



2025 COMPANY HANDBOOK



 www.agapetennisacademy.com

*Agape's vision is to enrich lives and communities
across the United States through tennis and pickleball*

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INTRODUCTION

Agape Tennis and Pickleball Academy is dedicated to enriching lives and communities through tennis. We will go the extra mile to add value to each person who is part of our tennis program. This includes having every tennis professional certified, continually providing clients with free content-written articles, posts, and emails of the best coaching in the states of Georgia and California.

In addition to adding value to your tennis game, it is our mission to provide an enriching environment. We want our students to have fun and enjoy the process of learning and improving. We believe in a perfect balance between learning and hard work and having fun and enjoying the process.

Our core values are encompassed in five virtues: Honesty, Excellence, Attitude, Responsibility, and Teamwork (HEART). We intentionally create a strong culture of these virtues that we pass on to each child in our program. In each academy class and program, the kids are not only held to the highest standards of athletic rigor, but also to the highest standard of character and work ethic. The characteristics it takes to achieve as an athlete are the same that it takes to achieve in life. We strive to provide our students with a challenging yet fun learning environment. We believe in a balance between hard work and fun. We know that when students are having fun, they are more likely to learn. We know that the students in our academy are more likely to thrive in life because they were a part of Agape Tennis and Pickleball Academy.

AGAPE STAFF CONTACTS

Dekalb Tennis Center

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Hours of Operation (M-F 9a-9p, Sat/Sun 9a-6p)

Amy Pazahanick (CEO)	678-333-5934
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Charlana Brown	323-356-6000 (\$70)
Jenell Calloway (Pickleball)	404-438-2099 (\$65)
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Gabriela Cooks	404-663-4684 (\$75)

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Emory Harris	404-983-4753 (\$80)
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Deanna Knieriem	770-702-7432 (\$70)
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Tim Maldonado	404-725-2291 (\$80)
Patrick Masiyazi	817-312-0141 (\$100)
Jefferey McGill	404-518-0794 (\$80)
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James Pressley	678-644-1131 (\$85)
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Jere "Rocco"	678-749-5046 (\$80)
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AGAPE STAFF CONTACTS

Chastain Park

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AGAPE STAFF CONTACTS

McGhee Tennis Center

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Gabby Poux (Director of Branding/Tennis/Office)	303-963-6956 (\$65)
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Shawn Bunkley (Office)	404-819-6763
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AGAPE STAFF CONTACTS

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Jason Cole (Office)	470-957-1371
Vincenzo Ciccone (Office/Tennis)	347-595-1783 (\$70)
Michael Cranford (Pickleball)	404-825-0532 (\$65)
Daniel Czepielewski	225-577-0003 (\$70)
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Javier Medina	435-757-3646 (\$80)
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James Pressley (Director of Adult)	678-644-1131 (\$85)
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Jeremias "Rocco"	678-749-5046 (\$80)
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AGAPE STAFF CONTACTS

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AGAPE STAFF CONTACTS

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Meredith Clobes (Pickleball)	860-752-5615 (\$60)
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Howard Nusinov (Pickleball)	805-750-6105 (\$75)
Luis Tovar (Head Pro)	805-824-3346 (\$70)
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Mike Ashley (Pickleball)	805-312-3394 (\$75)
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Howard Nusinov (Pickleball)	805-750-6105 (\$75)
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Luis Tovar (Head Pro)	805-824-3346 (\$70)
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AGAPE STAFF CONTACTS

Fountain Valley Tennis and Pickleball Center

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fvinfo@agapetennisacademy.com

Hours of Operation (M-F 8-9p Sat/Sun 7a-6p)

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Charlotte Nguyen (Office)	714-787-8264
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Shion Galata (Pickleball)	949-910-7064 (\$70)
Bledar Gashi	820-465-3742 (\$65)
Andrew Hedges	423-664-7937 (\$70)
Emili Malijawskij	657-712-1940 (\$60)
Robert Martinez (Director of Pickleball)	949-514-5218 (\$80)
Tri Nguyen (Director of HP)	916-888-6868 (\$80)
Markus Ong (Tennis/Pickleball)	425-802-6136 (\$50)
Victor Pham	714-493-4520 (\$65)
Reggie Pollard (Tennis/Pickleball)	714-595-5479 (\$70)
Katie Tassos (Pickleball)	402-490-7665 (\$70)
Albert Ton (Director of Tournaments)	714-487-3264 (\$65)
Quoc Tran (Director of Jr Program)	714-791-1431 (\$75)
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Chastain

Galloway School

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Dekalb Tennis Center

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Fountain Valley

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EMPLOYEE HANDBOOK

Acknowledgment of Receipt of Agape Academy Limited Liability Company Handbook

I acknowledge that I have received a copy of the Agape Academy Limited Liability Company Handbook (hereinafter referred to as "Company" or "Agape") Handbook ("Handbook"). I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of the Company.

I also understand that the purpose of this Handbook is to inform me of the Company's policies and procedures, and it is not a contract of employment. Nothing in this Handbook provides any entitlement to me or to any Company employee. I also understand that the Company has the right to change any provision of this Handbook at any time, and that I will be bound by any such changes.

Employee Signature

Date

Please print your full name

Company Representative Signature

Date

Please print your full name

Please sign and date one copy of this notice and return it. Retain a second copy for your reference.

Introduction

This Handbook (“Handbook”) is a compilation of personnel policies, practices and procedures currently in effect at Agape. Please read it carefully.

The Handbook is designed to introduce you to our Company, familiarize you with Company policies, provide general guidelines on work rules, benefits and other issues related to your employment, and help answer many of the questions that may arise in connection with your employment.

This Handbook is not a contract. Like most companies, the Company generally does not offer individual employees formal employment contracts with the Company. This Handbook does not create a contract, express or implied, guaranteeing you any specific term of employment, nor does it obligate you to continue your employment for a specific period. The purpose of the Handbook is simply to provide you with a convenient explanation of present policies and practices at the Company. This Handbook is an overview or a guideline. It cannot cover every matter that might arise in the workplace.

The Company reserves the right to modify any of our policies and procedures, including those covered in this Handbook, at any time. We will seek to notify you of such changes by email and other appropriate means. However, such a notice is not required for changes to be effective.

If you have any questions, please address them to Gina Woods, Training and Development Manager.

Company History, Goals, Values, and Beliefs

Agape was founded in 2012 on five core principles. The Founder, Amy Pazahanick started writing down words that she felt the organization must embody and what would be paramount to success. She wrote down the words she thought would be most important as they came to her (in no order). She felt complete after writing five words. Much to her shock, she realized the words she wrote down when regrouped in a certain order, spelled HEART! Amy took this as a sign that Agape was meant to be and that these five core values were certainly to be part of the mission of Agape.

The Company's five core values are:

- Honesty
- Excellence
- Attitude
- Responsibility
- Teamwork

Agape means Unconditional Love in Greek, and this speaks to the culture and environment we create at the tennis academy. Our Company provides an inclusive, welcoming and community centric environment, with a focus on enriching Lives and Communities through Tennis and Pickleball. Tennis and Pickleball are our vehicles to make the world a better place.

Agape has managed semi-private, private, and public tennis centers. Agape currently manages three public tennis centers in partnership with DeKalb County in Decatur, Georgia, Orange County in Fountain Valley, California, and Ventura County in Oxnard, California. Additionally, Agape manages a semi-private HOA facility in Alpharetta, Georgia. There is an unmistakable positive energy and passion that fills every tennis and pickleball court that Agape manages.

Agape provides tennis and pickleball programs for all skill levels, from beginner to elite, for both adults and juniors. We also offer specialized programs for special needs, senior citizens, and homeschooled children. Our community is invited to join a variety of events, tournaments, socials, leagues, and teams.

The mission of Agape is simply to enrich lives and communities through tennis and pickleball.

Programming

Agape's mission is to enrich lives and communities through tennis and pickleball, and our programming plan embodies that mission. We promote tennis and pickleball as a recreational and life-enriching pastime that also instills discipline, teamwork, respect, and pride in every accomplishment. Because our mission is to enrich lives, we provide a broad base of activities targeted to a diverse audience rather than simply catering to tennis and pickleball enthusiasts. We believe, instead, in tennis and pickleball programming for everyone in the community.

Agape includes traditional tennis and pickleball programs at each center, targeted for frequent customers who desire variety and competitive play. Traditional adult programming offered incorporates: ALTA (at Georgia locations) and USTA league team plans and set up; ALTA and USTA team lessons; private and semi-private lessons; full class schedules for all levels including beginner, intermediate, and advanced drills; "Stroke of the Week" instruction; adult academy for all levels of play; men's drills; heavy hitter drills; cardio tennis; senior drills; seasonal adult camps; Challenge Ladder; flex leagues; and round robins.

Similarly, Agape offers traditional youth tennis programming that includes: ALTA (at Georgia locations) and USTA league teams; ALTA and USTA team lessons; private and semi-private lessons; a Junior Academy for all levels, including beginner classes (Red, Orange and Green), intermediate classes (Development I, II, and III), and advanced classes (Elite I, II and III); Quickstart camps for youth beginners; tournament play camps for those looking for more match play; Junior Club championships; work with local high school JV and varsity teams; work with middle school teams; and a full summer camp schedule.

The Company also offers non-traditional programming such as: parent-child tournaments, special programs for home-schooled students, pickleball, cardio boot camps, tennis fitness classes, yoga and meditation, mental toughness training, stretching classes, and free camps and free drop-in classes (many programs which are not normally associated with tennis center operations, but that promote fun and building a sense of camaraderie among the community).

Special events throughout the year bring the community together, from holiday cookouts and parties to events during Wimbledon and the U.S. Open, and during which Agape provides multiple opportunities for socializing and building relationships. We host events such as Cinco De Mayo, Spring Fling, Fall Ball, Friday Night Match Play, holiday mixers, Turkey Cardio Boot Camp, Monster Smash, Friday Night Lights, Midnight Madness parties, and Turkey Camp. We plan special events for all age groups and have had strong participation at other centers. Once a year, Agape hosts a giant tennis party at each center as a “thank you” for our patrons. At this event, patrons get two (2) hours of free tennis drills, and the Company provides prizes, giveaways, free food, drinks, and music.

Our Company focuses on providing an environment where people can come and feel great. We empower people. We inspire people to not only become better tennis players, but to live healthier and happier lives. We help people grow their confidence, self-esteem and self-worth. We care deeply about the people we teach and want to help them reach their full potential as tennis players and as human beings. We believe our tennis academy changes lives and makes a difference in society. We are changing the world by enriching the lives and communities we reach through tennis and pickleball!

Organizational Chart

The organizational charts below depict key staff positions and the management hierarchy for Agape. At the executive level (CEO and direct reports), leadership will oversee operations and provide community engagement across all five centers. The general manager/director of tennis will be the on-site leadership for staff assigned at each center.

CEO:

Amy Pazahanick

COO:

Annie Freeman

Business Manager:

Lauren Cook

Training and Development Manager:

Gina Woods

At every location we have a system of the following as needed:

- Office Manager
- Office Assistants
- Tennis Director
- Head Professional
- Directors of Adult Program
- Directors of JR Program
 - Director of High Performance
 - Director of 12 and Under Tennis
- Directors of Pickleball
- Director of Events
- Staff Tennis and Pickleball Professionals

Part 1 - Getting Started

Hiring Process for Tennis and Pickleball Professionals

1. Interview with CEO/Training & Development Manager or Director of specific location – Via phone, zoom, and/or in person
2. Send offer letter, contract, and paperwork to professional
3. Onboard and train with COO and Training & Development Manager.
8. Run Private Lesson Special with new professional for 2 weeks / announce new Professional online / social media

Recruitment and Hiring

The Company's primary goal when recruiting new employees is to fill vacancies with people who have the best available skills, abilities or experience needed to perform the work. Decisions regarding the recruitment, selection and placement of employees are made based on job-related criteria. We encourage current employees to recruit new employees for our Company.

Onboarding

Staff must fill out a packet of onboarding information that will be given to them by the Office Manager at their center location. We use Prime Pay for our payroll services. If you are a full-time employee (working 40 or more hours a week), you will be given full-time employee status. Those working less than 40 hours a week will be considered an Independent Contractor with the company. Workers will need to fill out a W9 (Independent Contractor) or W4 (Employees), accordingly. You will need to submit a copy of a voided check for direct deposits. Your first check may be handwritten.

General Details

You will be provided with your tennis center's staff contacts. Schedule a time with the Office Manager at your tennis center to get yourself set up in Club Automation. The Business Manager at your location will assist you in setting up your email and ordering your business cards. Your

email address will consist of your First name and the First Initial of your Last Name at agapetennisacademy.com (example: firstnameinitial@agapetennisacademy.com). You must use the Agape email address to communicate with clients. You will meet monthly with the Director of Tennis at your center for the first three (3) months, and then the Director will decide on an appropriate occurrence of one-on-one meetings

Employment Classifications

The following terms will be used to describe employment classifications and status:

Exempt Employees

An exempt employee is a salaried employee earning at least four hundred and fifty-five dollars (\$455.00) per week, who holds an administrative, professional, or management position. Exempt employees are not subject to the overtime pay provisions of the federal Fair Labor Standards Act (FLSA). Certain outside salespeople and a few other job categories are also exempt.

