Sobeys

ATLANTIC TENNIS CENTRE

Policies and Procedures Manual

13th Edition (October 2026)

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://novascotia.tenniscanada.com/sobeys-atlantic-tennis-centre/
Booking Site: https://satc.clubautomation.com/

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. Andrew Oxner - Tennis Nova Scotia Chief Executive Officer
andrewoxner@tennisnovascotia.com

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

Mrs. Hilda LaPierre - TNS Director of Finance
hildalapierre@tennisnovascotia.com

Ms. Molly Pineau - TNS Director of Competition and Communications
mollypineau@tennisnovascotia.com

Ms. Laurel MacAdam - SATC Facility and Customer Relations Director
laurelmacadam@atlantictenniscentre.ca

A4 - Coaching Staff

Mr. Roman Kucherenko - Director of Competitive
Coach 3
romankucherenko@atlantictenniscentre.ca

Mr. Dany Veremeichuk - Head of Competitive
Coach 3
danyveremeichuk@atlantictenniscentre.ca

Ms. Marijke Nel - TNS Technical Director
Coach 2
marijkenel@tennisnovascotia.com

Mr. Gabe Girard - Director of Recreation
Club Pro 2
gabegirard@atlantictenniscentre.ca

Mr. Roger Cochrane - Head of Participation Development
Club Pro 2
rogercochrane@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 - Senior Tennis Player Card

The Tennis Player Card cost is $299 + tax and is valid for 12 months from the date of purchase. This can only be paid in full (no monthly payment option). This is only available to players 65 years of age and older.

B3 - Tennis Player Card Benefits

The adult and senior tennis player card gives players access to:

- Cleve's 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
- 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 SATC.

B4 - Outdoor Tennis Player Card

The Outdoor Tennis Player Card cost is $100 + tax and is valid for 12 months from the date of purchase. This can only be paid in full (no monthly payment option).

Note: If you already have a Tennis Player Card, you currently have the benefits of the outdoor player card as well, so you do not need to purchase the outdoor player card.

B5 - Outdoor Tennis Player Card Benefits

The outdoor tennis player card enables players to access the outdoor courts at SATC for free, participate in and secure outdoor court block bookings, and have access to 7 day advance court bookings. Players with this player card can play indoors but will only have general public level access.

B6 - 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.
- Cleve's 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.

B7 - 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.

B8 - Pickleball Player Card

The Pickleball Player Card cost is $200 + tax and is valid for 12 months from the date of purchase. This can only be paid in full (no monthly payment option).

B9 - 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
- Cleve's 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.

B10 - Player Cards Non-Refundable

Player Card fees are non-refundable. However, if within 10 days of purchasing a Player Card a player changes their mind and wishes to cancel their Player Card, all paid funds will be refunded less any discounts obtained while using the Player Card benefits, and there will be a $25.00 administrative fee charged. In the case of injury that prohibits a member from active play, a pro-rated refund will be considered.

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-10pm
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
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	$11 + HST
Indoor Hard	Non-Primetime	$30 + HST	$41 + HST
	Primetime	$35 + HST	$46 + HST
Indoor Clay	Non-Primetime	$32 + HST	$43 + HST
	Primetime	$39 + HST	$50 + HST
Pickleball	Indoor	$13-$18 + HST	$19-$23 + HST
	Outdoor	Free	$11 + HST

Fees are for one court for one hour. Players divide the cost of the court between them. Court/Block Bookings are for a minimum of two players.

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. Must be reserved ahead of time to ensure availability. Players are welcome to bring their own ball machines if they wish.

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 court fees, clinics, programs or events, all payments must be made to SATC 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 info@atlantictenniscentre.ca.

F2 - Tennis Private, Semi-Private, Group Lesson Rates (per person)

Player Card Rates

Certification	Private	Semi	Group of 3	Group of 4+
Instructor	64	37.00	28.00	23.50
Club Pro 1	69	39.50	29.67	24.75
Club Pro 2	74	42.00	31.33	26.00
Coach 2 / Club Pro 3	79	44.50	33.00	27.25
Coach 3	84	47.00	34.67	28.50

General Public Rates

Certification	Private	Semi	Group of 3	Group of 4+
Instructor	74	42	31.33	26.0
Club Pro 1	79	45	33.00	27.3
Club Pro 2	84	47	34.66	28.5
Coach 2 / Club Pro 3	89	50	36.33	29.8
Coach 3	94	52	38.00	31.0

