



Racquet Sports & Fitness Room Handbook

Racquet Sports

Welcome to Racquet Sports at The Woodcroft Club! Our goal is to provide a welcoming and enjoyable tennis and pickleball experience for Members and their guests.

As our racquet sports program continues to grow, these policies and procedures will be updated from time to time.

Court Reservations

Reserving a Court

Court reservations are made through CourtReserve.

To book a court from the CourtReserve website:

Log in to your member portal.

From the homepage, hover above the “Reservations” tab on the top menu, and select “Book Courts.”

Select the court and time you would like to reserve, and click “Reserve.”

Fill in the required information, including who you are making the reservation for, the reservation type, the duration, and any additional Members or Guests you would like to add.

Adding Non-Member Guests: Once you have selected the reservation type, a box will appear titled “# of Guest(s).” Enter the number of non-member guests who will be accompanying you, and provide their First Name(s), Last Name(s), and Phone Number(s). A \$5 Guest Fee will be applied for every non-member guest. Please note that Guests must sign a waiver each year.

Click “Save.”

To book a court from the CourtReserve app:

1. Log in to your member portal.

2. Click the green button that says "Reservations" on the homescreen, or click the green "+" on the bottom menu.
3. Click on "Book Courts."
4. Select the court and time you would like to reserve, and click "Reserve."
5. Fill in the required information, including who you are making the reservation for, the reservation type, and the duration.
6. Once you have selected the reservation type, you will see a green box titled "Add Players."
7. To add a Member, search for their name(s) in the search box, and click the green "+" sign to select them.
8. **Adding Non-Member Guests:** Click on the green box titled "+ Guest(s)." Enter the number of non-member guests who will be accompanying you, and provide their First Name(s), Last Name(s), and Phone Number(s). A \$5 Guest Fee will be applied for every non-member guest. Please note that Guests must sign a waiver each year.
9. Click "Save," and then "Confirm."

Once you have created a reservation, you will receive a confirmation email, and the reservation will appear on your Member Portal.

To access the courts, you will need the unique 4 digit pin generated by your reservation. This pin will unlock the court during the time of your booking.

To find the pin in the confirmation email, open the message, and refer to the section titled "Pin Code."

To find the pin from your Member Portal

On the CourtReserve Website:

1. From the homepage, hover above the "Reservations" tab on the top menu, and select "My Reservations."
2. Each booking will list the date and time, the participants, the four-digit pin, and the location.

On the CourtReserve App:

1. Click the green button titled "Reservations," and select "My Reservations."
2. Each booking will list the date and time, the participants, the four-digit pin, and the location.
3. You can also view your upcoming bookings from the section labeled "My Bookings" directly on the homepage. The pin is listed in the lefthand corner of each booking.

Helpful tips:

- The lock may "go to sleep" during prolonged periods of inactivity. Press any button to wake it up and prepare it for your pin. This will also ask the lock to connect to wifi, and sync any recently-generated user pins.
- You will hear a beep after each number you press. If you do not hear a beep, the lock did not record your keypress.
- Ensure that you hit the # key at the end of your pin.

Reminder: Cancellations should be made 24 hours prior to the booking to allow other members time to reserve the courts. A no-show or cancelled reservation less than 12 hours prior to the booking is subject to a penalty.

- **Future Reservations:** Courts may be reserved **for future use up to 3 days in advance**. Reservation availability in CourtReserve will open up at 9 am each day (e.g., on each Monday at 9 am, the availability to reserve court use for Thursday will open).
 - To request a reservation for a special event more than 3 days in advance, please email manager@woodcroftclub.org with details of your event and request.
- **Same-Day Reservations:** Courts that are not already reserved may be reserved for same day use at any time on the day of use. Same-day reservations may be made as few as 30 minutes before your reservation time.
- The member making the reservation must be present and actively participate in play.
- Reservations may not be made on behalf of others if the reserving member will not be attending, unless the reservation is for a youth player between the ages of 15-17. Please see the complete Children & Youth Players policy below.
- Each reservation includes a unique access pin that is active only during your scheduled reservation.

Children & Youth Players

Children and youth players under the age of 18 are welcome at the racquet courts.

