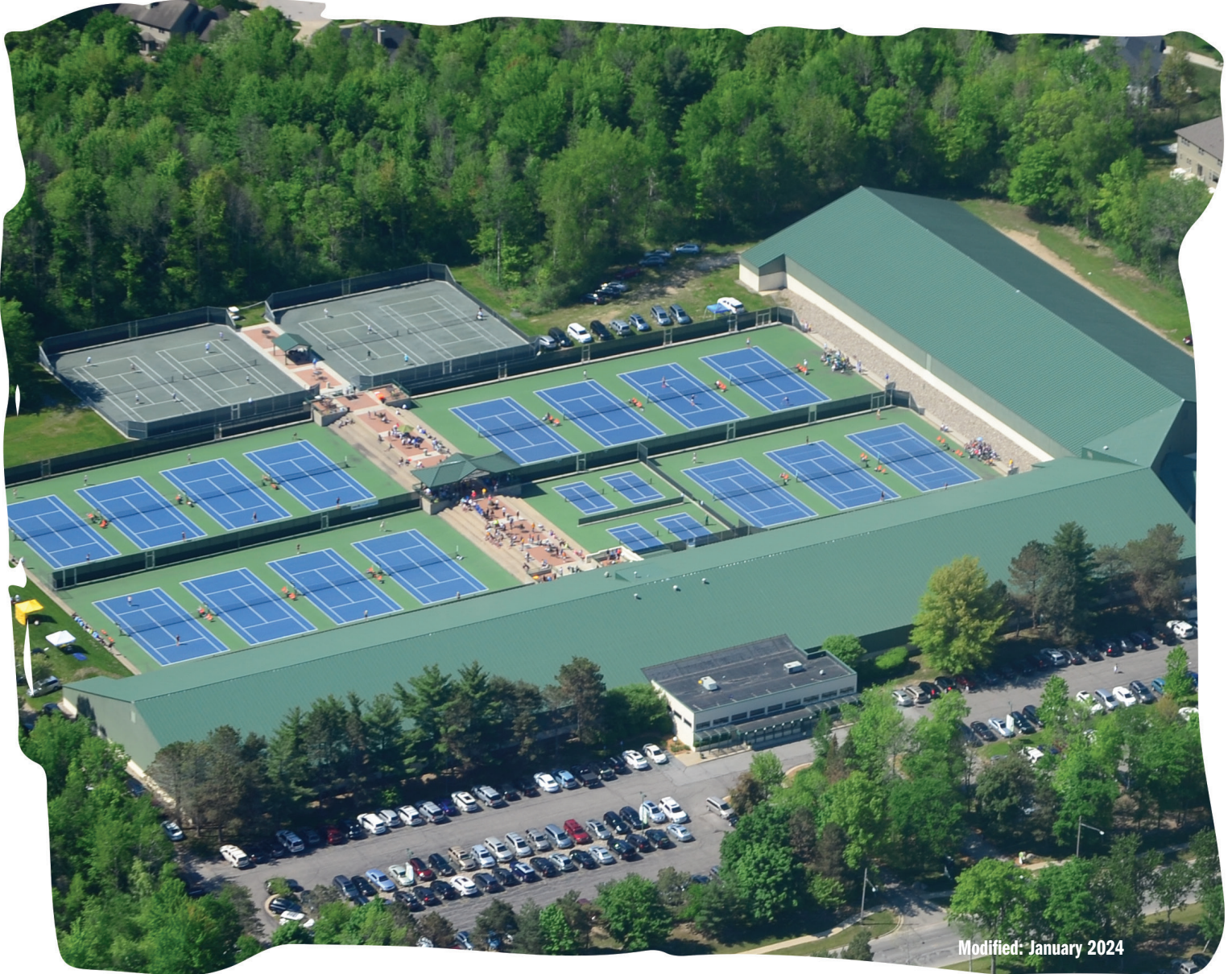




HOW WE operate



Modified: January 2024



GREATERMIDLAND
TENNIS
CENTER

900 E. Wackerly St., Midland, MI 48642
mreservations@greatermidland.org
greatermidland.org/tennis-center
989.631.6151



WELCOME TO THE GREATER MIDLAND TENNIS CENTER

The Greater Midland Tennis Center is an operating unit of Greater Midland Community Centers Inc., a 501(c)3 nonprofit organization. Since its inception in 1974, the Tennis Center has provided high-quality facilities and tennis training for all in the Midland community. We proudly offer 16 indoor courts and 15 outdoor courts, tennis and pickleball instruction at all levels creating an enjoyable member experience.

The Tennis Center is overseen by the Tennis Center Operating Board who are responsible for the financial and long-term success of the facility. Photos showing current Tennis Center staff and operating board members are available in the lobby next to the café and online at greatermidland.org/tennis-center.

We ask all members and guests to take ownership in keeping the facility and campus clean and presentable. Our staff is eager to assist you.

