



MEMBER HANDBOOK & CLUB POLICIES

Updated May 1, 2025

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Welcome to the Bellingham Training & Tennis Club!

We want to help you feel involved and comfortable right away. This handbook has tons of information about how the Club works. If you have any more questions, please ask!

VISION STATEMENT

To help our Members and Guests live healthier and happier lives.

MISSION STATEMENT

We help you achieve the fitness you want in a place that you love

CLUB CORE VALUES

Build Confidence: We want to help you feel vital and confident at any age; through the way you move, how you feel, what you learn, how you perform, and connecting with others.

Bring Care: We are professionals who honor personal responsibility, live with integrity, and create connections with each other and within our Club community.

Always Improve: We are always striving to improve; in our facilities, knowledge, programs, and service so we can continue to help you and ourselves make meaningful improvements and become the best that we can be.

Serve First: We give a warm welcome to all who enter and seek excellence in customer service while keeping the well-being of the company at heart.

Have Fun: We strive to be the best part of your day. Enjoy life, smile big, and laugh more!

B TTC Member Handbook & Club Policies

From the Owners: Doug & Robin Robertson

Our primary focus is to help you get the most out of life and have a wonderful experience each time you enter our Club. We want to help you reach your goals – whether you are just starting a fitness program, rehabilitating after an injury, learning the game of tennis, or reaching for a higher level of performance and competition. We want you to *use* your Membership – because you actually have to use it to feel good and get the results you are looking for.

We also believe that everyone can learn and benefit from professional instruction in the fitness center and on the tennis court. We offer personal trainers, tennis professionals, and sophisticated assessment tools to help you define your strengths and eliminate your weaknesses. Your instructors will work with you to create a program specific to your individual needs so you don't waste time doing the wrong thing. This customized attention will help you see your progress as you reach goals.

We think you'll love our friendly, motivating, and uplifting environment. We want you to feel welcomed every time you walk through our door. As a home away from home, where everyone knows your name, our staff will help you feel more comfortable by introducing you to other Members, making sure you know how to use the equipment, and answering any questions you have about the Club. We figure if you enjoy the atmosphere where you exercise, you'll be more likely to get here. Once you are here, we'll help take care of everything else. Our equipment is top of the line, our programs are creative and well designed with our Members' needs in mind, and our staff and instructors participate in continuing education to bring you the best our industry has to offer.

Your exercise time is really all about you. The thing about exercise is that it is kind of like brushing your teeth; you can't store it up. Visiting us regularly will help you maintain good health. Whether it's playing a game of tennis with newfound friends, laughing as you pedal along in cycling class, or taking one of our treadmills to its limits, your time at the Club is probably the best and most important thing you do for yourself all day long. We'll do what we can to make your time and experience here enjoyable.

We love what we do and are always looking for ways to improve. Please let us know at anytime if you have ideas that can help us fulfill our mission to help you to become healthier and happier.

Sincerely,

Doug & Robin Robertson

Est. 1973.....Owners since 2000

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GUIDING PRINCIPLES

As a family owned Training & Tennis Club, our priorities are to:

- Welcome every Member and Guest with a warm smile, a personalized greeting and a helpful attitude.
- Establish a relationship with all Members and Guests and do our best to introduce Members and Guests to one another.
- Provide our Members and Guests with answers to their questions and provide the resources you need.
- Offer an accessible approach to tennis, fitness, and overall health that includes cardiovascular fitness, muscular strength and endurance, flexibility, nutrition, stress management, and lifestyle considerations.
- Develop fun, safe, and effective programs that offer variety in the RIDE Studio, on the TENNIS courts, in the STRONG and ZONE training areas, and beyond! We will continue to create and implement unique programs tailored to the specific needs of our Members.
- Offer Club events, socials, competitions, and adventures so you can enjoy an active lifestyle.
- Uphold professional certifications and trainings for staff to provide the best possible services and programs for our Members and Guests. We always have at least one staff member present who is certified in CPR, first aid, and use of the AED (automatic external defibrillator.)
- Operate the Club in an effective and efficient manner to ensure we have accurate information and documentation for Members ' accounts and scheduling of appointments.
- Ensure that our Club is clean, organized and presentable every day. We aim to attend to and repair any malfunctions or problems on the Club property as quickly as possible.
- Make meaningful improvements throughout the year to our Club facilities, Member services, programs, and amenities.
- We, too, will practice what we preach: exercise on a regular basis so that we can also be healthier and happier!

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CLUB HISTORY ...IN BRIEF

- Est 1973 Bellingham Indoor Racquet Club
- 1980's & 90's The Fairhaven Club
- May 2000 Bellingham Tennis Club & Fairhaven Fitness
- May 2017 new name...remodel...expansion....now **Bellingham Training & Tennis Club**

Long before tennis came to Bellingham, another sport was popular in Fairhaven. The current site of the Club formerly housed a bordello! It was merely one of several in the early, tough days of pioneer Fairhaven.

By 1973 the site of the Bellingham Tennis Club was a vacant lot owned by two brothers, Vincent and Brantley Davis. They happened to chat with avid tennis player and promoter Bob Chronister, who owned a grocery store in Fairhaven, about how to develop the lot. After their own research and encouragement from local tennis enthusiasts, they were ultimately convinced to build an indoor tennis facility. The original building was to hold four indoor courts with a lobby, member lounge, and locker rooms. They hit a serious snag during construction when the morning after all the building framework was erected, all of the steel girders had fallen over like dominos. After assessing the damage, it was discovered that someone had removed all of the nuts from the bolts that held the girders in place. No one was arrested, but fingers pointed toward a labor dispute during construction. The "Bellingham Indoor Racquet Club" finally opened its doors on December 16, 1973.

