

# BETC OPERATIONS AND PROCEDURES

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## Code of Conduct

- BETC is committed to providing a welcoming environment for staff, members and guests. To ensure safety and comfort, BETC requires individuals to act appropriately at all times when using the facilities or participating in our tennis programs. BETC 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 generally falls below a generally accepted standard of conduct.

- Our Workplace and Harassment Policy provides details of the expectations, responsibilities and consequences of our employees, members and visitors in assuring we have a positive environment for our Club activities. Please let us know if we can share the details of our policy with you. See *Disciplinary Actions for Violations*.
- Players must wear proper tennis clothing consisting of warm-ups, t-shirts, tank tops, skirts or shorts and court shoes. Items not allowed include halter tops, mesh shirts, floor-marking shoes, and low-hanging tank tops.
- Unless for an emergency, cell phones shall remain turned off while participating at BETC.
- Food and gum are not allowed on the courts. Beverages taken onto a court must be in an unbreakable, sealed container approved by BETC. Use of tobacco products, marijuana, alcohol, or illegal drugs on Boeing Property is not allowed.
- When you enter the Club, keep your voice low and do not distract ongoing matches. Always use the areas behind the backdrop to enter the courts.
- Warm-up time prior to your session may begin 15 minutes early at no charge if a court is available. To warm up prior to 15 minutes in advance, you must pay for the extra court time up to the session starting time. If players on adjacent court are playing, please do not disturb them by standing at the curtain opening or by the net pole near their court.
- No more than 4 players allowed on a court at all times. Extra players and spectators must wait in the viewing area or in any other off-court area. Only persons taking a lesson or part of a court reservation may be on the court. Occupancy of the benches in the court area is forbidden during play with exception of seating area by court 7.
- If one party wants to draw curtain closed and the other party wants curtain open, the curtain must remain open unless next to a ball machine or lesson.
- Children under the age of 7 must be accompanied by someone at least 12 years old at all times. Parents are responsible for their children's behavior. Disruptive behavior is not acceptable. Children are not allowed on court unless they are a participating player and are listed on the reservation court sheet.

## Disciplinary Actions for Violation of Standard Court Etiquette and Policies

- 1st violation, the offender will receive a verbal warning and if warranted, an immediate ejection from the Club for the remainder of the court session. Court fees will not be refunded.
- 2nd violation, the offender will be immediately suspended from the Club for 30 days and a written slip explaining the violation will be issued. Court fees will not be refunded.
- 3rd violation, the offender will be immediately suspended from playing at the Club for 1 year.
- 4th violation, the offender will be permanently banned from the BETC Club and property.
- During suspensions, court fees will not be refunded, dues are not applicable and all violations will be reported in writing to the violator and kept on file at BETC.

## Membership Eligibility and Privileges

- All memberships subject to approval by the Boeing Recreational Council.
- Member Booking Privileges
  - 1 tennis reservation per membership 8 days in advance (starting at noon).
  - 2 more tennis reservations per membership 7 days in advance (starting at noon).
  - Maximum 3 tennis reservations per membership a day.
  - Unlimited racquetball reservations 14 days in advance.

## Boeing Share Membership

- Boeing employees, retirees – membership includes their spouses and dependents (see Definition of Spouses and Dependents). Boeing contractors assigned full time to support Boeing are also eligible; company badge & BEMSID required.
- Additional Booking Privileges
  - 1 Prime Time tennis reservation per membership 4 weeks in advance (starting at 8 am)
    - Prime time is Monday through Thursday 5-9:30pm. All other hours are non-prime time.
    - A share member must not only intend to play, but have participated in at least 67% of the last 6 prime time reservations.

### Share Deposit

- Share members are required to pay the Share Deposit in full when joining BETC. Upon leaving the club Share members may request in writing / email that the deposit be refunded. See cancelling a membership below.

### Inactive Status or Reactivating a Membership

- Share members may choose to become inactive for any reason by writing BETC. Membership Reactivation fee is \$100.

## Associate Membership

- Persons age 18 and older and their spouses and dependents (see *Definition of Spouses and Dependents*) who are not affiliated with the Boeing Company.

