

Cooper Creek Tennis Center

Effective February 3, 2020

Mission Statement

Cooper Creek Tennis Center (CCTC) is dedicated to providing the citizens of Columbus with the highest quality facility and friendly efficient service at a minimal charge for court usage. We offer a safe and fun environment to promote the sport and to dispel the notion that tennis is an expensive and elitist sport.

Working in partnership with the Columbus Regional Tennis Association (CORTA), we strive to offer the highest quality tennis programs ranging from entry-level to advanced programs and special events that include high-profile tournaments and players. ALL ages, ALL levels, ALL Welcome!

Parks & Recreation: The mission is to enhance the quality of life for all citizens of the community by providing passive and active recreational, educational, and cultural programming services for all age groups. It is our objective to provide parks and recreation facilities that are safe, accessible, and atheistically pleasing to the entire community.

Hours of Operation

Winter Hours (*October-March)		Summer Hours (*April-September)	
Monday-Thursday	9:00 a.m. - 9:00 p.m.	Monday-Thursday	8:00 a.m. - 9:30 p.m.
Friday	9:00 a.m. - 8:00 p.m.	Friday	8:00 a.m. - 8:00 p.m.
Saturday	8:00 a.m. - 7:00 p.m.	Saturday	8:00 a.m. - 7:00 p.m.
Sunday	10:00 a.m. - 7:00 p.m.	Sunday	10:00 a.m. - 7:00 p.m.

*The hours will begin the first Monday of the month.

(The courts may be closed to the public during tournaments or special events.)

Fiscal Year Holiday Hours

Independence Day - 8:00 a.m. - 1:00 p.m.
Labor Day – OPEN
Columbus Day – OPEN
Veteran’s Day – OPEN
Thanksgiving – Closed
TG Friday – Closed
Christmas Eve – Closed
Christmas Day – Closed
New Year’s Eve – 9:00 a.m. - 2:00 p.m.
New Year’s Day – Closed
Martin Luther King Day – OPEN
Easter – Closed
Memorial Day - OPEN

Cooper Creek Tennis Center
Standard Operating Procedures

1. Facility Rules and Regulations

1. Cooper Creek Tennis Center is a smoke free facility. The use of tobacco, vapor, e-cigs in any form is prohibited at the tennis center, and within 25 feet of the exterior fencing of the facility.
2. Proper tennis attire is required. (Shirts must be worn at all times.)
3. Only flat-soled tennis specific shoes are allowed on the tennis courts. Cross trainers or other running shoes are not permitted for both safety and maintenance reasons.
4. No skateboards, hoverboards, scooters, bicycles, or skates are allowed on the courts or within the perimeter fencing.
5. No pets allowed on courts.
6. Guide or assistance dogs for the handicapped are the only animals that will be allowed inside the buildings.
7. No alcoholic beverages allowed in the park.
8. The use, sale or possession of alcoholic beverages or controlled substances is prohibited. Being under the influence of said substances and refusal to leave the premises may result in suspension from the facility and/or prosecution.
9. Children need to be supervised by parents at all times. Children under the age of 12 are not permitted to remain courtside or in the lounge or lobby areas unless supervised by a parent or adult guardian.
10. No hitting/throwing balls against walls in the facility or climbing on the furniture or fences.
11. Games and excessive horseplay are not allowed on the premises.
12. Profanity, loud noises, racquet throwing, abuse of City property, etc. will not be tolerated. Failure to comply may result in suspension from the facility.
13. Announcements or flyers for bulletin boards must be submitted and approved by the director of tennis.
14. The City of Columbus and Cooper Creek Tennis Center staff is not responsible for personal items left unattended, lost or stolen.
15. No parking in handicapped spots unless the vehicle is registered or has a handicap permit.
16. Theft or vandalizing of city property or property belonging to a private party may result in criminal charges. Guests caught vandalizing property will forfeit their rights to the facility and will be prosecuted to the fullest extent of the law.
17. Use of verbal or physical threats toward staff or other patrons or the use of offensive, obscene or illegal conduct is prohibited. Violators will be asked to leave the facility. Depending on the severity of the behavior, individuals may be suspended from future use of the facility.
18. Dispose of gum properly by placing in proper trash receptacles.
19. Place unwanted, used balls in the recycling containers provided.
20. After play, the court must be cleared of trash, properly groomed with the brushes provided and the lines swept.