- Children who are not actively participating in tennis or pickleball must be supervised by a parent or guardian and should remain safely outside the active court area.
- Children can not enter courts while play is in progress or interfere with play on neighboring courts.
- Youth players under age 18 must have an adult associated with their account make the court reservation and add any guests who will be playing.
- **Youth players ages 15–17 may use the courts without a member adult present.** However, the adult who makes the reservation for the minor Member on their account is financially responsible for the youth player, their guests, and their compliance with all Club rules and policies.

Reservation Limits

To provide equitable access for all members, all reservations made as a future reservation (not same day) are subject to the following limits:

- **Single Memberships:** Up to **120 minutes** of future reserved court time each week. Same-day court reservations do not count towards this total.
- **Family Memberships:** Up to **240 minutes** of future reserved court time each week. Same-day court reservations do not count towards this total.

Reservation Cancellations & No-Shows

If you are unable to use your reservation:

- Future reservations **must be canceled at least 12 hours before** the scheduled start time using CourtReserve.
- Same day reservations must be canceled at least 4 hours before the scheduled start time using CourtReserve.

- Reservations not canceled in a timely manner will be considered a **no-show**.
- Three no-shows or misuse of the reservation system may result in the temporary pause of reservation privileges as no-shows prevent others from reserving the courts.

Please be thoughtful and cancel reservations as soon as your plans change so another member has the opportunity to enjoy the court.

During Your Reservation

Please:

- Arrive on time.
- Begin and end play within your reservation window.
- Leave the court at the end of your reservation to allow the next reservation to begin on time.
- Email the office if you find anything that needs attention (e.g., trash, inoperable equipment, etc.).

Court Access and Lock Connectivity

The Woodcroft Club uses an integrated lock system to manage court access.

- Each reservation includes a unique gate access pin.
- Access pins are valid only during your scheduled reservation.
- Access pins cannot be shared with others.

Court gate access is connected to our reservation system through the Club's Wi-Fi network. If Wi-Fi service is interrupted—including during a power outage—the gate locks may not receive newly made or updated reservation pins.

If you make or change a reservation just before or during Wi-Fi interruption, your access may not work until Wi-Fi service is restored and the gate system has had time to update.

Reservations already received by the gate system before the interruption should continue to provide access as scheduled.

Guest Policy

Guests are welcome when accompanied by a member.

All Guests must:

- Be registered in CourtReserve before arriving.
- Complete the required waiver.
- Remain with the sponsoring member throughout their visit. Members take responsibility for their Guests.

A guest fee (\$5/non-member Guest) will be added to the Members account for each non-member Guest joining the reservation.

Private Lessons

To ensure consistent instruction and appropriate use of Club facilities:

- All private tennis and pickleball lessons conducted on Woodcroft Club courts must be scheduled through The Woodcroft Club.
- Outside instruction is not permitted unless specifically authorized by Club management.

Court Rules & Etiquette

To help maintain our facilities and create an enjoyable experience for everyone:

- Courts are designated exclusively for tennis and pickleball activities.
- Appropriate tennis or athletic attire must be worn at all times.
- Shirts and tennis shoes are required.
- Members and Guests are expected to demonstrate good sportsmanship and treat others with courtesy and respect.
- Please help keep the courts clean by disposing of trash properly.
- Glass containers are not permitted on the courts or within the fenced court area.
- Food should be kept off the playing surface and not disposed of in court trash bins. Drinks are permitted in sealed, non-glass containers.
- Do not lean or sit on the nets.

The following are **not permitted on the courts or within the fenced court area**:

- Pets
- Bicycles
- Scooters
- Skateboards
- Roller skates or rollerblades
- Other activities unrelated to tennis or pickleball

Music & Noise

Members may listen to music during play provided it does not interfere with others.

Please:

- Keep personal speakers at a reasonable volume.
- Be respectful of neighboring courts and nearby residents.
- Club staff may ask members to reduce the volume or discontinue music if it becomes disruptive.
- Music with explicit content is not allowed at any time.

Weather & Court Closures

The Club reserves the right to close courts without notice when weather or maintenance conditions make play unsafe or could damage the court surfaces.

Members should not use courts that have been closed by Club staff.

Rain Interruptions

If rain interrupts play:

- Reservations are not automatically extended or rescheduled but the Member may check CourtReserve to see if a same day reservation is possible for additional court time..
- Future reservations remain subject to normal availability.
- Members should never play on courts that have been closed due to weather or unsafe conditions.
- The courts may be unplayable due to wet conditions from rain in the hours prior to your reservation. Members should not play on wet courts and can request a credit or cancellation of a fee for a registered Guest.

