

Sobey's

**ATLANTIC
TENNIS
CENTRE**



Policies and Procedures Manual

10th Edition (September 2024)

Section A: About Us

A1 - About Us

The Sobeys Atlantic Tennis Centre (otherwise known as 'SATC') is a tennis, pickleball and multisport centre located in the Bedford Commons area of the Halifax Regional Municipality.

A not-for-profit organisation, SATC 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 the Weekly Newsletter through our website.

Download our free app 'TennisNS' in the Apple and Android app store for instant notifications and updates. You can also access services such as court bookings and programs.

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 SATC Role: To provide ample opportunities to learn, play, socialize and compete.

A3 - Management/Administration

Mr. Brad Lawlor - Tennis Nova Scotia Chief Executive Officer
bradlawlor@tennisnovascotia.com

Mr. Gareth Dowdell - TNS Director of Operations
Club Pro 3 + Coach 2
garethdowdell@atlantictenniscentre.ca

Mrs. Hilda LaPierre - TNS Finance Manager
hildalapierre@tennisnovascotia.com

Ms. Molly Pineau - TNS Manager of Club Development and Competition
mollypineau@tennisnovascotia.com

Ms. Laurel MacAdam - SATC Facility Supervisor
laurelmacadam@atlantictenniscentre.ca

A4 - Coaching Staff

Mr. Steve Mahar - TNS Director of High Performance
Club Pro 3 + Coach 3
stevemahar@atlantictenniscentre.ca

A5 - Maintenance

Mr. Archie Jordan - TNS Maintenance Manager
archiejordan@atlantictenniscentre.ca

Section B – Player Options

B1 – Tennis Player Card

The Tennis Player Card cost is \$475 + tax and is valid for 12 months from the date of purchase. This can only be paid in full (no monthly payment option).

B2 – Tennis Player Card Benefits

The adult tennis player card gives players access to:

- Cleves VIP card: SATC 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 SATC’s certified professionals than the General Public rate.
- Ability to secure and participate in block bookings
- Discounted court fees
- Discounted league fees
- Discounted clinic fees
- Free outdoor tennis courts
- Ladder 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 Tennis 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. Junior Players have the ability to ‘walk on’ to available courts, but must check in at the front desk prior to going on court, and prior to switching courts. Players must share the court (4 players to a court) to maximize space. Players must restrict their play to 30 minutes maximum if other walk on players are waiting. If players have

already played for 60 minutes or more that day they should vacate the court immediately if other walk on players arrive.

Parents can 'walk on' at no cost with their kids who have a Junior Player Card. However, parents should only be on court if there are no other junior players available. Non-parent/guardian players are responsible for their portion of the court fee.

- Cleves VIP card: SATC 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 SATC'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.

B5 - Pickleball Player Card

The Pickleball Player Card cost is \$200 + tax and is valid for 12 months from the date of purchase.

B6 - Pickleball Player Card Benefits

The Pickleball player card gives players access to:

- Free outdoor Pickleball courts
- 7-day advance court bookings (2-day advance court bookings for the general public)
- Discounted court fees
- Ability to secure block bookings
- Discounted league fees
- Discounted clinic fees
- Discounted private lessons

- Can participate in clinics and programs
- Ladder access

Cleves VIP card: SATC Player Card holders will receive a 10% discount on regular and sale-priced tennis racquets, bags, all tennis accessories, footwear, and Pickleball equipment. Tennis Balls are excluded.

