



# Avalon Golf and Country Club

Avalon Lakes | Avalon at Squaw Creek | Avalon at Buhl Park | The Grand Resort | The Avalon Field Club at New Castle | Avalon Athletic Club at Boardman

## Racquet Sports Policies

Tennis | Pickleball | Racquetball

Avalon Golf and Country Club offers its members FREE indoor and outdoor tennis plus pickleball and racquetball at these three locations:

- **Squaw Creek Tennis Center:** Four indoor hard tennis courts (court #4 also lined with two pickleball courts) and four lighted outdoor Har-Tru tennis courts (available May 15<sup>th</sup> through October 31<sup>st</sup>, weather permitting).
- **The Grand Resort Tennis Center:** Three indoor hard tennis courts (court #3 also lined with one pickleball court), three outdoor pickleball courts, four outdoor bocce courts, and one indoor racquetball court (also available for Wallyball).
- **Avalon Athletic Club at Boardman:** Six indoor hard tennis courts (courts #4, 5 and 6 also lined with two pickleball courts each) plus one multi-purpose Sports Court.

### TENNIS/PICKLEBALL/RACQUETBALL COURT RESERVATIONS

Courts are available daily from 8 a.m. through 10 p.m. and must be reserved for play (when playing indoor pickleball, request court #3 at The Grand Resort Tennis Center, court #4 at Squaw Creek, or courts # 4, 5 or 6 at Boardman). For outdoor pickleball, request courts #1, 2, or 3 at The Grand Resort Recreation Center).

Courts may be reserved up to six days in advance with reservations **accepted daily starting at 9 a.m.** through Concierge Services at 330-539-5008, 724-704-8801, or 330-856-1900 (for Boardman reservations please call 330-758-7400). **NO reservations are accepted via Concierge Services voice mail. TO ENSURE FAIR AND EQUAL COURT AVAILABILITY, MEMBERS MAY ONLY BOOK COURTS UNDER THEIR OWN INDIVIDUAL MEMBERSHIP NUMBERS AND ARE LIMITED TO A MAXIMUM OF TWO HOURS OF RESERVED PLAY PER DAY DURING PRIME-TIME HOURS (Mondays-Thursdays from 5pm – 9 pm and Saturdays/Sundays from 8am – 1 pm). MEMBERS WITHIN THE SAME FAMILY MEMBERSHIP PLAN MAY NOT RESERVE MORE THAN ONE COURT DURING THE SAME TIME PERIOD.** For rates on reserving multiple courts for special events and/or private leagues during non-prime time hours please contact our Director of Racquet Sports at [tennis@avalonlakes.com](mailto:tennis@avalonlakes.com).

Concierge Services will record the names of all players including any guests (see guest policy below). Members are encouraged to take advantage of Avalon's court reservation confirmation email process to review their reservations. If you need to cancel a court, you must call Concierge Services at least six hours prior to the reservation. Members who reserve courts and do not cancel within six hours of their scheduled time or do not show for their reservation will be assessed a \$25 cancellation/no show fee (charged to the member who made the court reservation).

### GUEST POLICY

Guests of Avalon Golf and Country Club are permitted to use Avalon facilities (pools, fitness, restaurants, racquet sports, etc.) a maximum of three times per calendar year and must be accompanied by a member.

Guests must pay a \$15 guest fee for each visit. For tennis or other racquet sports instruction, a guest may take up to three private lessons (paying the \$15 guest fee at each lesson) or one clinic series (typically 6-7 weeks with a \$30 one-time clinic guest fee). After the initial series of private lessons or one clinic series, guests must purchase a membership to continue lessons. Guest fees may be charged to the member account at the time the court reservation is made or deposited in the guest fee box at Squaw Creek prior to play. Members will be charged for their guests in the event the guest neglects to pay the guest fee. Guest fees can also be paid at the Concierge Services desk at Squaw Creek.