Throughout the years, the Club has been owned by several groups:

- 1973 - 1982: Owned by the Davis brothers
- 1982 - 1986: Owned by the Davis brothers, managed by Parc Athletic
- 1986 - Mid 1990s: Owned by Rick Dvorak, Gary Nelson, and Jon Allsop
- Mid 1990's - 2000: Rick Dvorak bought out partners Nelson and Allsop
- May 1, 2000 - Present: Owned and operated by Doug & Robin Robertson

One of the first things that Doug and Robin accomplished was to add the 5th tennis court by expanding the west wall of the building in the summer of 2001. This made all the difference in the world for offering courts to Members while allowing enough court space to also create a strong junior tennis program through tennis clinics and lessons. It took three years to rebuild the Club's reputation and build our Membership. This was accomplished by hiring great staff, developing high quality programs, and cleaning up the facility. The Robertsons continue to invest in the Club with new equipment, programs, and facility upgrades including a major renovation in 2016-2017, and 2500 sf expansion in 2018 for the ZONE group training and additional offices.

About Club Owners Doug & Robin Robertson

Doug and Robin were married in 1988 but had met a dozen years before while working at a restaurant during their high school years in the Seattle area. It's a long story, but they can commend a mutual friend for helping them finally get together. They have two children and say that their daughter, Elena, and son, Foster, grew up much too fast.

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Doug graduated from Willamette Law School with his undergraduate degree in economics from Lewis and Clark College. He practiced law since 1986 and was a partner in the Belcher, Swanson Law Firm. In 2015 Doug closed his practice to start a new career as a professor of politics, history, and social sciences. Robin is a graduate of Huxley College at Western Washington University with a degree in Environmental Science. She worked for many years as a waste reduction and recycling specialist. In 1990, Doug and Robin both left their jobs to travel by bicycle for nearly a year through New Zealand, Australia, Southeast Asia, and Europe. It was during these travels that they decided to make their new home in Bellingham.

How & Why the Robertsons Bought the Club

The Robertsons moved to Bellingham in 1991. One of the first things Doug did was join the tennis Club; tennis has always been a joy in his life.

In the late 1990s, Doug represented an individual who wanted to buy the Club; the deal fell through for a variety of reasons, but Doug had a tickle in the back of his mind about the possible sale of the Club and the negative implication for the future of indoor tennis.

Seeing an impending tennis crisis and real estate investment opportunity, the Robertsons finalized the deal to buy the Club on May 1, 2000. Not only was it a good investment in land, but they wanted to preserve and re-establish tennis in our community. They both knew if this tennis Club disappeared, that would be the end of indoor tennis. Robin agreed to manage the Club while Doug kept his “day job” to pay the bills. .

Doug and Robin are life-long fitness enthusiasts, so operating a fitness and tennis Club meshed well with their philosophy. Doug started playing tennis with his dad when he was in elementary school and continued to play competitively through high school and college. Ironically, Robin doesn’t play tennis because of a bad set of knees (she’s had 12 knee surgeries to date) but continues to love riding her bike and doing other low-impact activities. Robin and Doug share a love of adventure cycling and keeping healthy and fit together.

Both Doug and Robin understand and believe in the physical, mental, and social benefits of exercise throughout life and want to share that passion with all of our Club Members and community. They truly believe in the Club’s vision to help us all live healthier and happier lives.

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CLUB INFORMATION

Regular Hours (Labor Day to the day before Memorial Day)

Monday – Thursday 5:30 am – 10:00 pm
Friday 5:30 am – 9:00 pm
Saturday & Sunday 7:00 am – 9:00 pm

Summer Hours (Memorial Day to Labor Day)

Monday – Thursday 5:30 am – 9:00 pm
Friday 5:30 am – 7:30 pm
Saturday & Sunday 7:00 am – 7:30 pm

Holiday Schedule

New Year's Day (Jan 1st) – Closed
Martin Luther King Day (January) – Open regular hours
Presidents Day (February) – Open regular hours
Easter – Closed, no classes
Ski to Sea Sunday (Day before Memorial Day) – Closed
Memorial Day (Last Monday of May) – Open 7:00 am-6:15 pm (No classes)
Independence Day (July 4) – Closed
Two to four days in summer TBD – Closed for "Club Scrub" Annual Maintenance
Labor Day (September) – Closed
Columbus Day/Indigenous People's Day (October) – Open regular hours
Thanksgiving Day (November) – Closed
Day After Thanksgiving Day (November) – Late Open 9:30 am (No classes)
Christmas Eve (December 24) – Early Close at 12:00 pm (No classes)
Christmas Day (December 25) – Closed
Boxing Day (December 26) – Late Open 9:30 am (No classes)
New Year's Eve (December 31) – Early Close 6:15 pm

Closing Early: If no Member or Guest is in the Club 30 minutes prior to closing time, the Club will close up to 30 minutes early.

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Club Etiquette

We ask that all members and guests are respectful and follow basic rules of good manners ...you know, treat others as you would have them treat you. Disregarding our Club rules and etiquette may result in loss of Club privileges.

- **Fragrance Free Zone.** Many people are allergic or sensitive to perfumes, colognes, and scented body lotion. When you get hot and sweaty your scent gets magnified. Please don't wear scents into the Club.
- **Respect each other.** This is a great place to meet new people and make new friends. We ask for respect in conversations among members and our team.
- **Respect the facility.** Please use equipment as it was intended and ask if you have any questions. If you see that something needs repair or is amiss, please notify the front desk so we can take the appropriate action.
- **Limit cell phone use to the lobby.** We want the Club to be a safe and rejuvenating space.
- **Membership Card & Check-In:** All Members and Guests are required to check-in at the front desk prior to using the Club. Check-in can be done automatically by scanning your Membership card, scanning your membership code on the BTTC app, or by notifying staff at the front desk.