Non-Exempt Employees

Most hourly employees are non-exempt employees. Salaried employees who are not administrative, professional, or managerial employees (as defined by the U.S. Department of Labor) are generally not exempt from the FLSA overtime provisions.

Full-Time Employee

Full-time employees are those who are regularly scheduled to work at least forty (40) hours per week.

Temporary Employee

Employees are hired for an interim period of time, usually to fill in for vacations, leaves of absence, or projects of a limited duration. Temporary employees are not eligible for Company benefits. Temporary employees include interns and co-op students. If your status changes from temporary to part-time or full-time, you are considered hired on the date you become a full-time or part-time employee for purposes of calculating eligibility for benefits that require a minimum term of employment.

Independent Contractors

People hired by the Company perform a particular job, typically for a limited time and who are regularly scheduled to work at least twenty (20) but fewer than forty (40) hours per week. These people may be self-employed, or they may work for an outside agency. Independent contractors are not eligible for Company benefits, and they are not employees of the Company.

Equal Employment Opportunity

The Company is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex (including pregnancy), national origin, disability, age, genetic information, or any other status protected under applicable federal, state or local law. Our policy reflects and affirms the Company's commitment to the principles of fair employment and the elimination of all discriminatory practices. Details of our equal employment opportunity policies are further explained in Part 3 below.

Your Employment Relationship with the Company

Your employment with the Company is "at will," meaning that you or the Company may end your employment at any time for any lawful reason.

This Handbook is not a contract. It does not create any agreement, express or implied, guaranteeing you any specific terms or conditions of employment. Nothing contained in this Handbook should be construed as creating a contract guaranteeing any benefit or employment for any specific duration. Neither does it obligate you to continue your employment for a specific period of time. Unless you have entered into an employment agreement that supersedes this document, either you or the Company may terminate the employment relationship at any time. Neither does the Handbook guarantee any prescribed process for discipline and discharge.

No manager or other representative of the Company has the authority to enter into any agreement guaranteeing employment for any specific period. No such agreement shall be enforceable unless it is in writing and signed by a Manager and the employee.

Conflicts of Interest/ Secondary Employment (Outside the Company)

Generally, employees of the Company work full-time. Working outside the Company may be inconsistent with full-time employment with the Company. It is the Company's policy that employees may not accept outside employment. There may be circumstances, however, where an exception may be allowed. Accordingly, each employee is required to inform his or her supervisor before accepting employment outside the Company, whether full-time, part-time, or temporary. A written request that includes the name of the potential employer, the nature of the work to be performed, and the days and hours to be worked, should be forwarded to your Manager, for approval. Failure to disclose outside employment and to obtain the Company's consent in advance could be grounds for dismissal.

Immigration Law Applicable to All Employees

The Company complies with the Immigration Reform and Control Act of 1986 by employing only U.S. citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of work to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (Form I-9). If you cannot verify your right to work in the United States within three (3) days of hire, the Company is required by law to terminate your employment.

Additionally, the Company is an E-Verify employer. E-Verify is a web-based program administered by the U.S. Department of Homeland Security, USCIS Verification Division, and the Social Security Administration that supplements the current I-9 employment eligibility verification process. The program determines whether the information provided by the new hire matches government records and whether the new hire is authorized to work in the United States.

Part 2 - Our Policies and Practices

Hours of Work

The work week is generally from Monday through Sunday. The Company recognizes that many employees need flexibility in work schedules to meet other needs and offers a flexible time schedule.

Lunch and break periods will be unpaid and must be taken at times when you are not required and scheduled to work with clients.

Attendance and Punctuality

It is important for you to report to work on time and to avoid unnecessary absences. You are expected to be at work 15 minutes prior to your lesson and have all equipment and lessons prepared. The Company recognizes that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism or tardiness may result in disciplinary action up to and including discharge. Excessive absenteeism or frequent tardiness puts an unnecessary strain on your coworkers and can have a negative impact on the success of the Company.

You are expected to report to work when scheduled. Whenever you know in advance that you are going to be absent, you should notify one of the Managers. If your absence is unexpected, you should attempt to reach one of the Managers as soon as possible, but in no event later than one hour before you are due at work. If you are unable to reach one of the Managers directly, please leave a voicemail or send an e-mail to another Manager.

Working from home

Time spent working off the tennis courts may be required to maintain a steady stream of clients and to organize professional activities. It is expected that professionals will email, text, and return all phone calls from clients, co-workers, and bosses within twenty-four (24) hours, maximum.

Inclement Weather

The Company is open for business unless there is a government-declared state of emergency or unless you are advised otherwise by your supervisor. There may be times when we will delay opening and on rare occasions we may have to close. Use common sense and your best judgment, however, when traveling to work in inclement weather.

If the Company's facilities are open and you are delayed getting to work or cannot get to work or work at all because of inclement weather, the absence may be considered personal leave. You should always use your judgment about your own safety in getting to work.

All employees are requested to work from home to the best of their ability if the office has to be closed due to inclement weather.

Dress Code and Public Image

As an employee of the Company, we expect you to present a clean and professional appearance when you represent us, whether you are in or outside of the office. All staff members are expected to wear clean, fresh, and neat tennis clothing. Staff members should be always dressed in Agape gear and have proper tennis shoes. Tennis shoes should appear nice and relatively new. Staff members must shower daily and wear body deodorant. Personal hygiene is a must as a tennis professional. Your body, breathe, and clothes need to smell fresh throughout the day. A change of clothes is recommended as needed. Hair should be groomed and neatly kept. Facial hair should be trimmed and orderly. As always, please use common sense in your choice of attire.

It is essential that you act in a professional manner and always extend the highest courtesy to co-workers, visitors, customers, vendors and clients. A cheerful and positive attitude is essential to our commitment to extraordinary customer service and exceptional quality.

Workspace

Employees are responsible for maintaining the workspace assigned to them. A clean, orderly workspace provides an environment conducive to working efficiently.

Employees should keep in mind that their workspace is part of a professional environment that portrays the Company's overall dedication to providing quality service to its clients. Therefore, your workspace should be clean, organized and free of items not required to perform your job.

Company Equipment

Certain equipment may be provided to Employees depending on their particular position. It is expected that you will treat this equipment with care and report any malfunctions immediately so that the problem can be fixed. This equipment is the property of the Company and cannot be removed from the office without prior approval from your supervisor. It is expected that you will treat this equipment with care and report any malfunctions immediately to staff members equipped to diagnosis the problem and take corrective action. If you need additional equipment, please speak to your manager. We want to be able to provide you with every resource possible to ensure the client has the best experience possible.

Use of Company Computers

Computers are used solely for professional work. Software downloads are prohibited, without prior approval. Software should not be downloaded from the Internet as the download could introduce a virus onto the company's network.

Use of personal electronics, such as headphones, volume must be kept low enough to readily hear. Headphone use within the office is allowed provided it does not disturb or hinder communication between personnel and/or clients.

Internet Access and Social Media Accounts

Access to the Internet is given principally for work-related activities or approved educational / training activities. Incidental and occasional personal use and study use is permitted. This

privilege should not be abused and must not affect a user's performance of employment-related activities.

The Company email and Internet system is the property of the Company. By accessing the Internet, Intranet and electronic mail services through facilities provided by the Company, you acknowledge that the Company by itself or through its Internet Service Provider may from time-to-time monitor, log, and gather statistics on employee Internet activity and examine all individual connections and communications.

The Internet should not be used to run a business or engage in business activity not related to the Company's business.

Responsibilities and Obligations

Employees may not access, download or distribute material that is in breach of the law, or which others may find offensive or objectionable, such as material that is pornographic, bigoted or an incitement to violence.

You must always respect and comply with copyright laws and intellectual property rights of both the Company and other parties. When using web-based sources, you must provide appropriate attribution and citation of information to the websites. Software must not be downloaded from the Internet without the prior approval of qualified people within the Company.

Social Media use must be professional in nature. Furthermore, Company social media accounts must reflect the Company's brand, positively and accurately. Agape and its own social media accounts will be run personally by the CEO, Business Managers, and approved personnel. You will be given encouragement to provide Agape with on and off-court videos and photos of your lessons, tips, etc. of you and your clients for social media use to further increase the company and grow your own clientele.

- All lessons and events are encouraged to have upbeat and clean music to further the experience of the client to keep energy and engagement up.

- All coaches who teach junior lessons and events must use HEART cards that embody our core values in lessons which they can redeem once a month for our HEART card store for candy and prizes.
- If you are coaching group classes, each coach needs to do a minimum of 10 private lessons per month.

Violation of this Policy

In all circumstances, use of Internet access and email systems must be consistent with the law and Company policies. Violation of this policy is a serious offense and, subject to the requirements of law, may result in a range of sanctions from restriction of access to electronic communication facilities to disciplinary action, including dismissal.

Email

Email must be checked daily, and responses given daily. The email system is the property of the Company. All emails are archived on the server in accordance with our records retention policy, and all emails are subject to review by the Company. You may make limited use of our email system for personal business matters, so long as such use is kept to a minimum and does not interfere with your work.

The Company email system is Company property, and as such, is subject to monitoring. System monitoring is done for your protection and the protection of the rights or property of the provider of these services. Please consider this when conducting personal business using Company hardware and software.

Electronic mail is like any other form of Company communication and may not be used for harassment or other unlawful purposes. Your email account is a Company-provided privilege and is Company property. Remember that when you send emails from the Company domain, you represent the Company whether your message is business-related or personal.

Telephones

The following describes the policies and procedures for the proper use of the equipment and its related activities.

Personal Use

Personal telephone calls during business hours, both incoming and outgoing, should be confined to those that are necessary and should be kept brief. Employees should not make personal calls on the Company's telephones.

Telephone Responsibilities

Text messages, WhatsApp messages, missed phone calls, and voicemails must be checked daily, and responses must be provided daily. All employees are required to be familiar with the features and functions of the phone system. All employees will review the features as explained in the phone guide. Questions regarding the phone system and its features should be referred to as the designated phone system administrator.

Voicemail

All staff are expected to utilize the voice mail feature of the phone system. This is required to ensure all call messages are received. This will also help alleviate the need for handling messages through the main switchboard. All employees will ensure that the:

- Voicemail message is current and appropriate to the image of the Company
- A voicemail message is programmed appropriately during extended periods of absence.
- All messages received via voice mail are responded to in a timely manner

General Communication Policies

Employees must respond to communications from their Supervisors or Business Managers within twenty-four (24) hours to all texts, missed calls, voicemails, and emails. Also, employees must respond and communicate with clients within twenty-four (24) hours to all texts, missed calls, voicemails, and emails.

Company Letterhead

Company letterhead and envelopes should only be used in connection with client matters, and not for personal or interoffice communications. Only authorized people may sign correspondence on behalf of the Company.

Business Cards

The Company will furnish each employee with a Company e-mail address to be used for communication with Company customers and prospective customers. Furnishing personal contact information that is not approved to customers or prospective customers is strictly prohibited. Failure to comply will result in disciplinary action up to and including dismissal.

Confidential Information

The Company may provide you with certain confidential information, including but not limited to the personal contact information for fellow employees and clients. This information shall be kept strictly confidential and under no circumstance should this information be copied or given to anyone not employed by the Company, or used for outside commercial ventures. Employees and Independent Contractors may be required to sign a confidentiality agreement, prior to working with the Company.

Smoking

In order to provide a safe and comfortable working environment for all employees, smoking is strictly prohibited at all times inside any Company building, as well as on or around the tennis courts.

Drug-Free Workplace

The Company takes seriously the problem of drug and alcohol abuse and is committed to providing a substance abuse-free workplace for its employees. Employees will be subject to drug tests and will be subject to termination for any failed drug tests. Substance abuse of any kind is inconsistent with the behavior expected of our employees, subjects all employees and visitors to our facilities to unacceptable safety risks, and undermines our ability to operate effectively and efficiently. Furthermore, any employee who is convicted of any violation occurring on Company property or during working times, shall notify the Managers within five

(5) days of the date of conviction. A conviction includes the finding of guilt, including a plea of no contest, or imposition of sentence, or both. The Company has adopted a formal policy related to substance abuse. A copy of the complete policy is contained in this Handbook.

Substance Abuse

Substance abuse is a serious problem adversely affecting the lives of millions of Americans, corporate profits, organizational effectiveness, and our nation's ability to compete in the world economy.

The Company recognizes alcohol and drug abuse as potential health, safety and security problems. The Company expects all employees to assist in maintaining a work environment free from the effects of alcohol abuse, or drugs. Compliance with this substance abuse policy is made a condition of employment, and violations of the policy may lead to discipline and/or discharge.

All employees are prohibited from engaging in the unlawful manufacture, possession, use, distribution or purchase of illicit drugs, as well as the misuse of prescription drugs on Company premises or at any time and any place during working hours. While we cannot control your behavior off the premises on your own time, we certainly encourage you to always behave responsibly and appropriately. However, any off-duty activity, including drug or alcohol related activity, that leads to your arrest or that causes embarrassment to the Company may be grounds for discipline and/or discharge. All employees are required to report to their jobs in appropriate mental and physical condition, ready to work.