2. Check-in Procedures

1. All users must sign in at the clubhouse prior to entering court for play at all times (individual play, private lessons, team practices, etc.)
2. All applicable fees must be paid prior to play. Visa, Mastercard, Discover, checks and cash accepted.
3. Failure to comply with registration procedures and submission of payment may result in interruption of play and forfeiture of court until resolved.
4. Courts will be assigned by facility staff. During peak hours, as determined by the staff, court time will be limited to one and a half (1½) hours for singles and two (2) hours for doubles. Anyone wishing to play longer may check in at the clubhouse and be added to the waiting list.
5. A minimum of two (2) courts will be available for walk-up play when all 51 courts are playable. In the event that we have a limited number of courts available due to maintenance, resurfacing, inclement weather, etc., at least two (2) courts of the playable courts will be designated for reservation or walk-up play.
6. Tournament and league matches take precedence over member and/or walk-up play if at any time all courts are needed for these events. This procedure takes precedence over procedure 2.5.
7. Reservation Policy: Subject to court availability, court reservations can be made by calling CCTC.
 - a. Individuals may make a reservation for one (1) court up to seven (7) days in advance
 - b. Instructors may make a reservation for one (1) court up to seven (7) days in advance
 - c. Teams may make a reservation for two (2) courts up to seven (7) days in advance.
 - d. Reserved courts that have not been claimed and paid for ten (10) minutes after the scheduled time will be released to waiting parties.
 - e. Prompt notification of reservation cancellation should be made to CCTC staff.

3. Waiting List

1. When all walkup courts have been issued, a waiting list will be started. The list will be in order of arrival.
2. One person is not allowed to be on the waiting list for two courts. If two courts are needed, two individuals should sign up on the waiting list. There is no guarantee that the courts will be close to each other.

4. Court Use

1. Please be quiet when walking or waiting behind courts.
2. When claiming a court, wait until the exiting players have finished a point or rally before entering.
3. As a courtesy to players with a reservation following yours, please be ready to exit a court at the exact end of your reserved time.
4. Do not enter adjacent courts (when in use) to retrieve stray balls. Wait until your neighboring players have finished a point, and then ask them to return your ball.

5. After play, patrons must sweep and line the court and return the equipment to the designated area.

5. Adult League Team Practices (Divisions 18+, 40+)

1. Each team will get two (2) courts per practice session for the first 8 weeks of each league season. After the 8th week, if a team would like to practice, they need to make a reservation via procedure 2.7.c.
2. Practice courts are reserved Sunday-Friday.
3. Block scheduling is used Monday-Thursday. 6:00 p.m.-7:30 p.m. and 7:30 p.m.-9:00 p.m. Block scheduling allows each set of courts to be used for two practice sessions per night.
4. Practices may begin later than the start time, but must end at the above designated times. (ex. Monday 6:30 p.m. - 7:30 p.m.)