In case of Pandemic (e.g. Covid in 2020-2021)

Our business must comply with all local, state, and federal mandates and restrictions. We may be required to close or to operate with limited capacity and services. We will always do our best to serve you while keeping a clean and safe environment. Special restrictions or requirements will be announced.

Guests

Members are invited to bring Guests to the Club and will be assessed the current Guest Fee unless the Guest presents a pass or pays for themselves. The same person may play tennis at the Club as a Guest up to six (6) times per calendar year; after that we will politely ask them to join the Club! There currently are no limits on Guest use of the fitness area.

Prior to using the Club, all Guests must check-in and complete the Information Form & Waiver with proof of identification provided, along with any other Club required protocol. For tennis, Guests are required to play with Members; Guests are not allowed to use the tennis courts on their own.

Club Newsletters & Email Notifications

Each week **BTTC** sends newsletters and notifications which highlight past or upcoming events and activities. Members are invited to submit information for the newsletters.

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Club Website

Find the latest Club information on our website: www.BTTC.fit. This website also has access to our online portal for court and class reservations and other information.

Club APP

Download our free “Bellingham Training & Tennis” APP from Google or Apple. Use this APP to check-in at the Club (no key tag needed!), make or cancel reservations, make sign-up for clinics and classes, check court and class availability, and get live updates and notices.

Towels

Workout and shower towels are available to Members and their Guests. When finished with your towel, please place it in one of the used towel bins found in the fitness areas, locker rooms, or lobby. We like our towels to stay here! If you find you’ve taken one home by accident, please return it on your next visit. This will help us keep our costs down.

Lockers

The locker rooms contain three classifications of lockers: “RESERVED”, “AVAILABLE”, and “DAY USE ONLY” lockers. “Available” lockers are available for monthly or annual reservation for a nominal fee. If you wish to reserve a locker, you must submit a locker request through Member and Guest Services. “DAY USE ONLY” lockers can be used by Members and Guests on a daily basis at no cost. The contents of “DAY USE ONLY” and “AVAILABLE” lockers will be removed each night after the Club closes.

With any of the lockers or personal property, neither the Club nor the Club’s agents or employees shall be responsible for damaged, lost, or stolen articles of clothing or other personal property of any Member or Guest. Members and Guests are advised against storing valuable personal belongings in the lockers. Please keep your locker secured at all times. If a problem exists or if the Club is concerned about the contents of any locker, the Club reserves the right to open the locker. The contents will be retained for the owner to pick up within 30 days. All unclaimed items will be donated to charity after 30 days.

Dry Saunas

The dry saunas in our locker rooms are a great way to relax. Please do not put your clothes or shoes in the sauna to dry or warm up – the odors from clothes and shoes linger long after you have gone!

These are DRY saunas; pouring water on the rocks can cause an electrical malfunction. Remember to remove anything taken into the sauna (i.e. magazines, towels, water bottles, etc.) so as to reduce the risk of fire. Members must be 16 years of age or older to use the dry saunas.

Please obey the sauna rules posted at the sauna door.

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Club Attire

Clean shirts, shorts, athletic pants, or skirts, and shoes are required and must be worn at all times. Only non-marking court shoes are allowed on the courts. No jeans are allowed on tennis courts. Athletic attire and clean, closed-toe shoes must be worn in the fitness areas.

Alcohol, Smoking, Cell Phones, and Pets

- No smoking is allowed on the Club property.
- Alcoholic beverages are only permitted at Club-sponsored activities.. These are subject to the requirements instituted by the Club, including:
 - Members /Guests may not bring their own alcohol to the Club
- Members shall not use the Club and its facility when under the influence of alcohol or other drugs.
- The Club has the right to refuse entry to anyone under the influence of alcohol or other drugs.
- Cell phone use is permitted only in the lobby...please be considerate of others.
- Pets are not allowed in the building except for service animals.

Children Under the Age of 12

Children under the age of 12 may not be left unattended in the Club unless said child is enrolled in and attending one of our programs. We do not offer childcare service and cannot be responsible for watching your kids while you exercise. Children are permitted to sit on the tennis court and watch a parent play as long as they are well-behaved and it's ok with the other players. Children under age 16 are not permitted in any of the fitness areas unless approved by the Club.

For children in our tennis clinics or lessons, parents are expected to wait with children prior to the start of the clinic or class and pick-up promptly at the end of the lesson. Parents are welcome to wait in our lobby or may observe on the courts.

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MEMBERSHIP JOINING & TYPES

Membership Types are subject to change. For the most current listing, please check with our Member and Guest Services team or see our current Membership flyer.

Membership Types

We offer a number of different Membership types to meet your needs. Please inquire at the front desk for current pricing.

All Memberships Include

- Exclusive invitations to Members only events
- Personal Training and Tennis Lessons at our deepest discounts*
- Discounts on many services*
- Membership caps to ensure plenty of tennis court play time and equipment available for use
- Cooled towels with refreshing essential oils for your post-workout enjoyment
- Locker rooms with towel service, dry saunas, day use lockers, and stocked full of amenities
- Relaxing member lounge with coffee, teas, a fireplace and free wi-fi

**Member discounts cannot be shared or applied to services for non-member family or friends.*

Club Memberships

Club Fitness: Includes access to the fitness areas for workouts on your own.