Substance abuse is an illness that can be treated. Employees who have an alcohol or drug abuse problem are encouraged to seek appropriate professional assistance. You may inform your supervisor of assistance in seeking help to address substance abuse. The Administrator can also help you determine coverage available under the Company's medical insurance plan.

When work performance is impaired, admission to or use of a treatment or other program does not preclude appropriate action by the Company.

Any violator of this substance abuse policy will be subject to disciplinary action up to and including termination of employment.

Safety and Accident Rules

Safety is a joint venture at the Company. We provide a clean, hazard-free, healthy, safe environment in which to work and make every effort to comply with all relevant federal, state and local occupational health and safety laws, including the federal Occupational Safety and Health Act. As an employee, you have a duty to comply with the safety rules of the Company, and you are expected to take an active part in maintaining this hazard-free environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your workspace should be kept neat, clean and orderly. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process or procedure to a supervisor.

Employees must observe the following rules:

- Learn the location of the first aid kits, which are on site at every tennis center
- Learn the fire escapes nearest you as well as the location of fire extinguishers.
- Lift properly. Keep your back straight and squat down to reach the item to lift. Get help if necessary. Employees should wear a back brace when lifting heavy items.
- Prevent slips and falls. Watch for spills and loose items on the floor.

Cell Phone Usage

In the interest of the safety of our team members and other drivers, Company team members are prohibited from using cell phones while operating and/or driving a motor vehicle on Company time unless they can do so safely and in a hands-free manner.

Medical Procedures

If you become ill or get hurt while at work, you must notify your Office Manager, immediately. Failure to do so may result in a loss of benefits under the state workers' compensation law. The Company is concerned about the physical well-being of its staff and encourages all employees to have periodic physical examinations. Check your health plan documents to determine coverage. The Company may also request that a physician examine you whenever conditions make this desirable for your protection or that of the Company. The Company pays for physical examinations administered at the request of the Company.

Travel

Travel expense reimbursement will be considered and approved by the Tennis Director and CEO. Employees may be reimbursed for company use of a personal vehicle at the IRS rate if they turn in an expense report documenting the trip and mileage. Employees may also be reimbursed for actual expenses incurred for airfare, hotel, meals, local transportation when travelling for business as approved by the owner.

Personnel Records

It is important that the Company maintain accurate personnel records at all times. You are responsible for notifying your HR department of any change in name, home address, telephone number, marital status, number of dependents, immigration status, or any other pertinent information. By promptly notifying the Company of such changes, you will avoid compromise of your benefit eligibility, the return of W-2 forms, or similar inconvenience.

Performance Reviews, Salary Reviews

Performance evaluations will generally be conducted with the correct manager and Training & Development Manager. Employees will be notified if they are not meeting Company standards, can be provided a warning, and ultimately fired for lack of performance. Factors considered in your review include the quality of your job performance, your attendance, meeting the requirements of your job description, dependability, attitude, cooperation, compliance with

Company employment policies, any disciplinary actions, and year-to-year improvement in overall performance. All promotions and transfers must be approved by the CEO and Training and Development Manager, and all promotions should be made with the intention of promoting from within Company first. Compensation increases are given by the Company at its discretion in consideration of various factors, including your performance review. The Company reserves the right to review employee performance more or less frequently, as it deems appropriate.

Disciplinary Procedure

Records and reports will be kept and held in file for all employee misconduct, which shall include a log of employee conduct that does not follow Company policy.

Part 3 – Equal Employment Opportunity

Discrimination Is Prohibited

The Company is an equal opportunity employer and makes all employment decisions without regard to race, religion, color, sex (including pregnancy), national origin, disability, age, genetic information, marital status or sexual orientation. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, benefits, compensation, and training. We seek to comply with all applicable federal, state and local laws related to discrimination.

The Company makes decisions concerning employment based strictly on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or employees, and the individual's past performance within the organization.

If you believe that an employment decision has been made that does not conform with management's commitment to equal opportunity, you should promptly bring the matter to the attention of your manager. Your complaint will be thoroughly investigated. There will be no retaliation against any employee who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

Americans with Disabilities Act

The federal Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, fringe benefits, job training and other terms, conditions and privileges of employment. The ADA does not alter the Company's right to hire the best-qualified applicant, but it does prohibit discrimination against a qualified applicant or employee because of his or her disability, or because of a perceived disability. As a matter of Company policy, the Company prohibits discrimination of any kind against people with disabilities.

Disabled Defined

An applicant or employee is considered disabled if he or she (1) actually has a physical or mental impairment that substantially limits one or more major life activities, (2) has a record or history of such an impairment, or (3) is regarded or perceived (correctly or incorrectly) as having such impairment.

A qualified employee or applicant with a disability is an individual who satisfies the skill, experience, education, and other job-related requirements of the position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of that position.

Reasonable Accommodation

A reasonable accommodation is any change in the work environment (or in the way things are usually done) to help a person with a disability apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

Qualified applicants or employees who are disabled should request reasonable accommodation from the Company to allow them to perform a particular job. If you are disabled and you wish such reasonable accommodation, contact your Manager. On receipt of your request, we will meet with you to discuss your disability. We may ask for information from your health care provider(s) regarding the nature of your disability and the nature of your limitations or take other steps necessary to help us determine viable options for reasonable accommodation. We will then work with you to determine whether your disability can be reasonably accommodated, and if it can be accommodated, we will explore alternatives with you and endeavor to implement a mutually agreeable accommodation.

Reasonable accommodation may take many forms, and it will vary from one employee to another. Please note that according to the ADA, the Company does not have to provide the exact accommodation you want, and if more than one piece of accommodation works, we may choose which one to provide. Furthermore, any accommodation that will impose undue hardship on the Company is not considered reasonable.

Workplace Harassment

The Company is committed to providing a work environment that provides employees with equality, respect and dignity. In keeping with this commitment, the Company has adopted a policy of “zero tolerance” regarding employee harassment. Harassment of any other person, including, without limitation, fellow employees, visitors, clients or customers, whether at work or outside of work, is grounds for immediate termination. The Company will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees are aware that every complaint received will be investigated and resolved appropriately.

Sexual Harassment

Sexual harassment is prohibited by federal, state and local laws, and applies equally to men and women. Federal law defines sexual harassment as unwelcome sexual advances, requests for sexual favor(s), or other verbal or physical conduct of a sexual nature when (1) submission to the conduct is made either explicitly or implicitly a term or condition of an employee's employment; (2) submission to or rejection of such conduct by an employee is used as the basis for employment decisions affecting the employee; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

These behaviors may include, for example: subtle or overt pressure for sexual favors; inappropriate touching; lewd, sexually oriented comments or jokes; foul or obscene language; posting of suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons; and repeated requests for dates. Company policy further prohibits harassment and discrimination based on sex stereotyping. (Sex stereotyping occurs when one person perceives a man to be unduly effeminate or a woman to be unduly masculine and harasses or discriminates against that person because he or she does not fit the stereotype of being male or female.) The Company encourages reporting of all perceived incidents of sexual harassment, regardless of

who the offender may be. Every employee is encouraged to raise any questions or concerns with a Manager or Human Resources Representative.

Manager Responsibilities

All Managers are expected to ensure a work environment free from sexual and other harassment. They are responsible for the application and communication of this policy within their work area. Managers should:

- Encourage employees to report any violations of this policy.
- Make sure the Managers are made aware of any inappropriate behavior in the workplace.
- Create a work environment where sexual harassment is not permitted.

Procedures for Reporting and Investigating Sexual Harassment

Employees should report incidents of inappropriate behavior or sexual harassment as soon as possible after the occurrence, to a manager/leader or the Training and Development Manager. Employees who believe they have been sexually harassed, regardless of whether the offensive act was committed by a manager, co-worker, vendor, visitor, or client, should promptly notify their immediate supervisor. If the employee's immediate supervisor is involved in the incident, the employee should report the incident to Human Resources or the CEO.

Every claim of sexual harassment will be treated seriously, no matter how trivial it may appear. All complaints of sexual harassment or other inappropriate sexual conduct will be promptly and thoroughly investigated by the Company.

There will be no retaliation for filing or pursuing a sexual harassment claim. To the extent possible, all complaints and related information will remain confidential except for those individuals who need the information to investigate, educate, or act in response to the complaint.

All employees are expected to cooperate fully with any ongoing investigation regarding a sexual harassment incident. Employees who believe they have been unjustly charged with sexual harassment can defend themselves verbally or in writing at any stage of the investigation.

To protect the privacy of persons involved, confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances. Investigations may include interviews with the parties involved, and where necessary, individuals who may have observed the alleged conduct or who may have relevant knowledge. At the conclusion of a sexual harassment investigation, the complainant and the “alleged harasser” shall be informed of the determination. Where appropriate, the “harasser” and the “victim” may be offered counseling through an employee assistance program (EAP), or mediation.

Penalties for Violation of Sexual Harassment Policy

If it is determined that inappropriate conduct has occurred, the Company will act promptly to eliminate the offending conduct, and take such action as is appropriate under the circumstances. Such action may range from counseling to termination of employment, and may include such other forms of disciplinary action, as the Company deems appropriate under the circumstances and in accordance with applicable law.

Part 4 – Compensation

Payroll Practices

Employees' salary and bonuses are determined at discretion of the CEO and Training & Development Manager. Employees are paid biweekly. When a payroll date falls on a holiday, employees will be paid on the first business day following the holiday. Sample Commission Forms that must be used will be provided to all employees. Any required paycheck deductions will be taken out; accordingly, however, receipts must be provided and approved. You are required to turn in a timesheet every other Monday by 5pm EST or 2PM PST to our COO.

Salary Deductions and Withholding

The Company will withhold the following from your paycheck:

Taxes

Federal, state, and local taxes, as required by law, as well as the required FICA (Social Security) and Medicare payments.

Insurance

The Company may offer insurance coverage for employees and if you are offered insurance coverage, your contribution to health insurance or other insurance premiums for any eligible family members or to other contributory benefit programs would be required.

Other Deductions

Other deductions which you authorize, which may include but are not limited to short-term disability insurance, flexible spending account (FSA) contributions, and 401(k) contributions.

Direct Deposit

You may have your paycheck deposited directly into your bank account. You will be given the authorization form for deposit by your Manager.

Part 5 – Benefits

Workers' Compensation Insurance

To provide for payment of your medical expenses and for partial salary continuation in the event of a work-related accident or illness, you are covered by workers' compensation insurance, provided by the Company and based on state regulations. The amount of benefits payable, as well as the duration of payments, depends upon the nature of your injury or illness. However, all medical expenses incurred in connection with an on-the-job injury or illness and partial salary payments are paid in accordance with applicable state law. If you are injured or become ill on the job, you must immediately report the injury or illness to your Manager. This ensures that the Company can help you obtain appropriate medical treatment. Your failure to follow this procedure may delay your benefits or may even jeopardize your receipt of benefits. Questions regarding workers' compensation insurance should be directed to one of the Managers.

Miscellaneous Benefits

Additional Company benefits may include, but are not limited to the following:

- Discounted Tennis Equipment
- Discounted Pickleball Equipment
- Agape Tennis Academy Gear
- Clothes
- Racket deals
- Deals with various tennis companies
- Georgia Professional Tennis Association Memberships
- USTA Memberships
- Continuing Education and workshops
- Professional Supplies
- Travel expenses
- Staff Outings and Team Building Events

Part 6 – Leave

Personal and Sick Leave

Personal and sick leave, which shall be unpaid, may be used for the following:

- Medical and dental appointments for yourself or family members.
- Your personal illness or that of a member of your family; or
- Personal business that cannot be tended to outside of work hours, e.g., a house closing.

When you plan to take personal time, you should give your Manager as much advance notice as possible. You must also have all your classes/lessons covered by another coach before going on leave. The CEO must be made aware via the doctor's note of any medical or mental conditions. Furthermore, a doctor's note must be provided for all sick time leave used, and employees must provide a doctor's note for personal sick leave ten (10) days before taking a planned leave, which must be signed off on by the CEO.

Notification Procedures for Personal Days

When you are absent from work and your absence has not been previously scheduled, you must personally notify your Manager as soon as you are aware that you will be late or unable to report to work. Leaving a voicemail or message with another staff member does not qualify as notifying your supervisor.

When absence is due to illness, the Company reserves the right to require appropriate medical documentation. Excessive absenteeism or tardiness can result in discipline, up to and including discharge.

If you are absent due to an accident or longer than seven (7) days due to illness, compensation is paid under the benefits of the Company's short-term disability plan, provided you are eligible for and participate in that plan.

Bereavement Leave

Employees will receive up to three (3) days of unpaid time off in the event of the death of a member of their immediate family. Immediate family includes spouse, domestic partner, child, parent, parent-in-law, brother or sister, and brother-in-law or sister-in-law.

Military Service Leave

Employees serving in the uniformed services, including the Army, Navy, Marine Corps, Air Force, Coast Guard, and Public Health Service commissioned corps, as well as the reserve components of each of these services, may take unpaid military leave, as needed, to enable them to fulfill their obligations as service members. Employees may use accrued vacation or personal leave for this purpose.