6. Junior Team Tennis Practices and all other league team practices

1. Teams may make a reservation via procedure 2.7.c.

7. Weather Procedures

1. Play will be halted on courts as soon as the staff determines the court to be unplayable and the staff will determine when courts will be playable again.
2. If the temperature is 100° or above, or the heat index is 106° or higher, or 32° or below as set forth in the CORTA guidelines, any player may halt play. If lightning/thunder is detected, it is the players' responsibility to halt play.
3. **USTA League Team Practices:** In the event that the majority of the courts are unplayable team practices will be cancelled. If enough courts are playable for each team to receive one court, then team practices will be held with each team receiving one court.
4. **USTA League Matches:** All league matches are assigned courts at least one day prior to the match. Matches scheduled on courts that are playable will go on as scheduled. Matches scheduled on courts that are unplayable will be cancelled and have to be rescheduled. In the event that a match is scheduled on a bank of courts where only a portion of those courts are playable, the matches should go on as scheduled on the playable courts and the unplayable courts should be rescheduled.
 - a. Due to the burden of rescheduling matches, out of town teams such as Auburn or Callaway Gardens will be assigned to courts with the highest probability of being playable.
5. **Reservations and Individual Play:**
 - a. In case of inclement weather, all reservations are subject to court availability.
 - b. If courts are limited due to weather, all individual reservations will be cancelled.
 - c. Players may contact CCTC at 706-317-4186 to find out if courts are available for walkup play.

8. Rescheduled Matches

1. Captains of cancelled matches should use their assigned practice night and courts to make-up the matches. The staff will not schedule make-up matches on other teams' practice courts.

2. Rescheduled matches played on team practice courts will not be interrupted, and shall be played until completion.
3. Rescheduled matches should not be scheduled later than 1½ hours before closing. (ex. no matches scheduled after 7:30 p.m. when facility closes at 9:00 p.m.)
4. Subject to court availability, teams utilizing their allotted 2 courts for make-up matches may also reserve up to two (2) additional courts on the same scheduled team practice night via procedure 2.7.c.

9. Hard Courts

1. August 1 - May 31, the hard courts will be reserved for CSU men's and women's teams to practice for approximately five (5) hours per day.
2. The hard courts will be reserved exclusively for CSU matches at any time and any day needed from August 1 – May 31.
3. If any CSU match or practice is canceled due to inclement weather, CSU is reserved the right to reschedule those practices to a date and time that is determined solely by CSU.
4. Any tournaments that CSU hosts will have exclusive use of the hard courts for those dates.
5. CSU coaches have the right to teach private lessons on the hard courts from August 1 – May 31 during the reserved CSU practice times. The coaches must obtain the appropriate business license.

10. Independent Instructors

1. Requirements

- a. Instructor must have a current business license, and certificate must be on file with the Director.
- b. Instructors must have liability insurance, and certificate must be on file with the Director.
- c. All instructor court and lesson fees must be paid prior to taking the courts. If a lesson cancels or is rained out, the instructor may contact the office and a credit will be given for the next available day.
- d. Each licensed and insured instructor is allowed to reserve no more than one (1) court during peak hours. CORTA, CSU and City programs have priority over individual instructor programs.
- e. Instructors must provide their own teaching equipment, and equipment must not be left onsite.

2. Junior Clinics and Academies: Any pro or organization that has a junior clinic or academy will be responsible to pay the following fees:

- a. A \$4.00 fee per hour for each court used.
- b. If the pro is a nonmember, he/she must pay an hourly court fee.
- c. Instructor must pay \$1.00 fee per student.

3. League Team Lessons: Any pro that teaches an adult league team that has reserved courts with Cooper Creek will be responsible to pay the following fee:

- a. A \$10.00 lesson fee for each team lesson given.
- b. If the pro is a nonmember, he/she must pay the appropriate hourly court fee.
- c. Each student must check in and register prior to taking the court and each nonmember student will be assessed a \$5.00 court fee.

4. **Private Lessons:** Any pro that teaches a private lesson will be responsible to pay the following fee:
 - a. A \$5.00 lesson fee for each private lesson given.
 - b. If the pro is a nonmember, he/she must pay the appropriate hourly court fee.
 - c. Each student must check in and register prior to taking the court and each nonmember student will be assessed an hourly court fee, based on age.
5. **Group Lessons (4 or more students):** Any pro that teaches a group lesson will be responsible to pay the following fee:
 - a. A \$10.00 lesson fee for each group lesson given.
 - b. If the pro is a non-member, he/she must pay the appropriate hourly court fee.
 - c. Each student must check in and register prior to taking the court and each non-member student will be assessed an hourly court fee, based on age.