F3 - Pickleball Private, Semi-Private, Group Lesson Rates (per person)

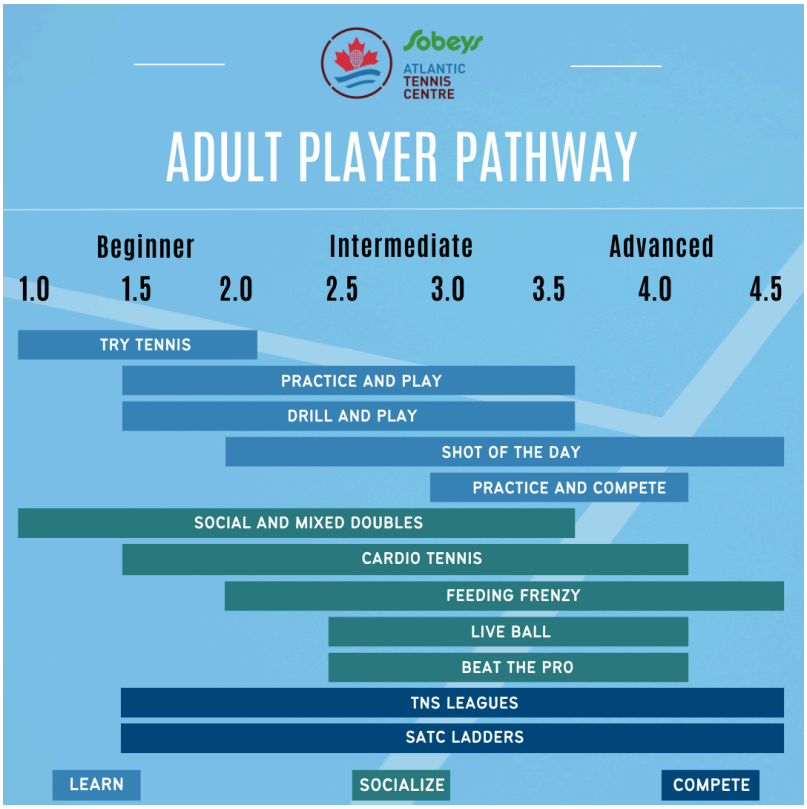
Player Card Rates

	Private	Semi	Group of 3	Group of 4+
Instructor 1	54	32.00	24.67	21.00
Instructor 2	59	34.50	26.33	22.25
Club Pro 1	64	37.00	28.00	23.50
Club Pro 2/Coach 1	69	39.50	29.67	24.75

General Public Rates

	Private	Semi	Group of 3	Group of 4+
Instructor 1	64	37	28.00	23.5
Instructor 2	69	40	29.66	24.8
Club Pro 1	74	42	31.33	26.0
Club Pro 2/Coach 1	79	45	33.00	27.3

F4 - Adult Pathway



F5 - Junior Pathway



F6 - 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.

Practice and Play
Join our program to master the art of building points with confidence and using strategic patterns to outmaneuver your opponent. Turn defense into attack, learn to recover to the correct position, and embrace percentage tennis to significantly elevate your performance. Under the expert guidance of our seasoned pros, you'll participate in level-specific live-ball drills designed to sharpen your skills, followed by point play to put your training into action. Each session ensures a maximum of 4 players/court to maximize playing time, providing an ideal environment for improvement and growth. Up to 12:1 Player-to-Coach ratio.

Practice and Compete
Our advanced tennis program is tailored for competitive players aiming to enhance their game. You'll learn to convert defense into offense, master strategic positioning, and use percentage tennis to gain an advantage. Guided

by experienced pros, sessions include focused live-ball drills to improve your skills and tactical understanding. Following the drills, you'll participate in league matches to test your abilities in real-game scenarios. With a maximum of 4 players/court, each participant benefits from extensive playing time and individualized coaching, fostering an ideal environment for skill enhancement and competitive growth. Up to 12:1 Player-to-Coach ratio.