Civic Duty Leave

Jury Duty

The Company encourages employees to fulfill their civic duties. To that end, employees will be allowed leave to serve on a jury, if summoned. We request that you bring in a copy of your summons notice as soon as you receive it, so that we may keep it in file. If you are called during a particularly busy period, we may ask you to request a postponement. The Company will provide additional documentation in this regard, if necessary, to obtain such a postponement.

Jury duty can last from a portion of a single day to several months or more. During this time, you will be considered on a leave of absence and will be entitled to continue to participate in insurance and other benefits as if you were working. While serving on jury duty, you are expected to call in to your supervisor periodically to keep him or her apprised of your status.

The Company will compensate full-time employees for the difference between jury duty compensation and your current daily pay for each day of jury service (or in accordance with applicable law, if different).

Appearance as a Witness

An employee called to appear as a witness will be permitted time off to appear, but without pay. Employees will be permitted to use the accrued vacation time when appearing as witnesses.

Voting

The Company encourages all employees to vote. Most polling facilities for elections for public office are scheduled to accommodate working voters. The Company, therefore, requests that employees schedule their voting for before or after their work shift. An employee who expects a conflict, however, should notify his or her supervisor in advance, so that schedules can be adjusted if necessary.

Part 7 – Miscellaneous

Leaving the Company

If you wish to resign your employment with the Company, you are requested to notify your manager of your anticipated departure date at least two (2) weeks in advance. This notice should be in the form of a written note or letter.

You will be paid for accrued but unused vacation time as part of your last paycheck. Accrued but unused personal time, however, is not paid upon termination. If you have used personal time or vacation time in excess of the time actually accrued, this overpayment will be deducted from your final check(s).

The Company asks all employees to participate in an exit interview with their immediate supervisor prior to leaving the Company. This provides an opportunity to return any parking passes, keys and other property, and tie up any loose ends. You will receive preliminary information at that time regarding continuation coverage and any other continuation of benefits for which you may be eligible.

If you leave the Company in good standing, you may be considered for reemployment later. However, in the case of rehiring, you may be considered a new employee with respect to vacation time, benefits and seniority.

EMPLOYEE PROFESSIONALISM AGREEMENT

Expectations of professionalism for being an employee:

- Arrive 10-15 minutes early for clinics and to have all equipment on court at the start of clinic time
- Wear AGAPE gear while teaching clinics
- Maintain good hygiene– no foul odors
- Take attendance at the beginning of clinics
- Input attendance for clinics before the end of the day into Club Automation
- Respond to all work emails/texts within 24 hours
- Respond to work WhatsApp messages within 24 hours
- Put the program first– adjust private lessons to cover academy clinics
- Cell phone use needs to be limited to taking attendance, recording content, or playing music– no checking messages during lessons
- Engage students during ball pickups– ball hoppers must be used in private lessons
- Use positive language with students
- Greet all coaches when walking through the center
- Check the perimeter of the fence around your court and pick up all balls, even the ones that aren't yours
- Keep the ball shed clean– put back all teaching equipment and hoppers, ball carts neatly pushed in
- If you are locking up, always check to make sure– lights are off, doors are locked, and gates are locked

****Failing to meet expectations results in: warning from directors (1st offense), meeting with head professionals + final warning (2nd offense), loss of position (3rd offense)**

By signing this document, you agree to professionalism expectations listed above.

Signed Name _____ Date _____

Printed Name _____

STANDARDS & ETIQUETTE

This policy sets out good practice around standards and values expected at Agape Tennis Academy managed centers, for both tennis and pickleball. The policy sets out a code of conduct for all tennis and pickleball players to follow and what is expected to create an appropriate playing environment.

STANDARDS

All players and coaches must treat other players and coaches with dignity with respect. Dignity is about respectful, responsible, and fair behavior. There must be no inappropriate actions, behavior, comments or physical contact, which may cause offence i.e. mental or physical anxiety or hurt to an individual.

Inappropriate actions include:

- Racquet throwing
- Swearing
- Being abusive or aggressive
- Intimidating
- Questioning another person's integrity over line calls or other actions
- Causing danger to other players through your play.

ETIQUETTE

Tennis etiquette is different from the rules of the game. It covers a broad range of actions and behaviors which are traditionally considered acceptable on and around the tennis court. These are some actions and behaviors that we recommend. When playing please wear recognized sports clothing (not jeans etc.) and most importantly wear tennis shoes as other shoes can damage the courts and may not grip as well and can potentially cause accidents if you were to fall or slip.

Show respect and courtesy

- To your opponent(s), your partner, and others on or near the courts. Keep your voice down and confined to your court as much as possible so as not to disrupt players on adjacent courts.
- If you get into a loud dispute with your opponent, take it off the court and away from other players.
- Do not criticize your partner or opponent and be positive and offer encouragement instead.
- Please do not walk behind players while a game or a rally is in progress.
- Do not walk onto a court during a game. Wait for the players to finish the game, or minimally the point, before walking onto their court.
- It is very distracting to have someone disrupt a game in progress, so if you must cross another court do so after the game is finished and go around the court not through the middle.
- If you are trying to cross a court please wait until you are invited to and it is safe to do so.
- When you are crossing courts, it is normal to do so at the rear of the court and not at the net.
- When you decide to cross behind other courts do so as quickly as possible and don't stop for a chat on the way.
- If a stray ball comes onto your court don't knock it back immediately, wait until the owners are ready and then hit it at the server's end.

Talking

- During match play and particularly between games, keep the amount and volume of conversation down to a minimum necessary to play and enjoy your own games. Too much social chatter or debate can be disturbing to those on adjacent courts who come to play tennis.

Line calls

- Lines calls can be a problem, and most experienced players use the 'honor system'.
- Only call the lines on your side of the net.
- Call clearly and firmly what you see and what you honestly believe to be correct.

- If you are not certain or didn't see the ball clearly, the ball was IN and must be given in the opponent's favor.
- If occasionally you have serious doubts as to your opponent's eyesight, ask politely if they are certain as to the accuracy of their call. If they say they are getting on with the next point.
- If in social friendly matches there is some doubt over a line call, offer to play the point again rather than cause undue aggravation and time wasting.

Ball Management

- Balls should be kept either in hand, in a pocket or ball clip, or against the fence directly behind the center mark.
- Any time your opponent must walk a significant distance to get a ball, look around your side to see whether you can use that time to collect a ball that's similarly far away.
- If the server needs a ball, the player closest to a ball should get it and send it to the server.

Keeping score

- The server should announce the score at the start of each game and at the start of the second point and each subsequent point in each game.
- If the receiver cannot hear the server's announcement of the score, he must ask the server to speak louder. You can't wait until the server believes he has won the game to try to reconstruct the scoring point by point.

Body Language

- Tennis can be a frustrating game if you are not getting your serves in or not hitting your shots but try to remain upbeat and happy. Your opponent and/or doubles partner doesn't want to be playing tennis with someone who is miserable so cheer up! You are more likely to play better tennis if you are calm, relaxed, focused, and in a positive frame of mind.

Close the gate behind you

- Whether you're coming onto the courts, or leaving, it is common courtesy to close the gate behind you. This will keep the balls inside the confines of the gate, and they won't roll outside.

Mobile phones

- All mobile phones and other communication devices should be switched off as these can disrupt play.

Pick up after yourself

- Don't leave empty cans or old tennis balls out on the court when you leave.
- Dispose of any trash you have in bins on or near the court – if there aren't any, take it with you

POLICIES AND PROCEDURES

Court Reservations:

1. Payment is due for court reservations at the time the reservation is made.
2. If a player cancels the reservation, then the amount will be credited to their account.
3. For all matches, please try to schedule them are 5p-7p and 7p-9p during the week (some exceptions if only other options are available). Note: only applies if a reservation is made on the phone or by email.
4. For all court reservations made online, please check to make sure the amount is correct and make payments for any reservations (both tennis and pickleball) up to 3 days in advance. If the card is declined or there is no card on file, then CALL customer to get valid card for payment.

Rainouts:

1. All adult and junior classes will be notified of cancellation of class by sending out an email to each roster by office staff.
2. All court reservations and matches will also be notified by email of cancellation by office staff.
3. The pro responsible for any team practice/private lessons needs to notify them if the class is cancelled, and then notify the office. For team lessons, please inform office manager if they want to reschedule or take an account credit for the next season (No refunds).
4. All reservations and matches will be issued with account credits to be used later.

Class Ratios:

1. Adult tennis classes must have a minimum of 4 players
2. Adult/JR pickleball classes must have a minimum of 3 players.
3. JR classes: Red ball and HP (6:1 player to coach). All other junior programs are 8:1.

League Play:

1. They are guaranteed 2 courts for matches.
2. They will be assigned before the season starts.
3. Teams will be rotated, so they will not have the same courts each week.
4. If extra courts are available, then courts may be given to teams. Teams may put their name on a list on the day of the match for use of an extra court.

Agape Process for creating a new class, event, program:

1. Send to your Director or Head Professional Class Idea, Time, and Dates for Approval.
2. For new classes, please try it as an event prior to adding it to our programming schedule.
3. Once approved, please send the Chief Operating Officer all the information to be programmed in Club Automation.
4. Once programmed, the Chief Operating Officer will send to website (to be added) and marketing for flyer.
5. Once the flyer has been completed, please forward to Joa to add to social media.
6. PROMOTE IT at least 2 weeks – WhatsApp to staff, Club Automation emails, website, social media.

Everyone must send their own emails in Club Automation. Everyone should know how to email rosters and individuals via CA.

Monthly blasts go out at every location via Office Manager or Directors – Please make sure you tell them or do it yourself, depending on your location. Please send email blasts during non-peak times, so they will go through quicker. **Final process to be determined.**

Cancellations:

- For private lessons: Credit on account will be issued for cancellations made more than 24 hours in advance. It is at the discretion of the pro-weather to charge if the lesson is cancelled within 24 hours.
- For adults classes: Credit on account will be issued for cancellations made more than 24 hours in advance. Cancellations made less than 24 hours a day will only be credited (if class is not full and class has more than 3 players and is not full) OR spot can be filled from the waitlist.
- For summer camps: If more than 1 month ahead of time, full refund or account credit can be issued. Between 1 week and 1 month, account credit will only be issued. 1 week or less and no refund or account credit.
- For court reservations: All court reservations cancelled will receive an account credit more than 24 hours in advance. For any cancellations less than 24 hours in advance, an account credit may be issued if the court sheet shows additional courts available. If we are fully booked, then no account credit is issued.

Covering Classes:

Notification of covering of classes needs to be two weeks prior to the date of the covering (at a minimum). There should be NO last-minute covering of classes except in emergency situations. The Directors retain the right to remove a coach from a program, team, or class if you miss multiple classes without a two-week notice. Any **extended (more than two weeks)** travel needs to be approved by their manager from their location. Consistence with teams, privates, classes, and programs is extremely important.

Closing the Center:

No one is to close/lock up the tennis center at night that is not an Agape Staff member.

Rosters:

- For EVERY class, a roster must be taken by the pro. It is to be entered into CA by the pro to ensure the correct clients are charged and for any liability issues that might arise.
- The only class that does not need a roster is a team lesson (since they are prepaid), but the office will still mark attended for the “captain”.

Agape Weather Guidelines for Tennis & Pickleball:

Already on court:

- If you hear thunder and/or if you see lightning, please exit the courts promptly (after picking up balls/equipment). Lesson or drill is cancelled.
- If it starts raining, please exit the courts promptly (after picking up balls/equipment). Lesson or drill is cancelled.
- If it starts misting, once the courts become “shiny” and/or slick, please exit the courts promptly. Lesson or drill is cancelled.
- If you have juniors, make sure all juniors come to the pro shop, until their parents arrive to pick them up. Pros teaching junior classes must wait until all their students have been picked up before leaving.
- Please let the office know how much of a private lesson/group class you were able to teach, so we can adjust billing accordingly.

Prior to private/drill:

The office staff will give updates in the timely fashion of court conditions. If the courts are deemed unplayable, cancel all privates/team lessons. Everyone must abide by cancellations.

We cannot have 1 pro teaching, while other lessons/drills have been cancelled. It is unprofessional. The office will notify all programmed classes.

Weather conditions are too cold or too hot:

If the weather is below freezing or if the weather is really high temperatures, the pros can decide if we should cancel. If the courts are deemed unplayable due to temperatures, cancel all privates/team lessons. Everyone must abide by cancellations across the board.

Office Staff Responsibilities:

1. All clients will automatically receive an account credit for anything cancelled due to inclement weather once class/lesson/court booking is deleted.
2. Emailing all classes to notify classes are cancelled.
3. For junior classes, email parents and let them know they will receive an account credit at the end of the month. Then remove pro, and then delete THIS occurrence.
4. For adult/pickleball classes, email clients and ask them to respond to which class to apply their account credit. Then, remove pro, change client from registered to unconfirmed, and then delete THIS occurrence.

Pros Responsibilities:

1. Pros must contact all private lessons and team captains (for team lessons) to let them know about cancellations.
2. Please notify office staff when completed so they can delete from Club Automation.
3. If it is a team lesson, please let the office know if they want an account credit or to reschedule team lesson.