## Junior Affiliate Membership

- Individuals and individuals within an immediate family who are under the age of 21. Note: Upon his or her 21st birthday and within 6 months, he/she must convert to an Associate Membership to continue membership.

## Summer Membership – June 1 through September 30

- Persons age 18 and older and their spouses and dependents (see *Definition of Spouses and Dependents*) who are not affiliated with the Boeing Company.

## Racquetball & Fitness Membership

- Booking Privileges - Unlimited racquetball/handball reservations up to 14 days in advance

### Boeing Share Racquetball & Fitness Membership

- Boeing employees, retirees. Membership includes their spouses and dependents (see *Definition of Spouses and Dependents*). Boeing contractors assigned full time to support Boeing are also eligible; company badge & BEMSID required.

### Public Associate Racquetball & Fitness Membership

- Persons aged 18 and older and their spouses and dependents (see *Definition of Spouses and Dependents*) who are not affiliated with the Boeing Company.

## Guest/Non-Member

- *Rates* - Pay member rates plus guest fees. Pay only one guest fee per day regardless of the number of

playing times that day.

- *Booking Privileges* – Make reservations the same day of play.
- Substitute in Leagues and Blocks after search attempts for a member sub have been exhausted
  - Pay only the Guest Fee
- Participate on BETC USTA teams as a non-member according the BETC guidelines and pay the USTA non-member rate.

## Definition of Spouses and Dependents

- In the Share and Associate memberships, spouses and dependents shall be entitled to full use of the facilities determined by their membership and these Operations and Procedures.
- Dependents may continue using privileges of chosen membership as long as they are under the age of 26.
- Dependents defined by Boeing Policy include biological, adopted, and foster children and any child under age 26 living in the household receiving 50% living expenses from the member (ex: exchange students).
- At the end of their birthday month, dependents who turn 26 will no longer qualify as dependents on their family membership and will have non-member status.
  - The club will offer these 26-year-olds the opportunity to purchase their own membership at a 50% reduction in the Joining Fee (Capital Improvement Fund).
  - This offer is good for a 6-month period after which, they can purchase a new membership at full rate.

## Membership Dues

- All Share, Associate, Junior and Summer Members are required to pay dues on time to remain active and receive the privileges of their membership. Dues are billed on the 15<sup>th</sup> of the month prior to the dues period and are due upon receipt.
- Members are subject to late fees after two weeks of non-payment.
- Members over the age of 70 may receive a 20% reduction in dues.
  - This discount must be requested by the member in writing and is not retroactive.
- In addition to membership dues, court, lesson and other activity fees apply. Dues and fees subject to change.

## Credit Card on File

- A valid credit card on file (COF) is required for all members. The COF is used for all transactions at the Club. Cash or checks not accepted. BETC AutoPay occurs monthly on the 15<sup>th</sup> of each month using the COF.

## Late Fees

- Dues payments delinquent by one (1) month from billing date will result in loss of membership privileges. Memberships are subject to cancellation if dues are unpaid after 90 days from original billing date. See [Billing Schedule and Cancellation Policy](#) document.

## Medical Leave Eligibility

- Any member who requests absence for a medical reason must do so in writing. Medical leave must be for at least 6 months and is intended for a major medical procedure. A note from the treating doctor is required.

## Membership Change Fee

- Each change in membership type comes with a \$50 Change Fee.

## Canceling a Membership and Membership Thresholds

- The current membership threshold of TRB Share members and TRB Associates members combined is 660.
- Members are not under any contract and may cancel their membership at any time – in writing or via email.

### Share members

- A Share membership is non-transferable to anyone except BETC.
- A share deposit refund is available on a one-for-one basis and only if the total membership is above the threshold of 400 (TRB) members.
- A refund request of a share deposit must be made in writing / email. The request should include your reason and a current address.
- Share members on lay-off status with the Company may continue their membership through the end of the calendar year.
- Share members must notify BETC Member Services immediately of any change in Employment status.
  - Examples include but are not limited to if the member has a leave of absence, gets laid off, or voluntarily leave the Company.
  - Employees that leave the company may cancel their membership or apply for an Associate Membership.

