 14) must be supervised by an adult at all times while on club grounds.
- b) Children participating in camps or clinics must be signed in/out by a parent or guardian.
 - Running or unsupervised play in non-court areas is prohibited for safety reasons.

14. Equipment Use & Storage

- a) Members are responsible for returning borrowed equipment to its proper place.
- b) Personal equipment must not block walkways or be left on courts.

15. Lost & Found Policy

- a) The club is not responsible for lost, stolen, or unattended personal belongings.
- b) Items found on the premises will be held in lost & found for 7 days before donation/disposal.

16. Photo & Video Policy

- a) Members may not record lessons, clinics, or other players without consent.
- b) The club may capture photos/videos for promotional purposes. Members must notify management in writing if they do not wish to appear.

17. Refund & Credit Policy

- a) Cancellations for programs, camps, or leagues may be subject to a cancellation fee or may not be refundable depending on notice and policy.
- b) Weather-related cancellations may be eligible for credit, not cash refunds.

18. Alcohol & Substance Use Policy

- a) Alcohol may only be consumed in designated areas during approved events.
- b) Illegal substances and smoking/vaping are prohibited anywhere on club property.

19. Waiver of Liability & Assumption of Risk

- a) All members and guests participate in activities at their own risk.
- b) By using the facility, individuals acknowledge the potential risks of injury associated with sports and recreational activities.
- c) Members and guests must sign a waiver of liability before participating in any programs or using the courts.
- d) The Courts, Cape Coral is not liable for injuries, accidents, or personal property loss on club premises.

20. Emergency & Medical Response Policy

- a) In the event of a medical emergency, staff will call emergency services (911) and notify the individual's emergency contact if on file.
- b) Club staff are not permitted to administer medical treatment beyond basic first aid.

- c) Members are encouraged to list any relevant medical conditions and emergency contact information in their profile.
- d) An AED (automated external defibrillator) is available onsite inside the Pro Shop located at both court doors and staff are trained in its use.

21. Inclement Weather & Acts of God

- a) The Courts, Cape Coral is not responsible for interruptions in service or access caused by weather, power outages, or other events outside the club's control.
- b) Refunds or credits due to these interruptions are issued at the discretion of management.

22. Pet & Service Animal Policy

- a) Pets are not allowed anywhere on club property.
- b) Legitimate service animals (as defined by the ADA) are permitted but must be under control at all times.
- c) Emotional support animals are not considered service animals under club policy.

23. Social Media & Public Behavior Clause

- a) Members whose public behavior (online or offline) significantly harms the reputation of the club may be subject to review and potential removal.
- b) Harassment, bullying, or defamation of other members or staff — even outside of club property — may result in disciplinary action.

24. Amendments to Club Policies

- a) The club reserves the right to update or amend policies as needed.
- b) Members will be notified of any changes through official communications.