Reminder: The weather is unpredictable. We don't have a crystal ball. Sometimes we make the right decision...sometimes we make the wrong decision. However, our decision is based on the knowledge we have at that specific time.

Instructions to Operate Blowers:

Billy Goat Instructions:

Start-up

1. Make sure the red switch on the right side is on.
2. Make sure the grey switch on the left is slightly pushed towards the middle.
3. Lift the lever on the handle off the turtle picture towards the middle.
4. Pull ignition string.
5. Push grey switch all the way to the right.
6. Turn the lever on the left side of the handle from turtle all the way to rabbit.
7. Clasp down on the black lever on the right-hand side of the handle to point the blower down.

Power Down

1. Turn lever from rabbit to turtle (should be flat)
2. Push the grey switch from the right all the way to the left.
3. Wait 3 seconds and then turn the red switch on the right to the off position.

Method

1. Start about 3 feet behind the baseline on court 'x' and push the blower along that path down to court 'y'.
2. Back track along the baseline from court 'y' to court 'x'.
3. Then along the blue line from court 'x' to court 'y'.

4. Along the service line from court 'y' to court 'x'.
5. Along the net from court 'x' to court 'y'.
6. Start on the other side of the net on court 'y' and work your way down to court 'x'.
7. Follow a similar pattern until you're blowing off the baselines.
8. Some courts may have some extra twigs/leaves/acorns that need additional attention.

Backpack Blower:

1. Put throttle to run/on position (middle)
2. Put choke to "cold start" position (vertical).
3. Prime gas bulb 3 times.
4. Pull starter cord until engine runs briefly.
5. Put choke to "run" position.
6. Pull starter cord until engine starts and runs.
7. Mixture of oil and gas combination is written on gas can.

AGAPE PAYROLL (Timesheet) POLICIES & EXPECTATIONS:

1. Payroll is due every other Monday **BEFORE** 5pm (EST) and 2pm (PST). If you have finished working pay period, feel free to send in early. The pay period is Monday – Sunday (only to include those 14 days, unless you have something that was missed or corrected from previous timesheet).
2. **Please fill out timesheet template completely:** Name at the top, correct dates of payroll, each class/event with correct date and time and location (BG/DTC, etc), and **copy of your compensation “from your Agape contract” attached at the bottom.**
3. **Every class/event listed on timesheet must match Club Automation.** Every roster must be marked, and every lesson must be paid for. If the roster is not done or the lesson is not paid, you will be asked to include it on the next timesheet, once the roster has been completed and/or the class has been paid.
4. All Agape employees were emailed a link from our payroll company after they were hired, so they can access pay stubs and W2/1099 with Insperity.
5. Every employee was emailed the timesheet template, which can be downloaded as a pdf, so you can fill it out.
6. Please take the time to check your timesheet with Club Automation BEFORE submitting it to make sure everything is correct. This will greatly reduce the amount of time spent on each employee’s time sheet.
7. For office staff, the timesheet must match the schedule exactly.
8. **If there is a discrepancy on your timesheet, you will be emailed with the corrections, so you can include the next pay period. Any questions regarding discrepancies on your check amount, please let us know, and you will be sent a copy of your corrected timesheet.**
9. For any event with expenses, please include receipts with timesheet submittal.
10. If you have any questions or concerns, please let us know so we can resolve the matter in a timely fashion.
11. Mistakes happen occasionally, so please feel free to let us know if something is incorrect. We will correct in a timely fashion.

TIMESHEET TEMPLATE

Name Annie Freeman

COMMISSION SHEET 10.3.2024 – 10.16.2024

Date	Type of Class	Time	hourly Wage	Amount
9.9.2024	PL Smith BG	10:30-11:30am	1	X.00
9.9.2024	GPL Jones SL	11:30-12:30pm	1	X.00
9.9.2024	Intermediate SL	6:30-8p	.5	X.00
9.9.2024	P2 DTC	3:30-4:30pm	1	X.00
9.9.2024	PL Smith CP	4:30-5:30pm	1	X.00
9.9.2024	HP SL	5:30-7:30pm	2	X.00
9.9.2024	ALTA Hood	7:30-8:30pm	1	X.00
9.10.2024	Red Ball WP	3:30-4:30pm	1	X.00
9.10.2024	PL Freeman MG	4:30-5:30pm	1	X.00
9.10.2024	HP DTC	5:30-7:30pm	2	X.00

TOTAL: X.00

COMPENSATION:

\$X/HR ON PRIVATE LESSONS

\$X FOR CAMP

\$X/HR ON ADULT

\$X/HR ON JUNIOR DRILLS

\$X/HR JR AND ADULT EVENTS AND SOCIALS

OFFICE STAFF RESPONSIBILITIES

Opening the center:

1. Please unlock all the outside gates.
2. Unlock the pro shop.
3. Turn on all the lights.
4. Make sure all bathrooms are fully stocked.
5. Login to Agape computer and post court sheets on computer, so players will know where they need to go.
6. Login to YST computer and make sure you are ready to go.
7. Put trash bag in one can on both sides of the pro shop.

Closing the center:

1. Make sure the sheds are locked.
2. Turn out bathroom lights.
3. Make sure the bathrooms are fully stocked, including the downstairs bathroom.
4. Turn out the court lights (if necessary).
5. Please lock all doors to the pro shop.
6. Take out all trash from the pro shop and top of pyramid.
7. Wipe down door handles and high touch areas (phone, mouse, keyboard, desk, etc.)
8. Lock all the outside gates.

Daily Office Staff Duties:

1. Stock toiletries in all bathrooms.
2. Stock refreshment cooler and snacks. Empty bin under coke machine daily (DTC only).
3. Clean all trash on the courts, grounds and garbage cans up top.

4. Make sure there are tennis balls on top and bottom of each scoreboard. Extra balls are in men's room in boxes/storage room as well in white bins. Please do not use ROG or Diadem balls, since they are for teaching.
5. Green trash bins need to be taken out on Sunday evenings and Wednesday evenings (including one by the pickleball shed) to the curb for pickup. All green bins need to be brought back in. One of the green bins belongs beside the pickleball shed. Check your specific location for trash pickup day.
6. Make sure all squeegees are returned to fence outside of Court 6 or designated area for your location.
7. Make sure benches are returned to the appropriate positions on courts (at the middle on each side of net).
8. Make sure all picnic tables are in straight lines on both sides.
9. Take payments for all private lessons. Make sure all payments are made for all adult tennis and pickleball classes. If there is NOT a credit card on file, please contact client to remit payment.
10. Make sure all classes are minimum required to have the class.
11. Sell merchandise for YST.
12. Take in racquets to be strung and hang on the wall in the stringing room. Please put the date on the stringing form.
13. Sign people up for classes, upcoming events, leagues, and camps.
14. Book courts. Payment must be made at the time the reservation is made.
15. Answer all messages from the answering machine.
16. Respond to all emails. If the office staff does not know how to answer email, with contact Annie or forward email to her, so she can make sure it is routed to correct person.
17. Keep Pro Shop tidy, including YST merchandise.
18. Notify clients of any classes that need to be cancelled for low registration OR inclement weather.

PROS RESPONSIBILITIES

1. Book all private lessons in CA. (They will need the first and last name of client, email address and phone number). If they are not already in CA, please add them. If the court that you are booking is a hybrid tennis/pickleball court, please make sure to block off other court sheet (to avoid double bookings).
2. Remove any cancelled lessons in CA (in a timely fashion) so that other pros or office staff can use court.
3. If a class has less than 4 minimum players, please email a roster of unconfirmed players of that class to let them know there are still spots available. The pros also have the option to reach out to registered players to change to a private/group private lesson (and make them aware of price increase). If players choose that option, please reach out to office to change it to a private/group private lesson in CA and also to delete class. For now, ratios do not apply to MG or WP.
4. They must also let the office know if private/group lessons are cancelled, so they can be removed from CA and the client is NOT charged.
5. Cover all scheduled lessons that they will not be able to do.
6. Get names, email addresses and phone numbers of all members at team practices. This is an excellent way to increase private lessons.
7. To be able to teach programmed classes, according to Coach's contract, there is a minimum listed of private lessons required each month resulting from those classes.
8. Check CA to make sure payment for lessons and adult drills has been made. If not, contact the client to remit payment to the office. Office staff will also contact if there is no card on file as well. If it is a new client, please have them remit payment in the shop BEFORE the lesson.
9. Be on court and ready to teach ON TIME.
10. Check CA to make sure payments have been made.

11. **Take a roster of all classes and enter Club Automation after each class.**
12. Make sure their name is listed as the pro for each group class.
13. If the event of a rainout, the Pro must contact each individual and/or group that he or she is responsible for and let them know class is cancelled. Notify office once complete so it can be removed from CA.
14. Collect all equipment and balls from the court and surroundings and return to the shed. Please keep the shed tidy and return all equipment to its original place.
15. Collect any lost and found items and bring them up to the office.
16. Sort all balls into the appropriate cart and put all equipment back where it belongs.
17. **Keep cart and shed tidy.**
18. **EVERY TIME** you enter the shed, you must lock the shed behind you.
19. Turn in timesheet on time every other Monday by 5pm EST or 2pm PST.
20. Every 3 months, open 2 ½ cases of balls.
21. Report any broken equipment.

Leagues/Teams (Prepaid) Procedures for Office Manager

ALTA League

1. Thursday & Business Women, Senior Day Women, Men, Senior Day Men and Juniors play in the Spring (Mar-April) and the Fall (Sept-Oct).
2. Mixed doubles play in the Winter on Sundays at 1pm (Jan-Feb) and the Summer on Saturday at 9am (June-July).
3. Senior Women and Senior Men play only in the Summer (June-July).
4. When registration opens, send out a letter to the captain of returning teams with date (10 days before registration closes) deposit is due to retain their spot for the season. If they do not pay deposit by specified date, anyone on the waiting list is eligible to take their spot.
5. Make sure teams are on spreadsheet (there's one for each season Winter2025, Spring2025, Summer2025, Fall2025).
6. After schedules come out, print out all schedules, highlight home matches, block courts for all teams for the entire season, making sure to rotate courts (so the same teams don't play on the same courts each week).
7. Send invoice to team captain and specific pro associated with team with starting day and time of practices/lessons.
8. All ALTA matches have 5 lines (except senior women plays 4 lines)
9. Rainouts – email all team captains regarding the weather. Let them know by email to the particular location to reschedule matches.

USTA League

1. 18 & over weekday (Thursday) and business women (Sunday at noon), 40+ weekday (Tuesdays at 9am) and men play in the Winter (Nov-Jan) and the Summer (June-July).
2. Juniors (Girls and Boys) play in the Winter (Jan-Feb) and Summer (May-June) on Saturday afternoons. Junior teams in the Winter consist of Girls and Boys (1 line of singles each, 1

line of doubles each, and 1 mixed doubles team). Junior teams in the Summer consist of Girls Only and Boys Only (2 lines of singles and 1 line of doubles – a player can play twice in a match, 2 times in a season).

3. When registration opens, send out a letter to the captain of returning teams with date (10 days before registration closes) deposit is due to retain their spot for the season. If they do not pay deposit by specified date, anyone on the waiting list is eligible to take their spot.
4. Spots available for all USTA leagues (women, men, and juniors).
5. Make sure teams are on spreadsheet (there's one for each season Winter2024, Spring2024, Summer2024, Fall2024).
6. After schedules come out, print schedules, highlight home matches, block courts for all teams for the entire season, making sure to rotate courts (so the same teams don't play on the same courts each week).
7. All USTA matches play 5 lines (Exceptions: 2.5/5.0 teams, 55+ and 65+ women, tri-level and mixed doubles all play 3 lines).
8. Send invoice to team captain and specific pro associated with team with starting day and time of practices/lessons.
9. *******If there is a special event using all the courts on days when matches will be played, you can send "black-out" dates to USTA before schedules come out, and they will not schedule any matches on those days. *******
10. Rainouts – email all team captains regarding the weather. Let them know by email to the specific location to reschedule matches.

