

# **TRENTON RACQUET CLUB MEMBERS MANUAL**

(Updated April 2024)

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## A) MEMBER BENEFITS:

Membership to the Trenton Racquet Club (TRC) provides seasonal everyday access to two outdoor Har-Tru tennis courts and five outdoor pickleball courts (all are lit for night time play), club membership to the Ontario Tennis Association and access to the ball machine, use of our covered non-smoking viewing gallery and picnic area, free parking on King Street, use of the adjacent Trenton Golf Club facilities including washrooms and cafe, use of our online booking system, weekly social play, round robins, ladies only play, men's only play, preferred lesson rates and club special events throughout the season.

## B) GENERAL CLUB RULES and INFORMATION:

**Please Note:** All items contained within the Trenton Racquet Club are the property of the TRC and are not to be removed from the Premises.

Court Hours: 7am to 11pm

Access Combinations:

- access combinations will be supplied to registered members only
- members are not to give out the access combos to non-members

First Aid:

- first aid kit is located in Court 1 storage box for the use of members and guests
- supplies used must be reported verbally or by email to the TRC executive in a timely manner in order for prompt re-supply

### Footwear:

- all players are to wear proper court shoes or running shoes with non-marking soles

### On-Court Storage Box:

- the storage box is located in the corner of Court 1 closest to shed
- contains ball machine, extra racquets, balls, first aid kit and supplies
- players must return all items at end of play and securely close storage box doors and lid

### On-Court Benches and Chairs:

- if benches and/or chairs are moved for matches, players must return to original position at end of play

### On-Court Planters:

- if moved for matches, players must return to original position at end of play

### Picnic Tables:

- they are not to be moved unless with the expressed permission of the TRC executive

### Garbage/Recycle:

- garbage and recycle bins are placed on-site for the use of TRC members and guests

### Bulletin Board:

- the bulletin board is located in the viewing gallery and is for the use of TRC executive approved club news and information

### Locking Up:

- last players off the courts are to put equipment back in place where applicable, lock up the court gates and turn off the lights, if used

### Court Lights:

- the light breakers to switch court lights on and off are located in the electrical box close to Court 1 entrance
- last players off of the courts at night are responsible for turning off lights, making sure all lights are off and electrical box locked

### Sweeping/Rolling the Courts:

- brooms and rollers are to be hung back up on the perimeter fence after use

### Ball Machine:

- use of ball machine is for trained members only at your own risk
- ball machine and electrical cord must be put back into storage box at end of use

### Balls:

- all members and guests are responsible for providing their own balls for tennis and pickleball play

### Pickleball Nets:

- players must roll the pickleball nets and lock them in place along the perimeter fence on Court 1 and Court 2 at the end of play

### Parking:

- parking is not allowed in the Trenton Golf Club parking lot across King Street from the TRC courts
- parking is allowed on King Street but not between the yellow lines

### Reserving a Court or Spot on a Court:

- TRC booking system is called SignUp Genius
- members can reserve a court or spot on court for their play
- members must enter first and last names of players and guests
- see SignUp Genius instructions included in this manual

## **C) CODE OF CONDUCT:**

Trenton Racquet Club, as a member club of the Ontario Tennis Association (OTA) and Pickleball Ontario (PBO), follows the rules and regulations set out by the OTA/PBO with regard to member conduct.

Members and guests will conduct themselves on the premises (or when representing TRC on a team or at a tournament at another venue) in a courteous and responsible manner. Members and their guests should be able to enjoy the game of tennis and/or pickleball as players or as spectators in a courteous, inclusive, and harassment-free environment.

Applications for membership are accepted, and guests are welcomed, on the understanding that members and guests subscribe to and uphold these principles.

Members and their guests will refrain from violent, threatening, abusive language or behaviour toward other members, guests and club representatives.

TRC members of the Board of Directors and the club instructors/ reps are tasked with ensuring that members and their guests comply with the rules. Members or guests who do not adhere to the rules may be asked to leave the court, may be warned of their breach, may be excluded from participating in some club activities and/or may have their membership suspended or cancelled.

### **Courtesy Rules when entering the Courts:**

Please refrain from passing by or through courts if there is play in progress. Wait for a break in play and then proceed to your court of play.

