

Carolina Courts Policies & Procedures Manual

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MEMBERSHIP POLICY

Each member will use their thumb/finger scan for entry to the facility. This is the most cost effective way we can provide safe, secure entry to Carolina Courts.

LOST & FOUND POLICY

Carolina Courts will adhere to the following "Lost and Found" Policy. Any items that were lost and then found, which resemble clothing of any kind, footwear, hats, locker room/shower items, or fitness accessories, will be stored in a plastic bin in the Main Office of Carolina Courts. Please ask any of our employees to assist in claiming your lost item. If the items are not claimed by Friday of every week, we will discard them. If the item lost is jewelry or has any significant value, it will be held in a secured safe onsite for three months.

CODE OF CONDUCT AND ETHICS POLICY

Carolina Courts is committed to providing a safe and welcoming environment for all members, visitors, staff, volunteers and program participants.

Members, visitors, staff, volunteers and program participants are expected to act appropriately at all times while on the premises of Carolina Courts. All and any participants are expected to behave in a mature and responsible manner and are expected to uphold core values of leadership, individual responsibility, and class. We expect all participants and visitors to uphold these core values through integrity, honesty, fairness and respect towards everyone in our community.

Fighting, stealing, inappropriate language, inappropriate actions and disrespectful conduct is prohibited. In addition, weapons of any kind are prohibited on Carolina Court premises – including the parking lot.

Failure to comply with these expectations as defined in this code of conduct will lead to disciplinary action, up to and including discharge and/or termination of membership.

SPORTSMANSHIP POLICY

No player, coach or team follower shall:

1. Use foul or derogatory language, threaten, or verbally abuse any other participant, employee, volunteer or spectator before, during or after the game.
2. Participate in a game for which he/she is ineligible
3. Argue or fight with the game official(s)
4. Intentionally strike, push, trip or otherwise physically assault another player, spectator, official or staff member
5. Mistreat the facility, equipment or supplies of Carolina Courts

REFUND POLICY

Monthly & Daily Membership dues are non-refundable/non-transferable. Semi Annual or Annual Membership dues are refundable with a 30 day written notice. A prorated portion of the unused annual membership will be refunded within 30 days written notice.

Program fees are refundable with a \$25 administrative fee AND only refundable 48 hours prior to the 1st practice and/or day in a camp or clinic. If Court Sports Inc cancels a program prior to the inception date, a full refund will be offered within 30 days of the cancellation.

HEALTH & ACCIDENT INSURANCE POLICY

Court Sports Inc. does not provide accident insurance for injuries sustained during Court Sport Inc. activities at Carolina Courts or on their premises. Members participate in programs and use the facility at their own risk. Court Sports Inc. recommends that all individuals consult their physician prior to beginning any new physical activity. Court Sports Inc., is not responsible for any health related injury and/or death.

PERSONAL PROPERTY POLICY

We strongly advise that members, and/or participants, not bring valuables into Carolina Courts. There are no lockers available for use within our facility. Court Sports Inc. is **not** responsible for lost or stolen property while on Carolina Courts premises.

PARKING POLICY

Parking is free to all non-members and members of Carolina Courts. In the interest of being good neighbors, **please do not park** in any adjoining parking lots. This may cause them considerable inconvenience. Thank you for your cooperation. Court Sports Inc. is **not** responsible for lost or stolen property while on Carolina Courts premises.

YOUTH SUPERVISION POLICY

The safety and comfort of your child is our first priority. When your child is participating in a class or program, you can be assured that the instructor/coach/trainer is a trained individual with experience working with children. Court Sports Inc., requires every employee and volunteer working with children have a complete background check.

We require that parents pick up and drop off their child to the program and provide adult supervision to and from restrooms. Children younger than 12 years old must be accompanied by an adult 16 or older.

WEATHER CANCELLATION POLICY

All class cancellations and building closings (due to weather or emergency) will be broadcast on our website (Main Page). Please understand that there might be an unexpected occasion that will require us to cancel or close without notice. Credits will be issued if the Court Sports Inc. cancels a class that has been paid for.

SCHEDULES, FEES, PROGRAMS, CAMPS & CLINICS

Schedules, Fees, Programs, Camps, Clinics, Academies, etc. are all subject to change, without notice, due to holidays, seasonal needs, lack of enrollment, facility usage, weather or other factors. All memberships are pro-rated for the month you sign up. Annual members are expected to pay the pro-rated fee plus the first year fee when signing up. Monthly draft members are expected to pay the pro-rated and the first month fee when signing up.

CELL PHONE POLICY

Our facility has instituted a cell phone policy for all program areas and restrooms. Cell phone use will only be allowed in the lobby area and outside our facility. This policy has been adopted for the privacy and safety of our members. Restricting cell use in gyms & health clubs is part of a growing trend across the country. Thank you for your cooperation.

HOLIDAYS

Carolina Courts will be closed on certain holidays and/or special events. Our holiday schedule will be posted online.

SOCIAL SERVICES POLICY

Court Sports Inc. does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities. Court Sports Inc. does not discriminate on the basis of disability in its hiring or employment practices. This notice is provided as required by Title II of the Americans with Disabilities Act of 1990.

RESERVING COURT TIME POLICY

Court space and time availability will be made available daily to the public via our website. Reserving court time is on a first come, first serve basis. A court is not considered reserved unless payment in full is received. No reservations can be made without payment. Members will receive priority treatment when reserving courts. Court rental rates will be posted online.

GYM RULES

- NO FIGHTING
- NO FOUL OR DEROGATORY LANGUAGE
- NO VERBAL THREATS OR ABUSE
- NO ARGUING
- TREAT OTHERS WITH RESPECT
- TREAT FACILITY AND EQUIPMENT WITH RESPECT
- NO FOOD OR DRINK ON PLAYING COURTS AT ANY TIME

Ignorance of rules is not an excuse for violations.