OPERATING HOURS

Current hours of operation are posted throughout the facility and at greatermidland.org/tennis-center.

The Greater Midland Tennis Center observes all major US holidays; seasonal hours will be posted and announced.

GMTC may close early for holidays, inclement weather or power outages.

Notices will be posted at www.greatermidland.org/tennis-center, on social media and sent by email.



EVERYONE IS WELCOME AT THE TENNIS CENTER

MEMBERSHIPS

Memberships available in Monthly or Annual Options:

- Junior
- Individual
- Family (Includes dependants under the age of 24 who live at the same address.)
- Senior (60 & over)
- Senior Couple (At least one member at the home address is 60 & over.)

Annual Memberships are paid once a year by cash, check or credit card. The Annual Membership rate is at a 25% discount and is a one-year commitment. You must have a credit card on file that will be charged on the membership anniversary.

The Monthly Membership is a one-month commitment. Monthly Memberships must have a valid credit card on file. Monthly Membership fees are pro-rated the month you join and will automatically renew on the first of each month via the required card on file.

Memberships automatically renew unless a written cancellation request is given before the renewal date. Monthly Memberships renew on the first of the month and Annual Memberships renew on the membership anniversary. Memberships are non-transferable and will automatically renew until canceled in writing by either party. There are no refunds on unused portions of any membership.

Our current pricing can be found at greatermidland.org/tennis-center.

DAY PASSES

Day Pass fees are charged to all non-members using the facility for court rentals or classes.

PAYMENT REQUIREMENTS

GMTC operates on a prepayment basis for all activities. Court reservations, class registrations and programs require prepayment. We do not offer member charge accounts. A loyalty account is available for members and guests who choose to have funds in their account to cover miscellaneous Tennis Center fees. Loyalty accounts are non-refundable. We accept cash, check, and all major credit cards. Checks returned due to insufficient funds will have a finance charge of \$25 added to the balance.

Memberships must have a valid credit card on file. Any activity on your card for membership payments or miscellaneous expenses will automatically generate and send a statement to the card holder.

Outstanding balances 30 days past due will be assessed a monthly finance fee of 1.5% and program participants may be suspended. Accounts 60 days past due may be submitted for collections and membership privileges may be revoked.

CHANGES OR CANCELLATION OF MEMBERSHIP

Membership upgrades or changes must be in writing to GMTC prior to the next billing cycle.

Monthly membership holds must be in monthly increments from the 1st of the month to the end of the month. Requests to hold must be in writing. Holds are not permitted with annual memberships. If utilizing the Tennis Center during your hold period, you will incur a Day Pass fee.

CLASS AND RESERVATION CANCELLATIONS AND REFUNDS

The Tennis Center operates under a no refund policy. Considerations will be given for injury and in situations when the Tennis Center cancels for any reason. In these cases, the credit for that class will be put on the player's loyalty account for future use. If you need to cancel, 24-hour notice is required to avoid being charged for your private lesson or private group. Cancellations due to illness must be made at least six hours prior to the scheduled time.

PAPERLESS BILLING

A valid email is required for all members. We do not send paper invoices. Invoices and statements are sent via email.



PICKLEBALL

Reservations may be made in advance by calling the Welcome Center or on a walk-on basis. Twelve indoor pickleball courts are located on courts 11-16. Courts 14-16 are generally reserved for Pickleball play. Players are required to place and remove pickleball nets. The Welcome Center has information on our scheduled pickleball times.

Our current rates can be found here:
greatermidland.org/tennis-center.

TEACHING TENNIS

Only GMTC staff may instruct on site. This includes any kind of coaching, lessons, utilization of ball baskets, equipment, etc.

JUNIOR CLASSES

We offer a variety of classes for ages from 3-18 years old. Classes for all skill levels from beginner to advanced are available. Sessions can run from 6-10 weeks, may be joined at any time, based on availability, and will be pro-rated accordingly.

Make-up may be allowed if class space is available, and the instructor approves the change in advance. Refunds are not given for missed classes. Current session schedules and player progression information may be obtained at the Welcome Center or on our website at greatermidland.org/tennis-center. All classes/sessions require payment at the time of registration.

Children under the age of 8 must have a parent in the building.

Session classes will be cancelled when less than three people are registered.

ADULT CLASSES

A variety of classes for all levels are offered for members and non-members. Beginner classes are session-based to provide consistency while learning. Intermediate and advanced classes are offered daily to accommodate busy adult schedules, and are limited to maintain instructor/player ratio. These classes require registration at least 24 hours in advance. Make-up classes may be allowed if approved by instructor. Refunds are not given for missed classes. All classes/sessions require payment at the time of registration.

Current session schedules and player progression information can be obtained at the Welcome Center or on our website at greatermidland.org/tennis-center.

Classes will be cancelled when less than three people are registered.