JUNIOR PHILOSOPHIES

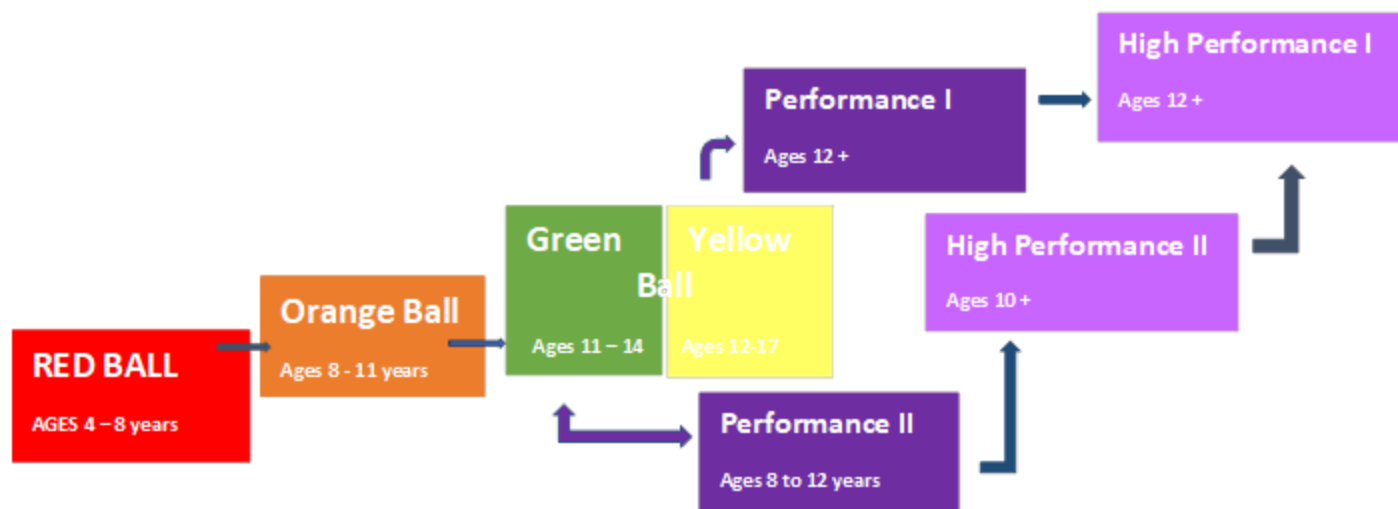
We have the highest standards for ourselves and our students. We value developing children into strong people and strong players equally. We create strong people and strong players by following these Junior Program Philosophies and Policies:

1. Grow and develop the players from the ground up. We teach the proper grips and form starting in Orange Ball Classes. Teach continental grip, top spin, slice serves, and slice volleys. Teach proper body movement, body balance, and footwork.
2. Hold players accountable to proper form in ALL classes from Orange to Elite 1. Our players should have proper mechanics complete by age 13 if they started in Orange Ball.
3. Players are able to move through the JR Program at Agape ages from age 4 to 18 and IMPROVE at each stage.
4. Make sure the players have the proper sized racket, proper tennis shoes and clothing, and all other proper and necessary equipment. It is our job to tell them how to dress and behave like a tennis player.
5. All ball pick up... EVERY SINGLE ONE... must be timed or engaging the kids somehow.
6. Teach the kids how to play a proper match starting in Orange Ball. This includes how to keep score, serve with 2 balls (have pockets), call the correct boundaries, and be able to serve and return.
7. Teach proper doubles movement and strategy in the same fashion as you teach ALTA and USTA teams.
8. If you have 3 or more players on the court all drills must be two lines. Players need to consistently be moving and rotating or doing a footwork drill while waiting. They MUST be engaged every minute of the class.
9. During match play in classes this is a time to provide constant feedback. Walk around and talk to the kids and give as much feedback as possible.
10. Do not look at or use your cell phone in class. You must have a watch.
11. All water breaks should be timed. Use them sparingly and only as needed.

12. Be honest with the kids. Do not say good when it is not. Be very specific with the feedback. Do not make it worse than it is and do not make it better than it is, make it what it is.
13. We teach every tennis class to the BEST kid in class. This will make it better for them all. The worse kid in class needs to “catch up”. Do not teach DOWN. They must step UP.
14. Everything must be earned. Heart cards, candy, treats.
15. Players address the coaches by “Coach _____”. They never just say our first name. They must show respect, and you must correct them any and every time it happens.
16. Players say please and thank you.
17. Teach your students how to behave confidently. Show them how to speak with confidence, move with confidence, and correct them when they are not being their best and tell them when they are.
18. It is our job to develop our players into outstanding tennis players, but **MOST IMPORTANTLY**, outstanding people. Be honest with them. Correct them. Tell them when they are amazing. Tell them when they are less than amazing. CARE. Tell them why you are doing what you are doing.
19. Agape coaches are one of the most influential people in our students’ lives. If you do not think the players would talk about you at the dinner table, then you aren’t being your best as a coach.
20. Take rosters in all your classes. Know players first and last names. Keep track of your private lessons and know when a payment has been made.
21. Have the highest standards for yourself and expect the same from every student.
22. Learn all your player’s names.
23. Know each of your player’s tennis goals. Ask and follow up on these on a regular basis.

AGAPE JUNIOR PROGRAM DEVELOPMENTAL PATHWAY

Our developmental pathway is designed to help players who want to learn tennis at an early age (Red Ball) to the competitive junior that desires to compete in college (High Performance). If your child just wants to play recreationally or competitively, we have an avenue for them all!



FOUNDATION LEVELS

RED

Ages 4 to 8 years old. Students will be able to learn all the skills required to rally with a partner and start a point via under hand toss or serve. 36 ft. court

ORANGE

Ages 7 to 11. This is for students who have learned the basics to developing advanced rally skills. Students in this group learn to serve and start points. 60 ft. court

DEVELOPMENTAL LEVELS

GREEN

Ages 11 to 14. This low compression ball is used for their technical development, agility, balance, coordination, improving their consistency and rally tolerance, initiate points with a serve and understand game scoring.

YELLOW

Ages 12-17. These players will develop basic to moderate/advanced technique and rally skills from on a full court from the baseline. They will learn how to start a point with an overhead serve and technical fundamentals for midcourt and net play.

COMPETITIVE LEVELS

PERFORMANCE 2

Ages 8-12. Intermediate to advanced. These students have a desire to compete in Usta/UTR sanctioned tournaments and are learning to play with different heights, speeds and spins.

PERFORMANCE 1

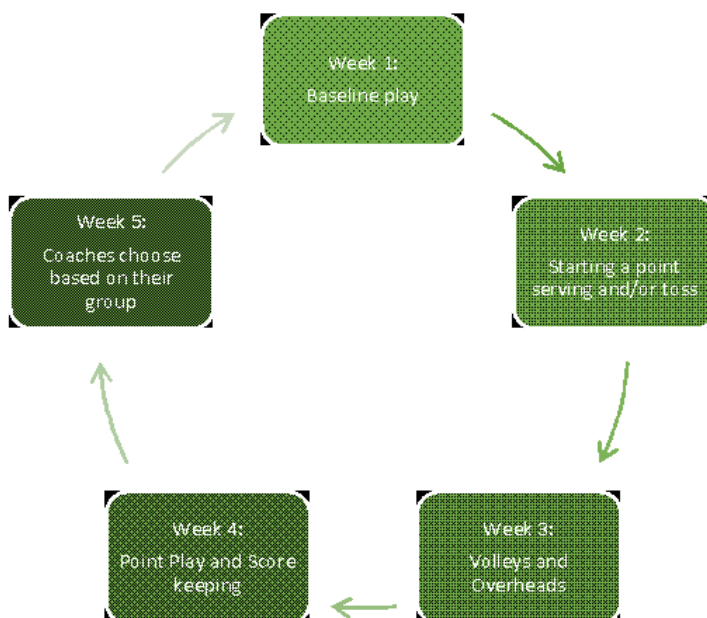
Ages 12+. Students are intermediate to advanced level players. Who compete in Usta/UTR sanctioned tournaments. Development of competitive play, live ball tactics and technical skills.

HIGH PERFORMANCE 1&2

Ages 10+. This is the highest level of competitive development. Students play consistently in Usta/UTR tournaments with a desire to play in college.

Agape 4-week lesson themes

*Every 4 weeks will have the same weekly theme. If a month has 5 weeks, the coach chooses the theme.



2023 Fall/winter

August	September	October	November	December
Wk 1: Baseline Play	Wk 1: Baseline Play	Wk 1: Baseline Play	Wk 1: Baseline Play	Wk 1: Baseline Play
Wk 2: Starting a point serving and/or toss	Wk 2: Starting a point serving and/or toss	Wk 2: Starting a point serving and/or toss	Wk 2: Starting a point serving and/or toss	**Coaches Evaluate**
Wk 3: Net play	Wk 3: Net play	Wk 3: Net Play **RED BALL MATCH_PLAY**	Wk 3: Net play	Wk 2: Starting a point serving and/or toss
Wk 4: Point-play and score keeping	Wk 4: *Coaches Evaluate** Point-play and score keeping	Wk 4: Point-play and score keeping	Wk 4: Point-play and score keeping	Wk 3: Net play
Wk 5: Coaches Choice		Wk 5: Coaches Choice		Wk 4: Point-play and score keeping

Kinetic Skills	Hand Skills	Put it into "Play"
<ul style="list-style-type: none"> • Think of the type of movements in tennis needed to perform the skill. <p>•ex. recovery/shuffle steps</p>	<ul style="list-style-type: none"> • Choose 2 to three technical skills that is easy and can be taught in a group setting. Very important to teach no more than 2 to three things. <p>•ex. Red ball impact or contact point with forehands and backhands</p>	<ul style="list-style-type: none"> • Most important part is having the student take the skill and put it into a real "play" situation. To encourage application, make it into a competition. <p>•ex. with a partner or without a partner. Who can send the ball over 4 times with their partner while performing the technical skill.</p>

Agape-Rally

All students within designated groups need to have a specific rally goal with a partner or coach.

- Red Ball – 10 balls
- Orange Ball – 20 balls with topspin
- Green/ Yellow Ball – 30 balls with topspin
- Performance 2 – 40 balls with topspin
- Performance 1 – 50 balls with Topspin
- HP – Coach decides

Standard Performance Class Warmups (Students should come with notebook and jump rope)

Jog x3	Side lunges x2
Shuffles x 3	Crossover recovery x3
High knees x3	LAP around pyramid
Booty kicks x3	
Lunges x2	



Class and Day _____

Date _____

Coach _____

Student: _____

Should this student be considered for an evaluation to move to a higher court or next group up?

Notes:

Student: _____

Should this student be considered for an evaluation to move to a higher court or next group up?

Notes:

Student: _____

Should this student be considered for an evaluation to move to a higher court or next group up?

Notes:

Student: _____

Should this student be considered for an evaluation to move to a higher court or next group up?

Notes:

Student: _____

Should this student be considered for an evaluation to move to a higher court or next group up?

Notes:

Student: _____

Should this student be considered for an evaluation to move to a higher court or next group up?

Notes:

Student: _____

Should this student be considered for an evaluation to move to a higher court or next group up?

Notes:

If you play RED BALL, can you.....

- Send 8 balls in a row cross-court with recovery and proper finish?
- Send 8 balls in a row down the line with recovery and a proper finish?
- Rally 8 volleys consistently with a partner?
- Send the ball overhead into court? Send ball underhand into opposite sides?
- Underhand toss and catch with control to a partner?
- *All these skills must be done with proper balance
- Then CONGRATULATIONS, you can be evaluated to advance to orange ball.

If you play ORANGE BALL, can you.....

- Send 8 balls in a row cross-court with recovery and moderate technique?
- Send 8 balls in a row down the line with recovery and a proper finish/technique?
- Rally 10 volleys consistently with a partner with continental grip comfortably?
- Serve 4 balls into the opposite box using continental grip consistently in a row?
- Rally from baseline 10 balls or more with recovery and moderate technique?
- Move at will side to side and up and back? Close-stance and semi-open stance?
- **Moderate technique consists of proper preparation, first move, swing path, proper finish on balance**
- Then CONGRATULATIONS, you can be evaluated to play green ball.

If you play GREEN BALL/YELLOW BALL, can you.....

- Send 10 balls in a row cross-court with recovery and moderate technique?
- Send 10 balls in a row down the line with recovery and a proper finish?
- Rally 10 volleys consistently with a partner with continental grip?
- Slice with moderate technique with direction. Hit overheads with balance and a continental grip?
- Serve ball into opposite box using continental grip 4 in a row with proper technique consistently?
- Rally from baseline 12 balls or more with recovery and moderate technique?

- Move at will side to side and up and back with balance (drop-step/crossover/shuffle steps/split-step)
- **Moderate technique consists of proper preparation, first move, swing path, proper finish on balance**
- Then CONGRATULATIONS, you can be evaluated to advance!

CLUB AUTOMATION

Creating Customer Accounts – New and Existing

1. Enter customer name, gender, email and phone number for all accounts. Do not put dashes in when entering phone numbers.
2. Enter separate account for all juniors. Please enter birthdate for all juniors. After junior is added, go to their account and “add membership”. Then pick junior player drop down menu. Then save.
3. If the account is for pickleball, please add client to user group for pickleball (process is the same as junior player procedure listed above but choose pickleball).
4. Connect all juniors to a parent account and then save. To connect accounts, go to parent account, then go to billing information. On the far right is an edit button...click and then under linked by billing enter child’s name. Then save.
5. Ask if they want to keep a credit card on file for ease of payment (mandatory for all juniors). If so, then go to billing information and “edit”. Then manage payment methods, then pick credit card. Then fill out all the information for card on the right side of the screen (or you can simply swipe card on card reader). Under name, put type of card. Then save.

Reserving a Court

1. Go to Tennis. Then go to Reserve a Court. Enter customer’s name (must already be in CA), enter price, highlight courts and save reservation.
2. For all matches, reserve 2 hours. For singles, type in \$10.00 for the price because it will double since you are reserving 2 hours. For doubles, type in \$20.00. (It’s \$5/hour/person). Check pricing for your specific location.
3. Payment must be made for all court reservations at the time the reservation is made.
4. Reservations can be made up to 3 days in advance.

5. ____ For all pickleball court reservations, please use pickleball court sheet (except DTC). If booked on hybrid pickleball tennis/court, please block on other court sheet. For DTC (block next to reservation).