11. HOST POLICIES & PROCEDURES

1. STAFFING

- a. A full-time staff person must be on site during the event.
- b. Facility should be adequately staffed based on event size and need.
- c. All staff should be knowledgeable on policies, procedures, maintenance and equipment use.

2. WEATHER

- a. Staff should monitor weather to determine if watering needs to be adjusted – i.e., sprinklers turned off or on.
- b. In the event of inclement weather, staff should provide extra court maintenance to make sure courts are playable and tournaments/events begin on time and additional staff should be scheduled to assist, if necessary.
- c. Staff should provide direction to CORTA court sweepers, when available, so they can properly assist with court preparation.

3. PRE-EVENT / EVENT

- a. Ensure that courts are in good condition, including weeds removed from court
- b. Make sure nets and straps are in good shape
- c. Ensure scorekeepers are in good working condition, with four (4) balls in each
- d. Make sure lights are properly working; replacing light bulbs when necessary
- e. Make sure rollers and brushes are in working condition
- f. Ensure gas cans are full, and rollers and blowers are in good working condition
- g. Ensure all restrooms are cleaned and stocked, check several times throughout the day
- h. Routinely clean courts and area during tournament play
- i. Make sure extra trash receptacles are available in lunch area
- j. Routinely check and remove garbage
- k. Schedule daily garbage pick up
- l. At day's end please make sure all courts are cleaned and ready for next day

12. Membership Fees

Category Descriptions:

Junior: 18 & under; 22 & under if college student (current school ID required)

Family: Spouse/partner living in one household; includes children 18 & under living at home, or 22 & under if college student (current school ID required.)

Junior Family: Siblings (living in one household) 18 & under; 22 & under if college student (current school id required)

Senior Family: At least one (1) adult 55 or over; includes children 18 & under living at home, or 22 & under if college student (current school ID required.)

Muscogee residents:

SINGLE MEMBERSHIP

Monthly	\$25.00
3 month	\$97.00
1 year	\$242.00

FAMILY** MEMBERSHIP

Monthly	\$35.00
3 month	\$145.00
1 year	\$363.00

SINGLE (Senior/Junior*)

Monthly	\$20.00
3 month	\$73.00
1 year	\$182.00

FAMILY*** (Senior/Junior*)

Monthly	\$28.00
3 month	\$109.00
1 year	\$272.00

Non-Muscogee residents:

SINGLE MEMBERSHIP

Monthly	\$30.00
3 month	\$120.00
1 year	\$300.00

FAMILY** MEMBERSHIP

Monthly	\$43.00
3 month	\$180.00
1 year	\$450.00

SINGLE (Senior/Junior*)

Monthly	\$24.00
3 month	\$90.00
1 year	\$225.00

FAMILY*** (Senior/Junior*)

Monthly	\$33.00
3 month	\$135.00
1 year	\$338.00

SINGLE Hourly(resident)

\$3.50 hour/per person (before 6:00 p.m.)
\$4.00 hour/per person (after 6:00 p.m.)

Senior/Junior Hourly(resident)

\$2.50 hour/per person (before 6:00 p.m.)
\$3.00 hour/per person (after 6:00 p.m.)

SINGLE Hourly(non-resident)

\$4.00 hour/per person (before 6:00 p.m.)
\$4.50 hour/per person (after 6:00 p.m.)

Senior/Junior Hourly(non-resident)

\$3.00 hour/per person (before 6:00 p.m.)
\$3.50 hour/per person (after 6:00 p.m.)

The hourly fee will be entered in the register at the rate that is played the longest.

(Ex. 4:30 p.m. - 6:30 p.m. the day rate will be charged; 5:30 p.m. - 7:30 p.m. the night rate will be charged.)

Adult Team Practices

\$5.00 Flat Fee/per person*

Adult League Matches

\$5.00 Flat Fee/per person

*Rates apply only during designated team practice hours as established by CC Management.