

ITP Pickleball Club Policies and Code of Conduct

ITP welcomes racquet sports enthusiasts. We simply ask that you be respectful to everyone in our community

1. Check-In Requirement:

- All players must check in at the facility's reception desk before going on court
- Identification or membership card must be presented during check-in
- All players must have an executed liability waiver on file before using the facility / courts

2. Payment Policy/Booking:

- Bookings can be done in CourtReserve – front desk not responsible for making customer bookings
- All payments for court reservations, memberships, lessons, or services must be made in advance
- ITP is a cashless facility. Member charge or credit cards are acceptable forms of payment
- Guests and members must have a payment profile on file (staff will handle on site as necessary if not on file)
- Private lessons require 24 hr. notice of cancellation for credit
- If players fail to check in within 15 minutes after the scheduled reservation time starts, courts may be forfeited at clubs discretion
- Clinic and open play reservations require 4 hr. notice prior to start of clinic for credit
- Memberships are non-refundable once paid; services that are cancelled within the acceptable window or due to weather will receive an account credit

3. Guest Responsibility:

- Members are responsible for ensuring their guests pay any applicable fees before playing
- Guest fees not paid at check in will be charged to member/primary reservation holder's account

4. Respect and Kindness:

- All players, staff, and visitors are expected to treat each other with respect and kindness
- Discrimination, harassment, or any form of disrespectful behavior will not be tolerated

5. No Unauthorized Instruction: Lessons, clinics or organized instruction must be taught by ITP staff members only

6. Compliance with Facility Staff:

- Players are required to follow instructions given by the authorized staff members
- Disobeying or disregarding staff may result in disciplinary actions, including suspension of facility privileges

7. Safety Considerations:

- Staff may close courts in the event of inclement weather or unsafe court conditions, staff instructions must be followed
- Players should not play when conditions are unsafe, including rain, lightning, or any other hazardous conditions
- It is the responsibility of the players to assess and prioritize their safety
- ITP is not responsible for any of your valuables, please do not leave anything unattended in your vehicle or unsecured at the facility

8. Opening Hours: Players must strictly adhere to the facility's designated opening and closing hours; unauthorized access outside of operating hours is strictly prohibited

9. Dress Code: Proper attire, including shirts and shoes, must always be worn

10. Adult Supervision: Children under the age of 13 must be accompanied by a parent or guardian unless attending ITP programs or lessons

11. Right to Refuse Service:

- The facility reserves the right to refuse service to anyone for disruptive behavior
- Disciplinary actions including temporary or permanent bans may result for not following the code of conduct

12. Court Cleanliness: Members/Guests should leave the courts as they found them

13. Outside Food & Beverage: No outside food or beverages / alcohol allowed other than personal-sized snacks / sports drinks / water bottles

14. Amendments and Updates: The facility reserves the right to amend or update the rules and regulations at any time

By entering the facility premises, all players, members, and guests acknowledge that they have read, understood, and agree to abide by these rules and regulations