## Adult Leagues

- See the Club's [League](#) web page for description of all leagues being offered.
- More information can be found in the following documents:
  - [League Selection Process](#)
  - [General League Rules](#)

## Block Times

- New Block Times are no longer being offered.
- Existing Blocks are grandfathered in until at which time, they fail to renew for a quarter. Blocks may be terminated at any time at the discretion of the Club Director.
- Existing Block Times follow these guidelines:
  - Block times are scheduled to run four times per year simultaneously with the BETC league sessions. Block time participants are expected to support the reservation year round.
  - Scheduling a block time assures the group of a reservation at a certain day and time; the number of courts may vary.
  - Only Share and Associate members can be regulars in most blocks.
  - Guests may substitute in block time and will be charged a guest fee..
  - Regular court fees apply. Prior to the start of each session, the full Block fee will be billed and payment processed using player's card on file.

## Private, Semi-Private and Private Group Lessons

- Members may reserve a private lesson two weeks in advance and with pro approval, may reserve recurring lessons as far in advance as lesson courts are available.
- Non-members may reserve a private lesson one week in advance. Recurring lessons are not available to non-members.
- Pricing for private lessons is based on the number of students in attendance and the length of the lesson.

## Monthly Classes

### Monthly vs. Drop-ins

- At the time a student signs up for a monthly class, they will be charged for the number of classes remaining in that month.
- Drop-in rates are available for those who choose not to register for the entire month; however, participation is on a space available basis.

### Class Registration

- Members currently enrolled in a monthly class are eligible for early registration for the next session of the same class.
- This Member Priority Registration begins at 8am on the 15th of the month and runs through midnight on the 19th.
- Member Open Registration for members not currently enrolled in a monthly class begins at 8am on the 20th of the month.
- Guest Registration begins at 8am on the 25<sup>th</sup> of the month. Guest fees apply.

## Late Lesson Cancellation Fees- How to avoid

- To cancel a lesson or monthly class, please contact the Front Desk.
- Cancellation at least one day in advance avoids all charges.
- Cancellation on the day of a lesson prior to the scheduled start time will incur a 50% charge.
- Lesson no-show or cancellation after the scheduled start time will incur full applicable fee.
- Students who cancel a monthly class after it has started will be refunded all but drop-in fees for concluded classes.

## Guest Fees for Private Lessons and Monthly Classes

- In addition to regular club fees, non-member juniors and adults pay a guest fee per day.

## Lesson Courts/Additional Court Availability

- Courts not needed by the lesson program will be opened for member use 1 day in advance.

## Court, Guest, and Other Fees

- A member must intend to use/play on any reservation made. Guests must pay their portion of the total court fees prior to playing. Members may pay their portion of the court fees prior to playing. Any unpaid guest's fees are the responsibility of the member. Fees subject to change.

## Tennis Ball Machine

- The Club maintains several ball machines.
- In addition to the court fee, there is a ball machine rental fee
- Player is responsible for picking up all balls, including behind curtains as well as sweeping ball fuzz from machine.
- Player must leave court before next court time begins.

## Late Court Cancellation Fees

- To avoid a late court cancellation fee, tennis reservations must be cancelled 1 day in advance.

- Reservations made the same day must be cancelled 3 hours in advance.
- Racquetball cancellations must be made 6 hours in advance.
- Reservation no show will be charged the full court fee even if other courts were open.

## Club Hours

- Regular: M/T/W/Sa/Su 8am-9:30pm; Th/F 8am-11pm
- Summer: (July-August) M/T/W/Th/F 8am-9:30pm; Sa/Su 8am-8pm
- In the event there are no reservations, the club may close early or open later without notice.

## Special Holiday Hours

- New Year's Day 8am-5pm
  - Easter 8am-5pm
  - Memorial Day 8am-5pm
  - July 4th 8am-2pm
  - Labor Day 8am-8pm
  - Christmas Eve 8am-2pm
  - New Year's Eve 8am-5pm
- 
- BETC is closed on Thanksgiving and Christmas.