## ACCESSING THE RACQUET SPORTS FACILITIES

- **Squaw Creek Tennis Center**

During the outdoor tennis season, please enter the Tennis Control Center and register with the tennis attendant. During the off-season when no attendant is present, please sign in on the clipboard on the desk inside the Tennis Control Center and check the court reservation video display to the left of the restroom to ensure you play on the court you reserved.

- **The Grand Resort Tennis Center and Avalon Athletic Club at Boardman**

Please check in upon arrival with the tennis attendant and pay for any guest fees that are applicable.

- **For security, video cameras are in place at all locations to monitor the courts and reception areas.**

## TENNIS CENTER ASSISTANCE

If you need assistance at Squaw Creek and no attendant is present, please go to the Concierge Services desk in the Squaw Creek lobby. At all other locations ask the tennis attendants.

## PAYING FOR RACQUET SPORTS LESSONS AND CLINICS

Payment for all Avalon racquet sports lessons and clinics will be processed through the attendants at each location or by Concierge Services at the time of registration (**all guests participating in clinics must pay for the instruction at the time of registration**). Pre-pay clinics will be billed to members' house accounts on the first day of the clinic session unless other arrangements are made at the time of clinic registration. Private lessons, private clinics, and weekly drill sessions must be paid **BEFORE** the instruction through member house account, cash, check, or credit card. Please show the receipt to the instructor. **No payments for lessons and clinics will be accepted by the teaching staff.** Members always have the option to pre-pay for a specific number of private lessons, clinics, and drill sessions.

## CANCELLATION OF LESSONS

All cancellations for private racquet sports lessons, clinics, and drill sessions must be made no less than 24 hours in advance. Members who cancel less than 24 hours in advance or do not show will be billed for the lesson, clinic, or drill session. This allows our instructors time to adjust their schedules accordingly. There are no refunds for prepaid clinics. We appreciate your understanding of this policy.

## UNAUTHORIZED RACQUET SPORTS INSTRUCTION

Tennis, pickleball, and racquetball instruction at all Avalon facilities may only be provided by the Racquet Sports Teaching Professionals on Avalon's list of authorized instructors.

### **RACQUET RESTRINGING/REGRIPPING**

Tennis and racquetball racquet restringing/regripping and other racquet repairs are available at The Grand Resort Tennis Center or the Avalon Athletic Club at Boardman. Any member wishing to have a racquet serviced should bring it to either of these two locations. A racquet repair tag will be completed and the member will be notified when the repairs are completed.

### **TENNIS AND PICKLEBALL ETIQUETTE**

We expect all members to observe standard court etiquette when using Avalon tennis and pickleball facilities. Please be courteous to other members when you have to cross their court and avoid loud conversations during play that could be disturbing to other players. Remember to cross only between points or games and never between first and second serves. Always cross at the net and never behind a court. If you have children using Avalon tennis facilities, please be sure they also understand tennis etiquette. Music is not permitted on any of Avalon's courts at any time.

No open drink containers or chewing gum are permitted on any Avalon racquet sports courts. Please throw away drink bottles and ball cans before leaving the court area and pick up any errant balls left on the court after play. During the winter, please put on your playing shoes after entering the facility before walking on the courts to eliminate salt/snow residue on the courts.

### **TENNIS AND RACQUETBALL LOANER RACQUETS**

For guests staying at The Grand Resort, tennis and racquetball racquets along with pickleball paddles are available for two-hour usage periods in the Recreation Center. Individuals borrowing equipment are responsible for any damages that may occur during use.

### **PET POLICY**

For the safety and consideration of our members and Resort guests, pets are not permitted in any Avalon racquet sports facility (indoors or outdoors). The only exception to this policy is for a certified and trained Service Dog being used by an individual for direct assistance.

### **FOR MORE INFORMATION**

For more information on the Racquet Sports Program at Avalon, please email the Director of Racquet Sports at [tennis@avalonlakes.com](mailto:tennis@avalonlakes.com).