Club Tennis: Includes privileges of Club Fitness Membership plus tennis court privileges.

Training Memberships

Training Fitness: includes unlimited access to group training classes plus access to the fitness areas for workouts on your own.

Training Tennis: Includes the privileges of Training Fitness plus tennis court privileges.

Family Memberships: Add your children with our deeply discounted CHILD Memberships (one parent must hold current Membership to add a child)

Club Fitness Child: Ages 16-18; additional 60 minute Personal Training session is required to get started.

Club Tennis Child U10: FREE Children under 10 years old are FREE when playing on a court with a Tennis Member parent.

Club Tennis Child 10-18: includes 2 Advance Reservations +1 Same Day per day. Available only to children of Tennis Members. To use the fitness areas, must be 16+ and have completed an additional Personal Training session.

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Student (Limited) Memberships: age 16+

- Student Fitness Memberships: allows access to our fitness areas for workouts on your own.
- Student Tennis Memberships also allows access to the tennis courts per the student with limited tennis reservation policies (please see court reservation rules for membership type).

Trial or Limited Memberships

We may offer a “one-time only” trial Membership or limited Memberships. Please inquire at the front desk for current offerings.

MEMBERSHIP TERMS

1. Acceptance of Risk/Waiver of Liability

All Members are required to sign the Club’s Information Form and Waiver.

2. Joining Package/Initiation Fee

The Initiation Fee is a one-time fee paid by an individual that allows the individual to become a Member of the Club. If the Member’s membership is voluntarily or involuntarily cancelled, the Member will be required to pay an additional Initiation Fee to rejoin the Club. Under no circumstances (other than 3a, below) is any portion of this amount refundable.

3. Membership Cancellation, Renewal and Termination:

3a) Member's 30 Day Right to Cancel: If you wish to cancel your Membership without penalty, you may cancel it by emailing, delivering or mailing a written notice (see 3d). The notice must say that you do not wish to be bound by the contract and must be received before midnight of the thirtieth day after the commencement date on your contract. If you cancel within your first thirty days, the Club will return to you within thirty days of receipt of your cancellation notice all amounts you have paid toward dues and initiation, less all other separate charges. You will be charged for any gift certificates or services received as a part of your Membership.

3b) Automatic Renewal: Every Membership automatically renews as the same type of Membership at the end of the first term and continues until you provide us notice that you wish to terminate (see 3d).

3c) Early Termination of Membership:

i. Annual Membership with Monthly Payments. To early terminate an Annual Membership with Monthly Payments, you must send notice of such early termination (see 3d). Upon this notice the Club will convert the one-year agreement to a “Month-to-Month” Membership, charge the difference in monthly dues for each of the months of the

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Membership to effective date of the termination, and charge for any discount received on initiation and for any special products or services received as part of the one-year offer.

ii. Trial or Student Memberships: no refunds or early cancellations are allowed for Trial or Student Memberships. **AUTO RENEW** - If you select the option (if presented) to auto renew your Trial or Short Term membership, it will automatically renew at the end of each term. To terminate the auto renew, written notice must be received by 7 days prior to your auto renew date. Written notice may be submitted at the front desk, by email to office@bttc.fit, or by USPS mail to Bellingham Training & Tennis Club 800 McKenzie Ave, Bellingham, WA 98225. Cancellations cannot be retroactive.

3d) Termination Notice:

For termination, you must provide the Club written notice of termination on or before the 23rd day of the month for the termination to be processed and effective on the 1st day of the next month. No retroactive Membership terminations are allowed. Notice of termination must be made in writing and must be done by completing the cancellation form at the front desk or by written notice sent through email, or postal service to General Manager, BTTC 800 McKenzie Ave, Bellingham, WA 98225, or email office@betrainingtennis.com.

3e) Suspension, Abatement, and Involuntary Cancellation:

i. Suspension: Members whose payments (including all late fees assessed) are in arrears for thirty days or longer may, in the sole discretion of the Club, have all Membership privileges suspended. Such suspension shall continue until all sums due and owing to the Club have been paid, at which time Member privileges shall be reinstated. The Club will not extend the duration of Member's pre-paid Membership for all or any part of such period of suspension.

ii. Discretionary Abatement: Members who are found to break Club rules or policies, show disrespect to Club employees or Members, or cause harm to Club property, may, in the discretion of the Club, have their Membership revoked or terminated. All sums due and owing, including compensation for damages to the Club, at the time of abatement are required to be paid.

iii. Involuntary Cancellation: The Membership may be terminated at any time by the Club if the Member fails to abide by all of the terms and conditions of the Club. Members whose payments are in arrears in excess of forty-five (45) days may, in the sole discretion of the Club, have their Memberships cancelled. Members who have had their privileges to use the Club suspended more than once in any twelve-month period may have their Membership cancelled. The Club shall provide a Member with written notice of such involuntary termination.

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4. Holds and Changing Membership Level

We can make changes to your Membership based on the agreement you signed.

4a) All requests for changes to memberships must be made in writing by completing one of the following:

- i. Complete our form at the front desk
- ii. Send an email (office@bttc.fit)
- iii. Post or hand deliver a letter to the Club: 800 McKenzie Ave, Bellingham, WA 98225

4b) Timing for requests:

- i. To downgrade membership type, hold, or cancel membership, request must be received in writing by the 23rd of the month for it to become effective as of the 1st of the next month or thereafter. Members in the first year of contract are bound by (3c) above.
- ii. All requests to upgrade Membership type mid-month will be processed within a week of submittal.
- iii. Changes to memberships cannot be retroactive.