Section C: Hours of Operation

C1 - Hours of Operation

Hours of Operation:

M 8am-10pm

T 8am-10pm

W 8am-10pm

Th 8am-10pm

F 8am-9pm

Sat 8am-8pm

Sun 8am-8pm

Primetime:

Mon-Thu 4-10pm

Sat/Sun 8am-4pm

Non-Primetime:

Mon-Fri 8am-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	Closed
Heritage Day	Open
Good Friday	Open until 4pm
Easter	Open
Easter Sunday	Open
Easter Monday	Open
Victoria Day	Open
Canada Day	Open until 4pm
Natal Day	Open
Labour Day	Open
Truth/Reconciliation	Open
Thanksgiving	Open
Remembrance Day	Open
Christmas Eve	Open until 4pm
Christmas Day	Closed
Boxing Day	Open until 4pm
Christmas Break	Open
Christmas Break	Open
Christmas Break	Open
Christmas Break	Open
New Years Eve	Open until 4pm

Section D: Court Rental and Ball Machine Fees

D1 - Court Rates

SATC Court Rates			
		Player Card Rate	General Public Rate
Outdoor Hard	Anytime	Free	\$10 + HST
Indoor Hard	Non-Primetime	\$27 + HST	\$37 + HST
	Primetime	\$32 + HST	\$42 + HST
Indoor Clay	Non-Primetime	\$29 + HST	\$39 + HST
	Primetime	\$36 + HST	\$46 + HST
Pickleball	Indoor	\$12-\$16 + HST	\$17-\$21 + HST
	Outdoor	Free	\$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 8am-4pm

Fri-Sun 4pm-9pm

Indoor tennis court fees are reduced by \$10 per court per hour during Summer hours of operation.

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

The SATC accepts the following forms of payment:

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

E2 - Court/Clinic/Program/Event Fees

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

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.

F2 - Private, Semi-Private, Group Lesson Rates

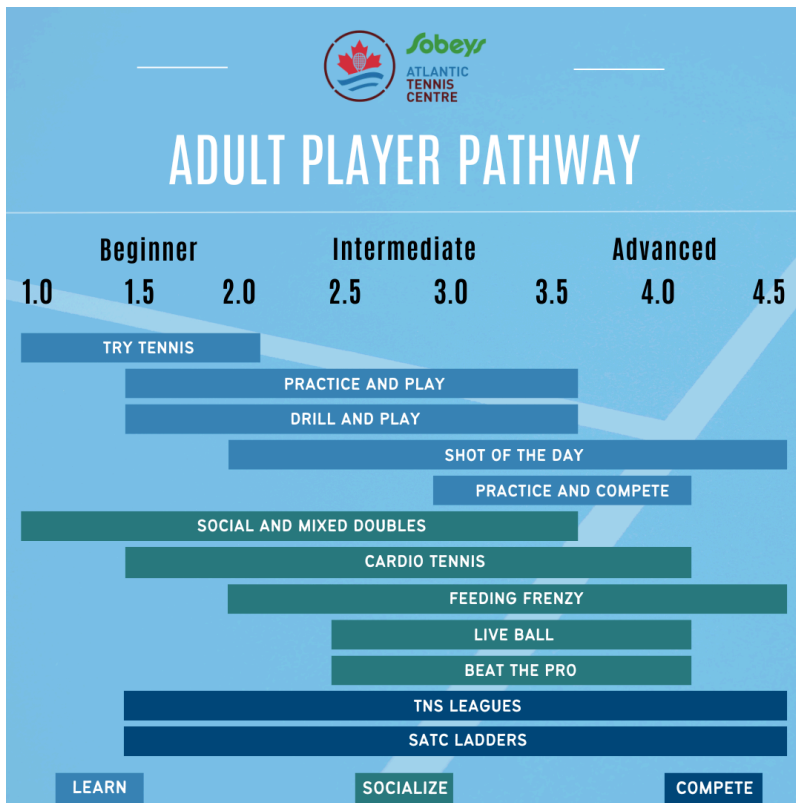
Player Card Rates

Certification	Private	Semi-Private	Group of 3	Group of 4+
Instructor	64	37	28	23.50
Senior Instructor	69	39.50	29.67	24.75
Club Pro 1	74	42	31.33	26
Senior Club Pro 1	74	42	31.33	26
Club Pro 2/Coach 2	79	44.50	33	27.25
Club Pro 3/Coach 3	84	47	34.67	28.50

General Public Rates

Certification	Private	Semi-Private	Group of 3	Group of 4+
Instructor	74	42	31.33	26
Senior Instructor	79	45	33	27.3
Club Pro 1	84	47	34.66	28.5
Senior Club Pro 1	84	47	34.66	28.5
Club Pro 2/Coach 2	89	50	36.33	29.8
Club Pro 3/Coach 3	94	52	38	31

F3 - Adult Pathway



F4 - Junior Pathway



F5 - Adult Play Opportunities

The SATC 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 SATC is a fun group workout and a great way for players to enjoy the game. All fitness and ability levels are welcome.

