



Provincetown Tennis Club

Overall Policy

The Provincetown Tennis Club ("PTC") is committed to providing a welcoming environment for all our members and guests. To ensure safety and comfort for all, PTC requires individuals to always act appropriately when using PTC facilities or participating in PTC Tennis Programs. All members and guests are required to read and sign the 'Requirements and Use of Premises' form before playing. In addition, members must pay the appropriate fees before using PTC facilities. Specifics of each year's fees and types of membership are summarized on our web site (www.provincetowntennis.org).

PTC requires all persons using the Club to behave in a mature and responsible way and to respect the rights and dignity of others. Our code of conduct does not permit language or action that can hurt, threaten, insult, abuse, frighten, or belittle another person in any manner or that falls below a generally accepted standard of conduct.

Rules and Regulations

1. The use of PTC's facilities shall be restricted to members and guests.
2. Any car in the parking lot not owned by a member, or a guest, or a DNA Gallery/upstairs renter/guest is subject to towing at the owner's expense. Two designated, marked spaces are reserved for the upstairs tenant. Parking is on a first come, first served basis. Car owners blocking others may need to stop their play to move their vehicle. For liability reasons, office staff is unable to assist moving vehicles.
3. PTC members and guests are expected to put their refuse in the appropriate trash and recycling receptacles, and to place used tennis balls in the provided ball-recycling bins. Additionally, no bottles or other breakables should be left on courts, porch, or surrounding grounds.
4. Dogs are not allowed on courts. Dogs are permitted on the porch and in the Club House. Owners are responsible for taking care of their dogs and cleaning up after them. Dogs must not be disruptive. Any dog judged by the Club Manager to be disruptive will be banned from PTC. Incidents will be treated as a violation of policy (see page 2).
5. There is no smoking allowed on the PTC premises.
6. Consumption of alcoholic beverages on the premises is not permitted, except during authorized special events and functions.
7. PTC is not responsible for personal property left on the premises.
8. All players must wear appropriate tennis clothing and rubber-soled tennis shoes. Players may not play bare-chested, and sports bras must be covered.
9. From May through June, and from September through October, regular club business hours are from 8 a.m. to 6 p.m.; during July and August, hours are 8 a.m. to 7 p.m. The Director of Tennis, Club Manager, or a staff member will make the ultimate decision on whether courts are in condition for playing during these hours.
10. Unless otherwise instructed by staff, clay courts must be swept and line-cleaned at the end of every match so that they are ready for the next players on court or for watering.
11. **PRIME TIME** shall be defined as: 9:30 a.m. – 12:45 p.m. Saturday, Sunday, and holidays in May, June, September, and October; and 9:30 a.m. – 12:45 p.m. every day in July and August.
12. Reservations for prime-time hours are limited to full-season members. Court reservations are for one and a half hour increments during prime time, and two hours during other times.
13. Full-season and monthly members may reserve courts up to one week in advance.
14. Weekly members and guests may reserve courts up to three days in advance.
15. Online bookings by full-season or monthly members may commence at 8am one week in advance of desired reservation day (for instance, at 8am Saturday morning to reserve a court for the following Saturday). Weekly members are required to reserve in person or by phone with PTC staff.