4c) Adding Family Members

A new agreement is required to add a spouse/partner to your Membership with the appropriate initiation and dues rates based on the type and term of Membership selected. New adult and child Memberships may be pro-rated for the first month. To add a membership for a dependant child ages 18 and under, complete the "Add Child to My Membership" form. For a child home from college who wants to use the Club, we can establish a month-to-month Membership for a minimum of one calendar month. The first month can be pro-rated, and the rest of the months are full months.

4d) Changing Membership Type or Level

Want to adjust your type and/or level of Membership? Its easy! Just ask about the "Membership Change Request Form" at the front desk.

4e) Membership Holds

We offer two types of holds: Medical and Out-of-State Travel. We do not offer holds for partial months, retroactively placing your membership on hold or any other reason. Please make your request in writing using the "Member Change Request Form". Memberships may be put on-hold up to 6 months in the calendar year. You may request an extension for extenuating circumstances.

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When you are on hold, you will not have any use or reservation privileges at the Club. Any reservation booked while you are on hold will incur the guest fee, even if the date of the reservation is after your membership has reactivated.

For Members in their first term of an Annual Membership agreement, any hold will extend the renewal date of your membership by the number of months on hold.

i. Medical Hold

If you are injured or ill, you may place your membership on Medical Hold. Hold fees will apply.

For Tennis Members, if you are injured and unable to play tennis, you may want to continue your rehabilitation by changing your Membership from tennis to fitness during your rehabilitation period. Membership changes may be made for a minimum of one calendar month.

ii. Travel Hold

Travel holds are a courtesy for Members who are traveling out of state and are not available for any other reason. Hold fees will apply.

5. Authorization for Automatic Payment

By joining with a Membership at the Club, the Member authorizes the Club to use the method of payment that Member has on file (accepted credit cards or bank account withdrawal) to automatically pay all of Member's account charges arising out of Member's Membership each month. The Member shall review each month's billing statement and immediately notify the Club regarding any errors.

House Charges: We are happy to "run a tab" for you. All unpaid house charges will be automatically cleared to your form of payment on file on the 1st of each month. You are also welcome to pay as you go or pay your account prior to the 1st of the month if you do not wish us to automatically charge your account balance to your form of payment on file.

Late Fees: Each payment past due will be subject to a delinquency charge of \$20.00. If payment is not received by the 18th of the month, a \$20.00 late fee will be applied. If payment is still not received by the 26th, an additional \$20.00 delinquency fee will be charged, and the membership will be suspended until the balance is paid in full.

Returned Checks: A fee of \$25.00 will be assessed for returned checks.

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FITNESS INFORMATION

Strength and cardio training will improve your health and help you stay injury free! We encourage all Members to establish a fitness routine to improve overall strength and cardiovascular capacity. Be sure that you have your doctor's approval before starting or changing your fitness routine.

FITNESS ETIQUETTE

We ask that all members and guests are respectful and follow basic rules of good manners ...you know, treat others as you would have them treat you. Disregarding our Club and Etiquette rules may result in loss of Club privileges.

- **Fragrance Free Zone.** Many people are allergic or sensitive to perfumes, colognes, and scented lotions. When you get hot and sweaty your scent gets magnified. Please don't wear scents into the Club.
- **Keep it Clean!** Spray the yellow towel, not the equipment. When you are finished, use the towel to wipe down the hand grips and seat (and anything else you may have touched or sweat on) as a courtesy for the next user. Of course, we have a regular cleaning schedule, but this "in between clean" really helps for each person. Thank you!
- **Be Polite.** Profanity or rudeness will not be tolerated.
- **You must wear headphones or earbuds** if you are listening to your own phone or device. The volume should not be heard by others around you.
- **No phone calls** in the workout areas. If you need to take a call, please go to the lobby.
- **Respect equipment.** Don't hog it – if you are doing repeated sets, let others use the equipment between your sets. Sitting on equipment you're not using to talk, text, scroll social media, or take the perfect selfie is disrespectful to the people waiting on you.
- **Be Neat!** Put your equipment away. Re-rack weights properly.
- **Get to Class on Time:** your spot may be given away if you are more than 5 minutes late.

Personal Training

Our Personal Trainers will help you set fitness goals and design a personal fitness program. Personal Trainers provide you with the tools and encouragement to help you make the most of your time while exercising and to reach your goals faster. Our Member and Guest Service representatives will be happy to help you set up a Personal Training session. The fee schedule for Personal Training is available at the front desk.

Fitness Equipment

If you have any questions on use of any piece of equipment, please ask. If you see equipment in need of repair, please immediately inform Member and Guest Services; we do our best to have a quick turnaround for equipment repair and maintenance.

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Keep it Clean

Be a good gym buddy! We provide yellow towels and disinfectant spray: please spray the towel (not the machine) and wipe down the hand grips and seat (and anything else you may have touched or sweat on) as a courtesy for the next user. Of course, we have a regular cleaning schedule, but this “in between clean” really helps for each person. Thank you!

Children

Children under the age of 16 are not allowed in the fitness areas unless previously approved by BTTC.

How to Make a Group Training Reservation

You may reserve a group training class up to 3 weeks ahead. Reservations open at 7pm for all classes 3 weeks in advance. For instance, if you want to book a class on a MONDAY, the reservation for the class would open at 7pm on SUNDAY three weeks prior. Please see our cancellation policies regarding cancelling a group training class.

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TENNIS INFORMATION

We want all of our Tennis Members to enjoy playing tennis and to have access to the courts. Court playing times are set at 75-minute (1¼ hours) intervals. Our reservation policy has been set to allow greater access to court reservation times for all Members. You will find our reservation policy to be one of the most generous in the Northwest.