Drill and Play
Elevate your game and refine your skills to boost your on-court performance. Our clinic offers a comprehensive approach to tennis, blending technical instruction, tactical strategies, and dynamic drills. Guided by our experienced coaches, you'll participate in drills that target essential aspects of your game, such as stroke mechanics, footwork, and strategic play. Each session includes dead-ball exercises to ensure ample repetition, followed by live-ball drills that mimic match conditions, allowing you to apply new skills in realistic scenarios. We maintain a player-to-coach ratio of up to 6:1 for personalized instruction.

Cardio Tennis
Cardio Tennis is a high-energy fitness session combining tennis drills with cardiovascular exercises and upbeat music, providing a comprehensive full-body aerobic workout. Elevate your heart rate, burn calories, and improve your tennis skills simultaneously! At SATC, our Cardio Tennis program offers a fun and engaging group workout, open to players of all fitness and ability levels. We maintain a player-to-coach ratio of up to 8:1 to ensure a supportive and dynamic experience.

Live Ball
Live Ball is a coach-led doubles point play session featuring a mix of live-ball games that mimic real match situations, offering a dynamic and engaging experience. This session is ideal for players at a 2.0 level and above. We maintain a player-to-coach ratio of up to 6:1 to ensure personalized attention and development.

Shot of the Day
"Shot of the Day" is an instructional class focused on enhancing one specific shot per session. Through a combination of feeding drills and cooperative play, players will work to improve their technique and execution of the selected shot. The class maintains a 6:1 player-to-coach ratio for personalised instruction.

Feeding Frenzy
Experience an immersive and intensive drill session designed to push your

limits and refine your skills through repetitive practice. This high-energy class involves continuous feeding, creating a fast-paced and challenging environment that keeps you engaged and focused. With a steady flow of incoming tennis balls, you'll enhance your abilities and stay energized throughout the session. We ensure personalized attention with a player-to-coach ratio of up to 6:1.

League
Compete in structured matches against players of similar skill levels, with standings and rankings updated weekly. Experience the thrill of competition while improving your game in a supportive and engaging environment.

Social Doubles
Player-led Social Doubles program, where you can meet players of similar skill levels in a relaxed, friendly environment emphasising camaraderie, sportsmanship, and fun. We provide various format options, but you choose what suits you best.

Try Tennis
This is our oldest and signature program, perfect for those new to tennis or returning after a long break and in need of a refresher. You'll master all the basics and fundamentals, ensuring you can step onto the court with confidence. The class features a 6:1 player-to-coach ratio, ensuring individualised attention for each participant.

Beat the Pro
Step onto the court and challenge one of our skilled tennis professionals in a King of the Court format. Show off your best shots and strategic moves to outplay the pro, and earn ultimate bragging rights with each victory! 4:1 Player to Coach Ratio.

F7 - Kids Tennis

Discover the joy of tennis with our Progressive Tennis program, tailored for children of all ages. Utilising age-appropriate equipment, including modified balls, racquets, nets, and smaller courts, this program ensures that young players can easily engage in rallies and grasp the basics of tennis. This method promotes faster skill development and smooth progression to playing on a full-sized court. Endorsed by Tennis Canada, Progressive Tennis is being implemented across the country to offer more young athletes its numerous benefits. Participants will also learn the rules of the game and embrace "Good Sport" behaviours. With a maximum player-to-coach ratio of 6:1, each child receives focused and personalised coaching.

F8 - Junior Competitive

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 Competitive Manager, Roman Kucherenko.

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 - Booking and Attendance Policy

All bookings must be made under the name of the individual who will be using the service. Bookings are non-transferable unless prior approval has been granted by facility staff. If someone other than the named individual arrives for a booked service without prior authorization, they may be denied access.

G3 - 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.

G4 - 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.

G5 - 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 through their SATC account. If programming is cancelled we will do our best to reschedule if possible but will not issue refunds or credits.

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.

G6 - 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.

G7 - Refund Policy

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

G8 - Instruction / Organized Play

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

G9 - Balls

Players are allowed to bring up to 9 tennis/pickleball 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.

G10 - Court Dividers

Players are allowed to put the court dividers up between courts (where available). If one court requests the divider and the adjacent court does not, the divider will be put up.

G11 - Equipment Room

Players are not permitted to take any equipment from the equipment closet: tennis balls, ball baskets, tennis racquets, pickleball racquets, etc.

G12 - 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

G13 - Food and Drink

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

G14 - Child Supervision

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

G15 - 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.

G16 - 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.

G17 - 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.

G18 - 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.

G19 - 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.