Scheduling a Court for a Private Lesson/Private Group lesson

1. Go to Tennis. Then go to Schedule a Lesson. Pick a Pro, enter a customer's name (must already be in CA), choose private lesson, highlight courts and save reservation. If private lesson is 3+ players, then choose the group private lesson option. If there is more than one customer, add each name. CA will automatically split cost between players.
2. To schedule recurring lessons at the same time each week, follow the above instructions AND change Event Frequency square to recurring lessons. Then choose the starting and ending date as well FIRST before filling out pro and customer name. (Move left to right when reserving using recurring lessons).

Registering customer for adult tennis/pickleball classes

1. Go to Tennis. Then go to the specific class to be added. Click on class, then take an action (down arrow), then roster, then type name in box marked Register, then find their name, then use down arrow to pick registered. After registering the player, at the bottom of the drop-down menu is payment. All payments need to be made when the player is registered.
2. You can also go to an individual's account, then click on registrations, then choose drop-ins, then search. Find the class and click on it. It will already put them in the class as registered. Then take payment.
3. If they have already taken the class before, their name will already be on the roster. Just use down arrow next to their name and pick registered.
4. When the adult attends class, they change status from registered to attended.
5. If a client is registered but does NOT attend, please leave as registered (they are still charged for not showing up).

6. Once you have completed the roster, then choose button on the bottom left that says lock attendance.

Registering customer for junior classes

1. Go to the customer's name. Then pick Registrations, then pick season (drop down menu), then search, then pick class, then pick Register, then pick OK. This registers the student for the month. Then take payment.
2. If the player is joining the class midway in the month, go to student's account, then choose Go to POS, then choose register for events, then pick the day, then click on class, then choose next, then click on days they will attend (make sure amount on top is correct for the number of classes they are attending) and add to cart. Then take payment.

Registering customer for pickleball leagues

1. Go to the customer's name. Then pick Registrations, then pick season (drop down menu), then search, then pick league, then pick Register, then pick OK. This registers the client for the league. Then take payment.

Assigning pros to classes

1. Go to a specific class. Click on the class, then on the take action button, pick select pro. Then click on the court and type in pro's name. Select pro, then Save Changes.

Selling a package of lessons:

1. Go to the customer's name, then click on memberships & packages. Then add a package. Then choose private lesson package, then select package type, choose specific provider. Then choose provider under select user, type in Pro's Name. Then select package, type in sold by and then click Buy Package.
2. The package must be sold the same day as the lesson to be included in the package. If they want to include a lesson from the previous day, you will have to change the start date when selling package.
3. To check to see how many lessons have been used, go to the customer's name, then click memberships & packages. It will show how many lessons are left of any active packages.

Taking in racquet to be strung if string is provided:

1. Go to Racquet Repair. Click new request. Enter customer's name. Enter racquet, string, tension, time and date. Then on the right side, select repair staff (if you know), then highlight amount, then save. Then on the bottom, select print. Put receipt on handle of racquet.
2. When racquet is completed, go to Racquet Repair, then click on open requests. Highlight customer's name, then change open to complete. Then save.

Taking payments in CA

1. _____ To pay a deposit for a team, go to captain's name, then click go to POS, then click payment on account, then enter amount, then take payment and follow prompts.

Merging accounts in CA

1. ____ If a player is listed twice in CA, then you can merge accounts. Go to tools, then account merge, then enter name to archive, then to the right, enter name to retain, then merge accounts.
2. ____ You cannot merge family accounts. If there is a duplicate, you must separate family members, then merge, then attach family members again.
3. ____ Please keep the account that has the login as their email as the account retained.

Selling merchandise in CA for Agape

1. All drinks and snacks should be rung up in CA (ring up under item shortcuts, then café, then choose item)
2. Sunglasses, sunscreen, and any Agape merchandise (ring up under sell custom item, then pick either clothes or accessories, enter price, then description.
3. If they have card on file to use, please go under their profile. If they don't have a card on file, from home screen, choose house icon, then sell it to a guest.

Selling merchandise for YST:

1. All tennis balls, accessories, socks, shoes, hats and apparel must be rung up under YST computer.

Login information for YST:

1. Turn on YST computer.
2. Login.
3. Click on picture of register.

4. Username: 978 Password: 978 (Check your location for specific username and password)
5. Choose Sale/Return
6. Type in specific code for location as customer or you can type in customer's phone number.
7. Scan item
8. Next
9. Swipe
10. Visa/MC/Discover – need to enter security code
11. Then click authorize/capture

Help button for Club Automation

1. For all other help with CA, go to “settings” button that is located to the left of the search rectangle on the top right of the screen.
2. You can also email Club Automation for help (support@clubautomation.com)

PRICING

2025 DTC Tennis Center (Tennis & Pickleball)

Court Fees:

\$3.50/hour/person (no reservation)

\$5.00/hour/person (with reservation)

ALTA/USTA Team Coaching/Group Private Lessons (3+ players):

\$100/hour/coach

Starting March 1st, 2025

\$125/hour/coach

Private lessons (1-2 players):

Hourly rate for specific coach (See private lesson page).

Private hitting lesson: \$60/hour

Adult/Jr (Tennis/Pickleball) Drills:

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

HP: 2 hours: \$50

Starting June 1st, 2025

1 hour: \$25, 1.5 hours: \$37.50, 2 hours: \$50

Adults ALTA/USTA Match Fees:

5 lines: \$100/match

4 lines: \$80/match

3 lines: \$60/match

Starting March 1st, 2025

5 lines: \$125/match

4 lines: \$100/match

3 lines: \$75/match

Junior ALTA/USTA Match Fees:

\$60/home match

Starting March 1st, 2025

\$75/home match

High School Home Matches and Practices:

\$10/hour/court

Group Practice Rates with no coaching or extra courts w/ coaching:

1 court:

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

2 courts:

1 hour: \$40, 1.5 hours: \$60, 2 hours: \$80

Pickleball League Play:

\$90 for 9 weeks starting March 1st, 2025

2025 BG Tennis Center (Tennis & Pickleball)

Court Fees:

Hard courts

\$3/hour/person before 6pm, \$5/hour/person 6pm and later and all day on the weekends
(65-74 \$1.50/hour/person before 6pm, \$2.50/hour/person 6pm and later and all day on the weekends)
(75+ free all the time)

Clay courts

\$5/hour/person before 6pm, \$6/hour/person 6pm and later and all day on the weekends
(65-74 \$2.50/hour/person before 6pm, \$3/hour/person 6pm and later and all day on the weekends)
(75+ free all the time)

ALTA/USTA Team Coaching/Group Private Lessons (3+ players):

Starting March 1st, 2025

\$120/hour/coach (includes coaching and court rental of 1 court)
\$125/hour/coach (clay) for team coaching (includes coaching and court rental of 1 court)

Private lessons (1-2 players):

Hourly rate for specific coach (See private lesson page).
Private hitting lesson: \$60/hour

Adult/Jr (Tennis/Pickleball) Drills:

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40
HP Drills: 2 hours: \$50
Starting June 1st, 2025
1 hour: \$23, 1.5 hours: \$34.50, 2 hours: \$46

Junior ALTA/USTA Match Fees:

\$60/home match
Starting March 1st, 2025
\$75/home match

Adults ALTA/USTA Match Fees:

5 lines: \$100/match (Clay \$125)
4 lines: \$80/match (Clay \$100)

3 lines: \$60/match (Clay \$75)

Starting March 1st, 2025

5 lines: \$125/match (Clay \$140)

4 lines: \$100/match (Clay \$112)

3 lines: \$75/match (Clay \$84)

High School Home Matches and Practices:

\$10/hour/court

Group Practice Rates with no coaching or extra courts w/ coaching:

1 court:

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

2 courts:

1 hour: \$40, 1.5 hours: \$60, 2 hours: \$80

2025 CP Tennis Center (Tennis & Pickleball)

Court Fees:

\$3/hour/person before 6pm, \$5/hour/person 6pm and later and all day on the weekends
(65-74 \$1.50/hour/person before 6pm, \$2.50/hour/person 6pm and later and all day on the weekends)
(75+ free all the time)

ALTA/USTA Team Coaching/Group Private Lessons (3+ players):

Starting March 1st, 2025

\$120/hour/coach (includes coaching and court rental of 1 court)

Private lessons (1-2 players):

Hourly rate for specific coach (See private lesson page).

Private hitting lesson: \$60/hour

Adult/Jr (Tennis/Pickleball) Drills:

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

Starting June 1st, 2025

1 hour: \$23, 1.5 hours: \$34.50, 2 hours: \$46

Adults ALTA/USTA Match Fees:

5 lines: \$100/match

4 lines: \$80/match

3 lines: \$60/match

Starting March 1st, 2025

5 lines: \$125/match

4 lines: \$100/match

3 lines: \$75/match

Junior ALTA/USTA Match Fees:

\$60/home match

Starting March 1st, 2025

\$75/home match

High School Home Matches and Practices:

\$10/hour/court

Group Practice Rates with no coaching or extra courts w/ coaching:

1 court:

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

2 courts:

1 hour: \$40, 1.5 hours: \$60, 2 hours: \$80

2025 FV Tennis Center Prices (Tennis & Pickleball)

Court Fees:

\$12/hour per court (\$9/hour for seniors) BEFORE 6pm

\$15/hour per court (\$12/hour for seniors) AFTER 6pm

Group private lessons/Team Lessons (3+ players):

\$100/hour/coach

Starting March 1st, 2025

\$125/hour/coach

Private lessons (1-2 players):

Hourly rate for specific coach (See private lesson page).

Private hitting lesson: \$60/hour

Adult Drills (Tennis/Pickleball):

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

Starting June 1st, 2025

1 hour: \$25, 1.5 hours: \$37.50, 2 hours: \$50

Junior Drills (Tennis/Pickleball):

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40, 2.5 hours: \$50

Starting June 1st, 2025

1 hour: \$25, 1.5 hours: \$37.50, 2 hours: \$50, 2.5 hours: \$62.50

All Group Practice Rate with no coaching:

1 court:

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

2 courts:

1 hour: \$40, 1.5 hours: \$60, 2 hours: \$80

Pickleball League Play:

\$100 for 5 weeks (starting January 1st, 2025)

Pickleball Drill & Play:

\$15 for 3 hours AM, \$15 for 2.5 hours PM, \$20 for 4 hours AM

Starting June 1st, 2025

\$20 for 3 hours AM, \$20 for 2 hours PM, \$25 for 4 hours AM

Special Event Pricing for tennis and pickleball

Starting January 1st, 2025

\$20/hour/court

2025 MG Tennis Center Prices (Tennis & Pickleball)

Court Fees:

\$3/hour/person before 6pm, \$5/hour/person 6pm and later and all day on the weekends

(65-74 \$1.50/hour/person before 6pm, \$2.50/hour/person 6pm and later and all day on the weekends)

(75+ free all the time)

ALTA/USTA Team Coaching/Group Private Lessons (3+ players):

\$100/hour/coach

Private lessons (1-2 players):

Hourly rate for specific coach (See private lesson page).

Private hitting lesson: \$60/hour

Adults ALTA/USTA Match Fees:

5 lines: \$100/match

4 lines: \$80/match

3 lines: \$60/match

High School Home Matches and Practices:

\$10/hour/court

Adult Drills:

1 hour: \$18, 1.5 hours: \$27

Junior Drills:

1 hour: \$15

Group Practice Rates with no coaching or extra courts w/ coaching:

1 court: 1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

2 courts: 1 hour: \$40, 1.5 hours: \$60, 2 hours: \$80

2025 PV Tennis Center Prices (Pickleball)

Court Fees:

\$12/hour per court (\$9/hour for seniors) BEFORE 6pm

\$15/hour per court (\$12/hour for seniors) AFTER 6pm

Group private lessons (3+ players):

\$100/hour/coach

Private lessons (1-2 players):

Hourly rate for specific coach (See private lesson page).

Adult/Junior Drills:

1 hour: \$20

Starting June 1st, 2025

1 hour: \$25

Pickleball League Play:

\$100 for 5 weeks (starting January 1st, 2025)

2025 SL Tennis Center (Tennis & Pickleball)

Court Fees:

\$3/hour/person before 6pm, \$5/hour/person 6pm and later and all day on the weekends
(65-74 \$1.50/hour/person before 6pm, \$2.50/hour/person 6pm and later and all day on the weekends)
(75+ free all the time)

ALTA/USTA Team Coaching/Group Private Lessons (3+ players):

Starting March 1st, 2025

\$120/hour/coach (includes coaching and court rental of 1 court)

Private lessons (1-2 players):

Hourly rate for specific coach (See private lesson page).