**\*\*If a court has not been booked, and/or there is a no show which leaves an empty court, spontaneous play is allowed\*\***

## **D) INCIDENT REPORTS:**

Members and guests are asked to provide a written report outlining the time, date, place, specific nature of the actions and person(s) involved to a TRC Board Member as soon as is practical after the incident. Verbal reports of such incidents are acceptable, but must be followed up in writing. The President will send a copy of the report to the member(s) concerned within one week of receipt of the written report. The President with the Board of Directors makes decisions regarding warnings, exclusions, suspensions and cancellations of membership. Members of the Board of Directors will review the history of written reports involving a specific member when arriving at a disciplinary decision, particularly if a member has a history of breaches of the Code of Conduct.

### **Appeals**

Members have a right to appeal a disciplinary decision of the Board in writing to the attention of the President no later than 15 days from the date of decision. Members who request an appeal will appear before a minimum of three members of the Board of Directors for a review of the disciplinary decision.

## **E) GUEST RULES:**

- a total maximum of 3 guest visits are allowed by the same person in one season for the purpose of considering joining the club
- guest play should not interfere with the workings of the club or tie up the courts at prime time
- only members 18 yrs plus may invite guests
- guests must be accompanied at all times by the member who invited them and that member is responsible to ensure their guest respects the rules of the club
- guests must fill out and sign the guest waiver before entering the courts
- signed guest waiver is valid for the guest for the rest of the current season
- the inviting member is responsible for submitting the guest waiver
- the adult member booking a guest is never to disclose the access combination to the courts at any time to that guest
- the adult member is to use the comment section in Sign Up Genius to identify the first and last name of the guest at the time of booking
- it is preferred that guests are booked during OPEN booking time
- the number of visits guest rule does not apply to inter-club and open tournament groups, school groups and special events which have been approved by the TRC executive, signed waivers are required by these special groups



## F) GUEST FEES:

**NOTE:** members must e-transfer their guest's fee to TRC on or before the day of play and indicate the transfer is for a guest with the full name of the guest, no refunds

### **Guests living in the Bay of Quinte, PEC, Northumberland geographical area:**

- first visit free, second visit \$5.00, third visit \$10.00 to a total maximum of 3 guest visits by the same person in one season for the purpose of considering joining the club

### **Guests living well outside the Bay of Quinte geographical area:**

- visiting relatives or friends on vacation would have first visit free, second visit \$5.00, and thereafter \$10.00/visit up to a 2 week period
- for exceptions to this rule, the member must email a special request to the TRC Executive for consideration

## G) TRC RESERVATION SYSTEM: SIGNUP GENIUS INSTRUCTIONS

Book your play using the TRC Reservation System called "SignUp Genius"

\*You must be a registered TRC member to be able to book your play\*

Find the link at [www.trentonracquetclub.ca](http://www.trentonracquetclub.ca)

Once you are on SignUp Genius, look in the "Location" column on the schedule to see whether that time slot is "Open" or "Social".

### **"OPEN" Play: Reserve a court for your match**

Once you click on "Sign Up" in your preferred time slot, click "Save & Continue" at the bottom. At that point, the screen will take you to the "Sign Me Up" section. Once there, click on the white box under "My Comment". It is here that we ask you to enter your court number, sport, time of play and **full** name of all players. Next go to the "Quantity" box and adjust the number of players in the drop down menu there. After that, enter your first and last name and your email address in the appropriate boxes. Then click "Sign Up Now".

And that's it! You're finished. You will receive an email confirmation of your sign up.

### **"SOCIAL" Play: Reserve a spot for you to join in on the social play**

Same as above but you do not need to enter your court number because the socials run on all applicable courts. If it's a two sport social (i.e. Saturday mornings), tennis will run on Court 1 and Pickleball on Court 2.

**Please note:**

Tennis Reservations: available courts are Ct 1 & Ct 2.

Pickleball Reservations: available courts are Ct1N, Ct1S, Ct2N, Ct2S & Ct 3.

**\*\*Remember to denote your court in the comment box when you make your reservation\*\***

Social play sign ups do not require a court number, just your full names, arrival time and number of players you are signing up.

Deletions or edits to your sign up: click on the “Change my sign up” at the top of the first page once you are in SignUp Genius. Then follow the instructions there.

Cancellations: Please cancel your sign up as soon as you know you cannot make it to free up court space for others.

If you require assistance, email TRC SUG Administrator Lisa at:  
trentonracquetclub1@gmail.com SUBJECT: SUG HELP