



## Member Information and Frequently Asked Questions

### What's New for 2024

- When you complete your membership registration this season, you will get access to [CourtReserve](#), our new online booking system. The optional and free CourtReserve app can also be downloaded from the [Apple App Store](#) or the [Google Play Store](#).
- Two courts (Court 2 and Court 3) can be booked online and one court (Court 1) can be booked on the paper sign-up sheet at the Club. Court 4 continues to be reserved for the Tennis Director's Programs.
- Online courts can be booked one (1) day before the court time, starting at 7:00 am. Paper sign-up at the Club continues to be same-day only, starting at 7:00 am.
- Round Robin signups, cancellations, and waitlists will be processed through [CourtReserve](#).

#### 1. **How do I access the Club and why didn't I receive a shoe tag this season?**

After you register and payment has been received by the Club for your membership, you will receive a Welcome Email that will include the gate code to access the Club. Enter the 4-digit code on the keypad at the Club entrance gate and pull to open. Due to the truncated season, the Board made the decision to not issue shoe tags this year.

#### 2. **When is the Club open?**

Once the renovations are complete and the Club opens this season (date TBD), the facilities can be accessed every day from 7 am to 11 pm, until November 30, weather permitting.

#### 3. **How do I turn the lights on?**

As part of the renovations, new overhead lighting will be installed. Information on how to turn on the lights will become available once the Club opens for the season.

#### 4. **The courts are all busy when I arrive at the Club. How do I get a court to play?**

The Club allows Members to book two courts online and one court at the Club. The fourth court is reserved for the Tennis Director's Programs. Please ensure you follow the court booking policies outlined on the website [here](#). As a reminder, Members are only permitted to make one court booking a day at the Club.

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**5. Are there rules I should be aware of as a Member?**

Members are expected to follow general tennis etiquette rules, which are outlined in the Tecumseh Tennis Club's Code of Conduct. The Code of Conduct and Conflict Resolution Process is posted on the [website](#) and on the bulletin board at the Club. Please respect the rules so that all members can enjoy the facilities.

**6. Are there washroom facilities at the Club?**

The Club has a portable washroom facility at the Club, which is regularly maintained.

**7. Can I drink the water from the tap?**

Yes, municipal drinking water is provided by the tap near the entrance to the Club.

**8. Does the Club have a Lost and Found?**

There is a blue bin in the sheltered area for lost and found items.

**9. What can I do with my used tennis balls?**

You can donate your used tennis balls by placing them in a blue bin in the sheltered area. These tennis balls may be used by other Members or for lessons and clinics.

**10. Who owns the Club?**

The Tecumseh Tennis Club is a city-owned community tennis club. It is a volunteer-run, not-for-profit facility and the membership fees are used to operate and maintain the Club.

**11. Who is in charge of the Club?**

A volunteer Board of Directors is responsible for management of the Tecumseh Tennis Club.

**12. How do I contact a Board member with an issue or question?**

If you have any questions or concerns, the Board can be contacted by [email](#).

**13. How do I enrol in tennis instruction?**

Contact the Club's Tennis Director by [email](#) for information on tennis instruction. Additional information for the Tennis Director's programs will be found [here](#) when available.

**14. How can I meet players at my level?**

Members are encouraged to participate in Club programs such as round robins, leagues, tennis ladders, and social tournaments.

**15. Do you have daytime round robins?**

Daytime doubles Round Robins are held Mondays and Wednesdays from 9-11 am. Players of all skill levels are welcome and there is no need to sign up in advance to participate.

**16. Do you have evening Round Robins?**

Evening doubles Round Robins are held Tuesdays and Sundays from 7-10 pm. Online sign-up is required to participate (same day sign-up) for the evening Round Robins and they are divided into skill level, with one competitive 90 min session (3.5 and above) and one social 90 min session (3.0 and below). If you are unsure of your skill level, please review the Tennis Canada player rating [guide](#).

**17. Does the Club have a tennis ladder?**

The Club has a Singles Ladder (any gender welcome). Contact Heath Allen by [email](#) if you would like more information.

**18. Does the Club have any competitive teams?**

Yes, the Club has two teams in the Lakeshore League (Wednesday evenings). Check the Club's calendar within [CourtReserve](#) to find out when the home matches are scheduled and when the Tecumseh Tennis Club courts will be unavailable for casual Member play.

**19. How do I know when Club programming is offered?**

The Club has a calendar within [CourtReserve](#), which provides a schedule of activities. You can also check out the [Announcements page](#) on the website for the latest news.

**20. I am new in the area and would like to get involved with the Club. Who should I contact?**

Please contact the Club President, by [email](#).