Live Ball

Live Ball is coach lead, doubles point play. The coach will set you up in different doubles scenarios and challenge you to become champion of the court. This class is best suited for players 2.0 level and above.

Shot of the Day

Shot of the Day is an instructional class designed to allow players to improve one particular shot in one class. Both feeding and cooperative play will be used to help students progress.

Feeding Frenzy

The ultimate drill experience.

Kids Games for Adults

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 SATC 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 SATC 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 or TennisNS app. Courts can also be booked in person or by calling the Front 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.

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/Renewals

Block bookings are recurring bookings for two or four players where the same day, time, and court are reserved for a selectable period.

When **requesting** a new block booking, please provide the following information to the front desk:

- Names of players in your block (must all be player card holders)
- The day, time, and court
- The start and end date (start date must be within one month of application date)
- Which season

Winter Season: November 1st - April 30th. Your block must begin on or before November 1st and cannot end before April 30th.

Summer Season: July 1st - Aug 31st. Your summer block must begin on or before July 1st and cannot end before August 31st.

When **renewing** a current block booking for the following season (e.g.: Winter to winter or summer to summer), please let the front desk know by the following deadlines:

Winter Block Booking: End of May

Summer Block Booking: End of September

Please contact the front desk for more information.

Events/Tournaments: While we strive to maintain your Block Booking as scheduled, there may be instances where we need to reschedule due to an event or tournament. Rest assured, we will provide ample notice in such rare cases, demonstrating our commitment to balancing your needs with the club's other activities.

Sub policy: If a player cannot attend their block, they can sub in any other player who pays their appropriate court fee.

Cancellation policy: If SATC closes due to inclement weather or unforeseen circumstances, players will NOT be liable for the cost of the court, and credits will be issued where required. Block bookings can be cancelled by players if more than one week's notice is given.

G4 - When SATC makes a cancellation

When SATC makes a court booking or programming cancellation, participants will be notified by email. Players will be credited for cancelled court time or programming through their SATC account.

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 one or more of the following ways as soon as possible:

- social media
- push notifications through TennisNS app
- mailchimp email blast

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

G5 - Cancellation Policy

Courts must be cancelled with at least 24 hours notice. Players will remain

responsible for the court fee for courts cancelled within 24 hours.

Anyone who withdraws from a program will receive a prorated refund for the classes remaining in the session. Players will remain responsible for the individual class fee if cancelling within 24 hours of the beginning of the next class.

G6 - Refund Policy

Refunds will be issued in situations where players are eligible. This will be solely at SATC management discretion.

G7 - Instruction

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

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 SATC at closing time
- vacating your court promptly when your time is up
- wearing appropriate athletic clothing and proper athletic footwear for the court surfaces
- leaving the court tidy and ensuring garbage has been properly disposed
- keeping any music to a respectful volume, and not disturbing other players

G10 - Food and Drink

Drinks can be taken onto the court providing they are in a sealable container. Food is not permitted on the courts.

G11 - Child Supervision

Children 12 years and under must be supervised while on the premises unless involved in an on court program.

G12 - Gymnasium

All players may use the gym area at their own risk. This area is unsupervised. Please tidy up the area after use. Children 14 years and under may only use the gym area under the direct supervision of a parent or guardian.

G13 - No Smoking

The SATC 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.

G14 - Expulsion and Suspension of Players

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

G15 - 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 Front 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.

G14 - Other Policies

The SATC 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 SATC and its players.