Court Times (please note, the times are restricted by Club operating hours)

5:45 – 7:00 am	1:15 – 2:30 pm
7:00 – 8:15 am	2:30 – 3:45 pm
8:15 – 9:30 am	3:45 – 5:00 pm
9:30 – 10:45 am	5:00 – 6:15 pm
10:45 – 12:00 (noon)	6:15 – 7:30 pm
12:00 – 1:15 pm	7:30 – 8:45 pm
	8:45 – 10:00 pm

TENNIS ETIQUETTE

We ask that all members and guests are respectful and follow basic rules of good manners ...you know, treat others as you would have them treat you. Disregarding our rules of etiquette may result in loss of Club privileges.

- Respect Court Times. Please do not enter courts while play is in session until the scheduled time.
- Limit Talking. Remember that our tennis courts are shared space; this is NOT the place to catch up on your social life. Constant conversation is annoying and distracting.
- Be Considerate. Loud outbursts interrupt the play on all of our courts. Sounds can be heard from Court 1 all the way to Court 5.
- Be Polite. Swearing or rudeness will not be tolerated.
- Stay on your court. When a ball enters another court do not go into that court to retrieve it while play is going on. Wait for the players on that court to stop and politely ask for the ball.
- On Courts 3, 4, and 5, a maximum of 3 balls per player are allowed. If you want to practice serves or use a bucket of balls, please reserve the ball machine on Court 1.
- Dress Appropriately. Tennis court shoes are required, shirts and shorts/skirts/athletic pants must be worn at all times; no jeans.
- Fragrance Free Zone. Many people are allergic or sensitive to perfumes, colognes, and scented body lotion. When you get hot and sweaty your scent gets magnified. Please don't wear scents into the Club.
- Have Fun! Or at least try to look like you're having fun. Even if you're playing badly, your opponent does not want to see you looking miserable (unless it is competition 😊). No matter what, you are likely to play better if you try to present a positive state of mind.

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TENNIS COURT RESERVATION POLICIES

Definition of Types of Reservations

Advance Reservations

“Advance Reservations” are made on a “rolling” reservation system and include all reservations that exist from “tomorrow” up to 7 days ahead. Advance Reservations include ball machine use, but exclude lessons, clinics, camps, Club leagues, tournaments and other Club sponsored play.

How to Make an Advance Reservation: Reservations open at 7:00am to book anytime of day for the farthest day out (7 days in advance). For example, if today is Monday, reservations open at 7am to make a reservation anytime next Monday (all day).

Other Advance Reservations (made from tomorrow up to 6 days before the desired court time), can be made anytime. For example, if today is Monday and you want to make a reservation during the same week on Tuesday through Sunday, it can be done anytime.

Please note: You are not allowed to edit your court to add players to your Advance Reservation who could not be added at the time of booking because they already used up their share of reservations. This would be an unfair advantage to those players and disadvantage to the rest of our Members.

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Same Day Court Reservations

A court reservation made by a Tennis Member on the day of play before the court start time is considered a "Same Day" court reservation. Same Day court reservations are bookable right up to the court start time.

How to Book a Same Day Reservation: Same Day Reservations can be made via the internet anytime beginning at 12:00am (midnight) on the day of play or by contacting Member and Guest Services during operating hours.

Walk-On Courts

A "Walk-On" Court is any court period (full or partial) that has not been booked by 75 minutes prior to the court start time (see "Court Times" above). A Walk-On Court can be claimed by reserving in person or calling the Club (in-person reservations take priority) at 75 minutes or less prior to the start of the court time. Walk-on reservations for the first court in the morning may be made during the final 75 minutes the Club is open the night before.

Walk-On Court uses are unlimited. Tennis Members, Child Tennis Members (with their parent) and Student Tennis Members (within their court booking allowances) may use as many Walk-On Courts as they wish per day, subject to availability.

How to Book a Court

HOT TIP: Your best chance to reserve the court you want is to reserve your court right at 7am one week before your desired court date (e.g. Monday at 7am for anytime on the following Monday).

Court reservations can be made in person, by phone, online, or through our Club APP. *Court reservations or changes cannot be made by written requests, emails, texts, or a phone message.*

You and all players on the court will receive an email confirmation of your court time. Please call the Club if you receive an email confirmation for a court reservation that you do not wish to keep or did not intend on playing. When the Club is closed for holidays, making reservations will only be available online or through the Club APP.

About Tennis Court Reservations

We get really detailed right here because all of these questions have come to us one way or another in the past. We want to share with you the information that we have told others.

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Court Booking Rules:

- **The Club** reserves the ability to alter the court reservation policies.
- **The “Host” is the Member booking the reservation.** Tennis Members may only book courts as the Host or for their spouse as the Host. Tennis Members may not book a court for their friend as the host.
- **Two names are required to search for and book courts (except when ball machine is selected, then only one name is required.)**
- To book the ball machine, you must select “yes” to Ball Machine (under Advanced Options in the App). There is a daily fee for renting the ball machine or join the 3-month or 6-month Ball Machine Club.
- **All reservations count toward each person’s quota.** All persons who will **play** on the reserved court must be named for each reservation and the reservation counts towards each player’s reservation quota. A minimum of two names are required to make a reservation. You are not allowed to edit your court to add players who couldn’t originally be booked for your reservation (because they already held three Advance Reservations).
- **Adding the name of a member who could not be placed on the original reservation (because they already held their share of reservations) is strictly prohibited and may result in loss of playing privileges.** We consider this “cheating” the rules which is unfair to other Members. This may result in a fine or loss of playing privileges.
- **Each Tennis Membership comes with a reservation quota (see below).** The reservation quotas **are not a guarantee** that you can book all of the courts all of the time, but are the maximum number of reservations allowed. We do have the most generous reservation allowance of any private club in the Northwest.
- **Reservations are non-transferable:** you cannot “give” your reservation to another person. Any changes made to reservations must be made at least 24 hours prior to the court time.
- **Members are allowed a MAXIMUM OF 1 RESERVATION on any one day.** Want to play two times per day? There is an option to pay an “additional court” fee which allows a maximum of two reservations per day. “Walk-on” courts do not count toward your reservation quota.