LEAGUES AND PERMANENT COURTS

Leagues are organized by the Tennis Center and are offered to members only. We have a variety of leagues for all playing levels. Leagues are paid in advance of the session and no refunds are given.

Permanent courts are organized by members and run from September through May. Permanent courts are paid for in advance of the session and no refunds are given.

For more information on permanent courts or leagues, please inquire at the Welcome Center.

LESSONS

Private, semi-private and group lessons may be scheduled by contacting the specific tennis professional of your choice. If you need help selecting a pro or obtaining contact information, please contact the Welcome Center. Lessons are available to members and non-members and are paid for in advance. Non-members are required to purchase a Day Pass. Private Lesson punch cards are a member benefit. Punch cards offer 10% savings on each lesson.



YOUR VISIT TO GREATER MIDLAND TENNIS CENTER

CHECK-IN PROCEDURES

All who enter the Tennis Center must check-in at the Welcome Center and pay applicable fees before proceeding to the court. **For safety purposes to track who is in the facility, please check in at the Welcome Center and refrain from using the ramp leading straight to the locker rooms and courts.**

INDOOR COURTS

Court time can be booked in advance by calling the Welcome Center, using the Member Portal/app, or on a walk-on basis. Payment must be made at the time of reservation. Members may book and prepay for courts up to 2 weeks in advance. Non-members may book courts 24 hours in advance. If you need to cancel a pre-booked court, please call the Welcome Center. Cancellations must be made 24 hours before scheduled court time. Non-members will not receive a refund. Courts are rented hourly, and the cost is split among the number of players.

OUTDOOR HARD COURTS

Our outdoor hard courts are open April through October (weather dependent). Outdoor hard courts are available for reservations or a walk-on basis. Courts may be reserved for up to two hours, play may continue if courts are available.

For current court rates and information, visit greatermidland.org/tennis-center.

MEMBER PORTAL/MEMBER APP

Great News! Our member portal and app give you the ability to book courts, sign up for classes and view your account. If you would like detailed instructions, stop by the Welcome Center to pick up a copy. The Welcome Center can also help you troubleshoot your login. Member portal can be accessed at www.midland.clubautomation.com. Member app can be found in the app store by searching Greater Midland Tennis Center.

APPROPRIATE ATTIRE REQUIRED

All players must wear proper athletic attire including a shirt and tennis shoes (no cutoffs, sports bras, or street clothes etc.). Tennis Shoes are encouraged. Shoes that leave black marks on the court are not permitted. For your safety, court shoes designed specifically for tennis are recommended.

FACILITY

Grilling food, crockpot use, non-service animals and filming of sanctioned matches are prohibited. Coolers are not allowed inside the Tennis Center.

LOCKER ROOMS AND LOCKERS

Locker rooms, including restrooms, showers and lockers, are located on the first floor of the building. Subject to availability, members receive a complimentary locker with a combination to store belongings. Members and non-members may bring their own lock and use daily lockers without charge. Locks and belongings must be removed from the daily lockers when leaving the facility. Any locks left on overnight will be removed. GMTC is not responsible for any lost or stolen belongings.

CHILDREN

Children are the responsibility of the accompanying adult. To minimize the distractions for all players, children not playing are not permitted in the court area. Children under the age of 8 must have a parent in the building.

CAFÉ AND KITCHEN GUIDELINES

The café and the use of the kitchen are for staff only. Café hours will be as business needs dictate. Members have a designated area behind the bar located in the mezzanine to store day use refrigerated items and have use of the microwave. Food must be clearly labeled with name and date and cannot be left over night. Please keep the common area neat and tidy for other members.

ALCOHOL

Alcohol is not available for sale on the premises. Outside alcohol may be brought in for responsible enjoyment by patrons aged 21 and over.

EXERCISE ROOM

We offer a small workout room with weights and cardio equipment for members or those who have paid the Day Pass fee that are 14 years of age and older. Please check in and out at the Welcome Center, re-rack your weights, wipe down equipment after use and leave the space tidy.

ADVANTAGE PRO SHOP

Visit our Pro Shop for all your tennis and pickleball needs. We offer a selection of tennis apparel, and tennis/pickleball accessories for sale.

Custom racquet stringing services are available and must be pre-paid.

Custom orders are welcome. Please ask a Pro Shop staff member for more details.

Demo racquet and pickleball paddle rental program available.

BALL MACHINE

Using the ball machine on a regular basis has proven to greatly improve a player's strokes. Ball machines are available to rent for members and guests based on availability (court fees apply). Indoor courts 1 and 10 are equipped for ball machine reservations. Machines can be reserved in person or by calling the Welcome Center. As with all reservations, prepayment is required. Juniors must be at least 13 years-old to use a ball machine without the supervision of a parent or guardian on court. Personal ball machines are allowed outdoors as long as stray balls do not impact play on other courts. If you are new to using the ball machine, contact the Welcome Center or a staff member to schedule a free tutorial. Tutorials must be scheduled in advance to ensure staff availability.