Thunder & Lightning

If thunder is heard or lightning is observed:

- Play must stop.
- All players should leave the courts and seek shelter.
- Play may resume only after at least **15 minutes** have passed without thunder or lightning and the courts are dry and safe to play on.

Court Operations

To ensure safe operation and equitable access, The Woodcroft Club reserves the right to:

- Close courts for weather, maintenance, or safety concerns.
- Reserve courts for Club-sponsored programs, lessons, leagues, tournaments, camps, and special events.
- Reassign courts when necessary for operational needs.
- Enforce all Club policies and suspend or revoke court privileges for repeated policy violations or conduct that interferes with the safety or enjoyment of others.

Policy Updates

As CourtReserve and our racquet sports programming continue to evolve, reservation procedures, court policies, and operational guidelines will be modified.

The Woodcroft Club reserves the right to update these policies as needed to promote member safety, fair court access, efficient operations, and an enjoyable racquet sports experience.

Fitness Room

Fitness Room Access

Beginning September 1st, Members must generate a custom access pin to use the Fitness Room. **The Fitness Room will remain open to Members 24/7, as long as they create a booking.**

To book a Fitness Room slot from the CourtReserve website:

1. Log in to your member portal.
2. From the homepage, hover above the “Reservations” tab on the top menu, and select “Fitness Room.”
3. Select the time you would like to reserve, and click “Reserve.”
4. Fill in the required information, including who you are making the reservation for, the duration, and any additional Members you would like to add.
5. Click “Save.”

To book a Fitness Room slot from the CourtReserve app:

1. Log in to your member portal.
2. Click the green button that says “Reservations” on the homescreen, or click the green “+” on the bottom menu.
3. Click on “Fitness Room.”
4. Select the time you would like to reserve, and click “Reserve.”
5. Fill in the required information, including who you are making the reservation for, the duration, and any additional Members you would like to add.
6. Click “Save,” and then “Confirm.”

The Fitness Room Slots allow multiple Members to create concurrent reservations. There is no difference between Fitness Room Slot #1 and Fitness Room Slot #4.

A Fitness Room slot can be booked for 2 hours per reservation. Unlike the tennis and pickleball courts, **there are no reservation limitations.**

Once you have created a reservation, you will receive a confirmation email, and the reservation will appear on your Member Portal.

To access the Fitness Room, you will need the unique 4 digit pin generated by your reservation. This pin will unlock the door lock during the time of your booking.

To find the pin in the confirmation email, open the message, and refer to the section titled “Pin Code.”

To find the pin from your Member Portal

On the CourtReserve Website:

1. From the homepage, hover above the “Reservations” tab on the top menu, and select “My Reservations.”
2. Each booking will list the date and time, the participants, the four-digit pin, and the location.

On the CourtReserve App:

1. Click the green button titled “Reservations,” and select “My Reservations.”
2. Each booking will list the date and time, the participants, the four-digit pin, and the location.

3. You can also view your upcoming bookings from the section labeled “My Bookings” directly on the homepage. The pin is listed in the lefthand corner of each booking.

Helpful tips:

- The lock may “go to sleep” during prolonged periods of inactivity. Press any button to wake it up and prepare it for your pin. This will also ask the lock to connect to Wi-Fi, and sync any recently-generated user pins.
- You will hear a beep after each number you press. If you do not hear a beep, the lock did not record your keypress.
- Ensure that you hit the # key at the end of your pin.

If you book the Fitness Room for the soonest available time slot, the pin you generate will work once the lock syncs with Wi-Fi. For instance, if you want to use the Fitness Room at 2:12pm, and the soonest available time slot is 2:30pm, the pin you generate for 2:30pm will work as soon as the lock syncs with Wi-Fi which happens automatically every 30 minutes or once the lock wakes by engaging the key pad and waiting a few minutes..

Please read the Wi-Fi connectivity section of this handbook for more information about possible disruptions to the pins syncing.

Minors Using the Fitness Room

- **Children under the age of 14 are not allowed in the fitness room.**
- **Minors age 14 are able to use the fitness room with adult supervision**, and may be added to reservations when an adult member will be present.
- **Minors between the ages of 15–17 may use the fitness room without a member adult present.** However, the adult who makes the reservation for the minor Member on their account is financially responsible for the child and for their compliance with all Club rules and policies.