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16. Court reservations require the name of one member in good standing (singles) or one member in good standing plus one other member/guest name (doubles) to be accepted.
17. Members may book only one court per day during prime-time (9:30- 11:00 a.m. or 11:15 a.m.- 12:45 p.m.) and may not book or be booked in back-to-back prime-time slots, unless the court is open/available 24 hours or less before the playing time.
18. Any member may reserve a court, or book/be booked back-to-back during prime time *if a court is open/available to book 24 hours prior to playing time.*
19. Guests may play at PTC by paying the required guest fee per 90-minutes of play. Full-season members may extend two discounted guest passes per season for 90-minutes of play each. Fee amounts are determined annually by the Board of Governors.
20. Clinics: Full-time and monthly members may book clinics up to one week in advance, weekly members may book clinics up to three days in advance, and guests may book clinics up to 24 hours in advance. Clinic fee amounts are determined annually by the Director of Tennis.
21. PTC has a "No Refunds of Membership Dues" policy with one exception: Full-season members who become disabled/injured within two weeks of joining PTC and whose disability/injury prevents them from playing again during the current season, will be given credit for the following season only. "Joining PTC" assumes that the full-season member has paid the current year's membership dues in full. In the following year, the member will be required to pay any difference in dues. In such cases, full-season members will be required to produce a doctor's note confirming the member's inability to play again during the current year. In addition, the board will determine any additional refund policies if the club must close due to circumstances beyond the club's control.
22. Members are not allowed to speak on their cell phones when they are on the court. Phones must be put in 'vibrate' or 'silent' mode during play.
23. Members should not walk through courts until the current players complete their game or set, or switch sides. It is expected that the players on court will indicate when this is appropriate.
24. Periodically, the PTC's Board of Governors holds meetings. Full-season members who wish to read the minutes or read the Bylaws/Constitution may do so. Requests should be addressed to a board member or the Club Manager.
25. Only full-season members are allowed to participate in the Club Championship at the end of the summer.
26. In addition to full-season memberships, PTC offers monthly and weekly memberships. Clinics and court times may be reserved as described above, and players get unlimited court time. However, only full-season members are allowed to participate in the Club Championships.
27. PTC has the right and authority to deny access and playing privileges to anyone who refuses to sign the 'Requirements for Use of Premises' form or pay the appropriate membership fees before playing. In addition, membership and/or playing privileges will be denied to individuals who refuse to obey PTC rules and who harass or threaten other tennis players, staff members, or board members verbally or physically.
28. If a member or guest displays unacceptable behavior, the Club Manager, a staff member, or board member will immediately advise the offender that this behavior is out of order. Should the offense continue, the offender would be asked to leave the premises. If the offender refuses to leave, the Provincetown Police will be called.

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Procedures to be followed in response to violation of the above Rules and Regulations:

Warning: Within 10 days of an incident, after consultation with other board members, the Rules and Regulations Committee will send a letter to the offender defining PTC policy regarding unacceptable behavior and issue a warning that any future unacceptable behavior will result in suspension. The Appeals Process will be outlined.

NOTE: Depending on the severity of the incident (e.g., physical or verbal abuse of another member) the board has the right to bypass the warning stage above and proceed directly to Suspension or Expulsion.

Suspension: If a second incident occurs after receipt of the warning letter, the Board of Governors will vote on possible suspension and the length of the suspension period. A certified letter will be mailed within seven days of the vote defining the suspension period (if any) and the appeals process. This letter will also include a warning that further incidents will result in permanent exclusion from PTC.

Expulsion: If a third incident occurs, the Board of Governors will vote on permanent exclusion from PTC. Within ten days of the vote, a certified letter will be sent explaining the reasons for expulsion and defining the appeals process. If the appeals process is requested and expulsion upheld, a letter will be sent to PTC members that the offending player is no longer allowed on PTC premises.

Administration of this policy: Members who witness unacceptable behavior are responsible and encouraged to immediately report it to the Club Manager, staff member or a board member. The Rules and Regulations Committee is responsible for documenting the event for the board's review. If the board approves disciplinary action, the committee will send warning/suspension/expulsion letters to the offender. The board is responsible for reviewing and acting on the incident. For second or third incidents, or for appeals, the President or Vice President is responsible for calling a meeting of the entire Board of Governors. At this meeting, specifics of the incident(s) will be reviewed, and a vote will be taken. A quorum is needed to approve the board's decision. A member of the Rules and Regulations Operations Committee will notify the offender of this decision.

Appeals Process: After receiving a warning, suspension or expulsion letter, the offender may, within ten days, by certified letter, request a meeting with the board to appeal their decision. The Rules and Regulations Committee will send a written notification of the meeting to those involved in the incident. During the period between the incident and the appeals meeting, the offender will not be allowed to play at PTC or to be on PTC grounds. At the conclusion of the meeting, the board will vote on whether to uphold or rescind their earlier decision. If a suspension or expulsion is rescinded, the offender may immediately resume playing at PTC and frequent PTC grounds.

Members shall have no further remedy beyond this appeals process. No membership fee shall be refunded to any members expelled from the Club.

Note: The Board of Governors reserves the right to amend the Rules & Regulations at any time.