Court Reservation Quotas Per Membership Type

Adult Tennis Memberships:

- 4 Reservations per 7 day rolling week = 1 reservation “today” plus 3 Advance Reservations. Reservations “Today” can either be a “Same Day” reservation or one of your Advance Reservations that is occurring today. Maximum 1 reservation per day (one Same Day or one Advance Reservation occurring today).

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Club Tennis Child (ages 10-18) Memberships

- 3 Reservations per week = 1 reservation “today” plus 2 Advance Reservations.
- Maximum 1 reservation per day.
- This Membership is discounted by almost 60% from the Adult Memberships. We want your kids to play!
- Only available to a child of active Adult Tennis Member.
- The Child Member must use courts reserved in their name. The Child Member’s name cannot be “used” to hold a court by or for the Parent.

Club Tennis Child U10 Memberships

- Free for children of Adult Tennis Members for ages up to 10 years old.
- Can only book a court with their parent (this counts as a reservation for parent).
- No individual court booking privileges.

Student Tennis Memberships (Restricted Play Times)

- Discounted Membership with restricted play times.
- Can book “Same Day” courts Monday-Friday before 9:30am or 6:15pm or later, and anytime on the weekends.
- Can book up to 2 Advance Reservations on Friday 6:15pm or later and all day Saturday and Sunday.
- Maximum 1 reservation per day.

Making Changes to Your Court Reservation

All changes to reservations (additions, deletions, change of players) must be made at least 24 hours prior to the start of your court time. Failure to make the name change will result in a Guest Fee per player to the court host. Adding players who have already met their reservation quotas is not allowed. Please see the “cancellation policies” at the end of this handbook.

Matchmaking: Matchmaker Notebook and Gameseeker

We want to help you find a match!

Matchmaker Notebook: List your name, NTRP player level, and information about playing times and days so that other Members can find you and you can find them. The notebook is located on the stringing counter at the front desk.

“Gameseeker” Court Reservations: Booking a Gameseeker court is an open invitation for any tennis member (at your selected playing level) to join you on the court. This is a great way to meet new players!

To use this feature, when booking a court, select “Gameseeker” as the 2nd player and choose the appropriate playing level: Gameseeker 2.5, Gameseeker 3.0, Gameseeker 3.5, Gameseeker 4.0, or Gameseeker 4.5. It is important that you choose your playing level so that everyone is satisfied with the game.

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As the host of a Gameseeker reservation, you are willing to accept whomever signs up on your court to play. Please note, using "Gameseeker" to hold a court for your buddies is not allowed.

If you see a court in the future with "Gameseeker", just call Club and request to play on the Gameseeker court. Our team will replace Gameseeker with your name.

Courts reserved with "Gameseeker" will be cancelled 2 nights before the court reservation date if they are not filled with the name of a player (other than Gameseeker).

Ball Machine

The ball machine on Court 1 is available for rent per court period. Members also have the option of joining the Ball Machine Club which allows unlimited use of the ball machine over a set period. Contact Member and Guest Services regarding the current rental rates for the ball machine. All ball machine reservations count as part of your reservation quota.

Lessons, Clinics, Leagues, Classes, & Events

A variety of services are available to Members, often with a reduced fee. Fees must be paid or charged to member's account at the time of enrollment.

Clinics, Camps, & Lessons

Instruction from one of our skilled Tennis Professionals is an excellent way to improve your game. Clinics, Camps, and Lessons are open to Members (and do not count toward your reservation quota) and Guests (Members cannot apply their discount for services for non-member family or friends.)

BTTC Tennis Leagues:

Tennis leagues are a great way to have a guaranteed court for a set period of weeks with light competitive doubles play. We'll mix and match who you play with each week so that you can experience different challenges and get to know others at your playing level in our Club. Each weeks' play comes with a can of balls per court. Indoor Leagues are for members only. Outdoor summer leagues are open to non-Members.

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USTA Leagues

USTA Leagues are organized according to the National Tennis Rating Program (NTRP) and play team format within the Pacific Northwest region. **BTTC** usually fields several USTA teams. **BTTC** sponsored USTA teams are open to Members only. Ask our Tennis Pros for more information.

Tournaments

BTTC hosts several USTA sanctioned and open tournaments each year along with our Club Championship. USTA sanctioned tournaments are open to USTA members. Open tournaments are available to the general public. Our Club Championships are for Members Only.

Events & Socials

Be sure to read your newsletters for information about upcoming events and socials!

INCLEMENT WEATHER NOTICE

We want everyone to stay healthy and safe, but recognize that in extreme weather conditions, it is prudent to close the Club. We will do our best to remain open regular hours during inclement weather, but please call regarding operating hours during extreme weather or power outages.

Please check our Club Website and/or Facebook Page for schedule updates due to weather. Especially for your early morning activities when the snow is the worst.

For Tennis Clinics, we will generally follow the Bellingham School District Schedule: If schools are closed, we are likely to cancel our clinics. However, sometimes the weather clears so quickly! That is why we will post the status of Tennis Clinics on our Club Website and Facebook page by 1pm each day.

For your privately scheduled tennis games, there are no cancellation fees during extreme weather conditions.

If there is a change to our schedule or operating hours, we will post the information on our Club Website (as long as we have power!). We will do our best to send an email with our status. You may call the Club to confirm whether classes are being held, cancelled, and for make-up days.

How do you find out? As long as we have power, all changes to our schedule will be posted on our Club Website found at www.bttc.fit and Facebook page. You are always welcome to call the Club as well.

BTTC Member Handbook & Club Policies

PROGRAM AND EVENT CANCELLATION POLICIES

CANCELLATION POLICIES

Please note that exceptions to these policies may be specified in programs and events.

Programs – (Tennis Clinics, Tennis Camps, Fitness Clinics, etc.):

For all enrollment programs, price includes a \$10 Non-refundable processing fee.

- No refunds will be made for cancellations made one-week or less from the first day of the program that you are in.
- If we find someone to take your place for the entire program, we will provide you with Club account credit, less the \$10 processing fee.
- If you cancel more than one week from the first day of the program you are in, then you will be credited or refunded the full amount paid, less the \$10 processing fee.
- Once the program has started, there are no refunds or credits provided if you must cancel.

Programs – (Tennis Clinics, Tennis Camps, Fitness Clinics, etc.): For all enrollment programs, price includes a \$10 Non-refundable processing fee. No refunds will be made for cancellations made one-week or less from the first day of the program.

Group Training Classes Reservations: Cancellations may be made up to 2 hours prior to the start time of the class. Late cancellation within the two-hour window prior to the class, late cancellation, and no-show results in the full Non-Member fee per class. **Late Arrival:** All participants have an arrival grace period of 5 minutes after the start time of the class. After that period your spot in class will be given away to anyone waiting.

Early Morning Class Waitlist Policy: For the 5:45 AM and 7:00 AM fitness classes, members on the waitlist will be notified via email by 7:00 PM the night before if they have made it into the class.

Late Cancellation: If you need to remove yourself, please do so by 7:00 PM the night before to avoid the late cancellation fee

Tennis Lessons & Personal Training Appointments: Full refunds will be made for cancellations made 24 hours or more ahead of the scheduled service. Cancellations made less than 24 hours ahead will incur a full charge for the service because the instructor has prepped the lesson and reserved teaching time specifically for you. Your instructor will work on your behalf during your scheduled time. No-Shows result in a full charge.

Tournaments: No refunds will be issued after the draw is made.

Club Tennis Leagues: League participants are responsible for finding their own substitutes and informing the Club prior to the day of league play. If you need help finding a sub, the Club will charge the current “finder’s fee” per instance. If you do not show up for League and do not have a substitute arranged, you will be charged a penalty for each occurrence. Why? Having a no-show really hurts the

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play for the rest of the league Members. Please inquire with the league coordinator about no-show penalty rates.

Socials, Special Member Clinics, and Club Events: Full refunds will be given for cancellations made at least 48 hours before the start of the event or program unless otherwise stated in the registration instructions (some programs will have a NO REFUND policy). Cancellations made less than 48 hours before the start of the event or program will result in a full charge. No-Shows result in a full charge. As you can imagine, most of our socials events are planned for the people who have signed up. Please respect your fellow Members by giving at least a 48-hour notice of your cancellation so that the event can be appropriately planned.

TENNIS RESERVATION FEES

Tennis Court Late Show, Cancellation and No-Shows:

Late Show: There is a 15-minute grace period to start your play on the court. If you have not let us know that you will be starting later than the first 15 minutes of your court period, your court will be given away to others who are waiting to play.

Late Cancellation: Late cancellation fee (less than 24 hours notice) of \$10 per court will be shared among the players listed on the court.

No Show Fee: A No-show fee of \$10 will be applied per person for failure to cancel a court or for court cancellations made after the start time in addition to the late cancellation fee.

Inaccurate Names on Tennis Court:

All names left blank or that are inaccurate on a reservation will result in a tennis guest fee charge per person to the Host. For example, if four people play on a court that is booked for only for two people, the host member will be charged guest fees for each player who was not identified for the court. Or if someone different than the name on the reservation plays, the host will be charged a guest fee for that person. *Names may be adjusted on the court up to 24 hours prior to court start time.*

PARKING

BTTC owns/controls the parking spaces in front of the Club along McKenzie and 10 spots in the McKenzie Square Parking Lot (along western edge). All are marked. You must have a current BTTC Parking Permit to park in these spaces. *Parking in BTTC spaces is for Club use only—Members may not use BTTC spaces for non-Club use.*

Parking Permits: must be attached to the **front driver's side of the vehicle, lower left hand side as you are looking through the glass from the driver's seat.**

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- Beginning May 1,2022, all cars parked in BTTC marked stalls MUST have a current parking permit attached to their vehicle.
- Each member may request and will receive **one** parking permit. If a second is requested, there will be a \$10 charge. No more than 2 will be issued per Member.
- Members that have trial, temporary, student, or child Memberships will NOT be eligible for permits.
- No replacement permits will be issued. We cannot have a lot of these “floating” around for our parking spaces are limited.
- The permits are located at the front desk.

QUESTIONS, COMMENTS, SUGGESTIONS, and REPAIRS

If you have a question, comment, suggestion, or notice a need for a repair, please either tell Member and Guest Services, send an email to info@BeTrainingTennis.com. Let us know how to help you have an excellent experience!

~Enjoy!~