Private hitting lesson: \$60/hour

Adult/Jr (Tennis/Pickleball) Drills:

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

HP: 2 hours: \$50

Starting June 1st, 2025

1 hour: \$23, 1.5 hours: \$34.50, 2 hours: \$46

Adults ALTA/USTA Match Fees:

5 lines: \$100/match

4 lines: \$80/match

3 lines: \$60/match

Starting March 1st, 2025

5 lines: \$125/match

4 lines: \$100/match

3 lines: \$75/match

Junior ALTA/USTA Match Fees:

\$60/home match

Starting March 1st, 2025

\$75/home match

High School Home Matches and Practices:

\$10/hour/court

Group Practice Rates with no coaching or extra courts w/ coaching:

1 court:

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

2 courts:

1 hour: \$40, 1.5 hours: \$60, 2 hours: \$80

Pickleball League Play:

\$100 for 8 weeks starting January 1st, 2025

2025 WP Tennis Center Prices (Tennis & Pickleball)

Court Fees:

\$2.5/hour/person

(75+ free all the time)

ALTA/USTA Team Coaching/Group Private Lessons (3+ players):

\$100/hour/coach

Private lessons (1-2 players):

Hourly rate for specific coach (See private lesson page).

Private hitting lesson: \$60/hour

Adults ALTA/USTA Match Fees:

5 lines: \$100/match

4 lines: \$80/match

3 lines: \$60/match

High School Home Matches and

Practices:

\$10/hour/court

Adult Drills:

1 hour: \$18, 1.5 hours: \$22.50

Junior Drills:

1 hour: \$20, 1.5 hours: \$25

Group Practice Rates with no coaching or extra courts w/ coaching:

1 court:

1 hour: \$20, 1.5 hours: \$30, 2 hours: \$40

2 courts:

1 hour: \$40, 1.5 hours: \$60, 2 hours: \$80

CAMP INFORMATION

IMPORTANT elements of Camp that must be done by or delegated by the Camp Director

*****Responsibilities of the Summer Camp Director to get done or delegated to get done. At least half or more of these tasks should be delegated to a specific camp team member for maximum efficiency *****

1. Create Daily Agenda's and send to the staff each day
2. Communicate to the Camp Staff Daily – Staff Text
3. Send Camp Pics and Videos Each Day of Camp to Amy
4. AM includes Water balloons, Music, Capture, Chalk Lines, Balls on right courts, Point Board, Heart Cards, Cow Bell, Team Colors on tables, Warm up courts assigned, HW collected and given points, Team Huddle
5. PM include: All Trash picked up, all left stuff in lost and found, Balls back in the shed and organized and Music Back, Vacuum the inside of pro shop, center needs to look like no camp existed, pick up all stray balls
6. Hold Staff meeting 15 minutes before camp and 15 minutes after camp
7. Prepare for Camp Ceremony- Packets Complete with Camp Picture Awards, Camp Discount, and (Evaluations -optional)
8. Prepare for Heart Card Store- Check inventory beforehand
9. Check all Camp inventory- Make sure we have enough candy, heart cards, popsicles, water balloons, toys, prizes, award paper, packets
10. Creating Drill Groups on the First Day of Camp
11. Adjust Camp Teams as needed First Day of Camp
12. Type Camp and Drill Groups
13. Oversee all drill rotations to make sure kids are in the right spot and coaches are keeping it fun and moving; jump onto courts when you can

14. Make more than enough water balloons daily – and stay ahead of water balloon production
– 2 fights per Agape Camp and 1 fight per QuickStart
15. Have Coaches work on skit at lunch- present in camp ceremony
16. Have Awards submitted to office the morning of last day of camp and office staff can type up the awards *Need to figure out where to do this for Tucker
17. Have Camp Ceremony speech ready – Ceremony is for Full day campers only
18. Prep the staff and kids on how the camp ceremony works on the day before the last day of camp
19. Take Camp Pic and have it developed
20. Have Music Playing at ALL times
21. Make Heart Cards SO cool and important – 1- 10 per kid a day
22. Kids must truly earn heart cards – Use the Core Values often
23. Staff must wear Camp Tees /Agape Tees Daily
24. Uphold all kids and staff to core values
25. Camp Board Point Update 4 times a day at least – and have it updated each morning and at the end of each day
26. Give out a HW each day for points – 0-40 points for Homework
27. Motivate and Pump Up Everyone every day before, during, and after camp
28. Oversee all parts of camp to ensure it is smooth, organized... but mostly, high energy and FUN
29. Send Parent Email before first day of camp and on the last day of camp

Camp Mindset set by Director

- Everything Matters – No shortcuts
- Fit it all in – Be Creative, Fun, Silly, Wild, Go for new ideas, Try new things
- Make it happen - Say Yes
- Go for the highest standard
- Be over the top with energy and enthusiasm; everyone needs to be engaged

How well all these elements are executed is how we measure the success in summer camp. The director and camp counselors set the tone of the camp- so enjoy yourself, have fun, relax, play.

Sample Email to Parents

Dear Parents,

Thank you for signing up for Quickstart Camp this week, June 17, 18, 19, and 20th 9AM-12PM

Please make sure your child comes prepared with the following:

- LARGE water jug with their name on it
- Sunscreen is already on
- A snack (we will take a snack break)
- A hat or visor
- Comfortable athletic clothes and shoes
- A few dollars if your child wants to buy a drink, snack, or popsicle in the pro shop

Other helpful information:

- Rackets are available to borrow in the pro shop
- Drinks are \$2.25 and Snacks are \$1.25
- We will communicate to the parents by email, so please make sure we have a proper contact on file. Whichever parent is marked as the primary contact will receive the notifications. If you need another contact, please let us know.
- On the last day of camp, we will have a pizza party, and this is when the kids can use their HEART cards and visit our HEART card store
- We will have a camp ceremony on the final day of the camp beginning at 11:30PM that parents are welcome to attend

If you have any other questions, please email info@agapetennisacademy.com. We look forward to an amazing and FUN week of Agape Summer Camp!

Quickstart Camp Sample Agenda

8:55- 9:15a	Fun warm up drills
9:15-9:30	Camp Rules, Heart Cards, Pic, Announce Teams
9:30- 9:40	Survivor / Jail
9:45-10:15	Drill Rotation 1 – Groundstrokes/ Hand Eye Coordination
10:15-10:40	Drill Rotation 2- Volleys/ Overheads
10:40-10:50	Water Balloon Fight
10:55-11:10	Snack Break/ Popsicle Party / Work on Skit
11:15-11:40	Camp Game: Capture the Flag; Match Play; Field Trip (Give them option)
11:40-11:55	Fun Tennis Games
12:00p	Water ballon Fight
	Homework: Draw & Write about your Tennis Coach

Camp Musts:

- *Make 75 Water balloons
- *Heart Cards
- *Set up Capture and Music
- *Team Circles
- *Point Board Ready
- *Coaches Know Starting Court and are on it at 8:50am
- *Tennis balls and courts set up
- *Whistles and Cow Bells in place
- *Check for all camp supplies: enough candy, toys, prizes, and popsicles
- *Arrive at 8:15AM
- *Hold meeting after camp and give feedback

Agape Camp Sample Agenda

8:55- 9:20	Fun Games Warm Up-Top Ct 6 Lowest 11 (Put into Drill Groups)
9:22-9:45	Camp Introduction and Make Camp Teams/Camp Picture
9:50-10:10	Survivor / Team Game / Energy Blast / PT BOARD
10:15-10:40	Drill Rotation 1 – Drill and then game (Groundstrokes /Approach)
10:45-11:10	Drill Rotation 2 – Drill and then game (Volleys/Overheads)
11:15-11:20	CIRCLES – PT BOARD Announcement – and Homework
11:25 -11:50	Capture the Flag OR Tennis (Split the coaches for each)
11:55- 12:00	Water Balloon Fight
12:00-12:30	Lunch Break / Cool out / Pick up Trash/ Skit work
12:35-12:50	Survivor / Fun Game
1:00-1:45	Teach Match Play and Score and Set up Match Play
1:50-2:20	Popsicle Party and Water Break
2:30-3:00	Capture the Flag or Field Trip
3:05-3:25	Drill Rotation 3 – Fun Games for Heart Cards and Team Points
3:30-3:45	Survivor/Team Games/ PT BOARD /HW
3:50	Water balloon Fight

Camp Player Evaluation Form

Player Name: _____

Age: _____

Camp Team: _____

Date: _____

Tennis Goals:

Short term: _____

Mid-term: _____

Long term: _____

Technical Abilities:

☐ Forehand

☐ Backhand

☐ Volleys

☐ Overheads

☐ Return of Serve

☐ Serve

Strategy/Awareness:

Mental Toughness/Attitude:

Physical Condition/Speed/Agility:

Biggest Strengths:

Biggest Weaknesses:

Final Assessment:

SUPPLIES

Supplies – Every Day

1. Sports Drinks – Costco/Sam's
2. Dasani – Kroger
3. Soft Drinks – Kroger (when on sale)
4. Snacks – Costco/Sam's
5. Tennis Balls – Ordered through Babolat
6. Toilet Paper/Paper Towels/Garbage Bags – cleaning lady supplies them (Sam's-if needed)
7. All Office Supplies (Office Depot) - Save cartridges and recycle – use my phone number for rewards. Order ink through Staples.

Supplies – Summer Camp

1. Balloons - Walmart
2. Name Tags - Walmart
3. Popsicles – Kroger/Walmart
4. Chalk - Walmart
5. Box Candy – Dollar Store/Kroger
6. Prizes for Heart Card Store – Dollar Store/Amazon
7. Parchment Paper for Awards – Office Depot
8. Clear Plastic Sheet Protectors – Office Depot

HELPFUL HINTS FOR BEING A CAPTAIN

1. Read all league rules. Print out a copy to have on hand and send it to all players.
2. For USTA junior teams, make sure to complete SafePlay compliance through netgeneration.com to be eligible to be captain.
3. Pay deposit to secure spot (if required). It's usually required for adult teams. It is sometimes required for junior teams.
4. Make sure all players' league dues are paid.
5. Make sure all players are added to the roster before the registration deadline. Players can be added once the schedules have been posted (only players with ratings equal to or lower than the team rating can be added at that time).
6. Check with the team about coaching for the season. If so, provide pro/date/time options.
7. Once schedules come out, have all players mark their availability for matches.
8. Helpful tools for keeping you organized regarding availability, rosters, refreshments are net lineup or tennispont.
9. All team fees need to be paid before the first match. You should pay the fee directly. It is up to you to oversee collecting money from players (it's much easier to collect at the beginning of the season and/or before putting anyone in the lineup).
10. Each week by Monday or Tuesday, contact the opposing team captain to discuss the number of courts available (whether home or away). Also, discuss in which order the matches will be played. Sometimes, you might need to play matches in a different order than usual. This is the time to discuss with the other captain. If it is an away match, make sure you have the correct address and directions.

11. Provide the week's lineup for your team by Wednesday, as well as start times and directions. Player's availabilities sometimes change (and they might not have informed you), so it will give you some time to adjust, if needed.
12. For all matches, you will need to bring a copy of that day's lineup. Before the match, captains need to give the other team their lineup and write opposing team players on your copy.
13. For each home match, please assign refreshments to your players (optional since COVID – check USTA site for COVID guidelines).
14. Usually for adult matches, players provide their own tennis balls. For junior matches, captains usually provide tennis balls (make sure to figure that into the cost of season fees for each player).
15. After the match, please confirm with another captain that the scores are correct.
16. Either enter scores into the system or confirm that the scores already entered are correct (altatennis.org OR ustaatlanta.com).

FREQUENTLY ASKED QUESTIONS (FAQ):

Is there a way to book courts online?

We allow online court reservations at our Fountain Valley and all 5 City of Atlanta locations. On the website, there is a tab on the top right “reserve a court”.

Can I cancel court bookings or classes online?

For all our locations, you CANNOT cancel bookings or classes online. You must call or email an appropriate center to cancel.

Can I pay with Apple Pay?

At this time, we cannot accept Apple Pay.

Can I register for adult/junior events or classes online?

At all of our locations, you can register for adult/junior events online through the website for the appropriate location. (Exception: at DTC/BG/CP, there is a waitlist for our junior programming, so you must call or email to register for junior programming to see if there is a spot available or be added to the waitlist. This applies only for junior programming, not junior special events).

What is your cancellation policy?

We issue account credits for any event/class cancelled more than 24 hours in advance.

How early in advance can I book a court?

At all of our locations, you can book a court 3 days in advance.

Is there a ball machine for rent?

We have ball machine rentals at our Fountain Valley and Washington Park locations. Please contact their office for details.

Is there a hitting wall to rent?

Our locations with a hitting wall are our Bitsy Grant, Chastain Park, Sharon Lester and Fountain Valley. It is a first come-first serve basis. It is no charge.

Can I borrow equipment (tennis and pickle balls, tennis racquets, pickleball paddles)?

All of our locations have tennis racquets to borrow and pickleball paddles to rent. Tennis and pickleballs are available for purchase.

What happens if it rains?

In the event of rain, you will be notified by EMAIL that the class/event has been cancelled, and an account credit will automatically be issued to your account.

Do I need a membership to rent the court?

There is no membership required at any of our locations.

How many tennis/pball courts you have?

At Dekalb Tennis Center, there are 17 tennis courts and 10 pickleball courts.

At Fountain Valley, there are 11 tennis courts and 12 pickleball courts.

At Oxnard, there are 8 tennis courts and 8 pickleball courts.

At Pleasant Valley:

Bob Kildee Park, there are 6 pickleball courts

Springville Park, there are 6 pickleball courts

At Bitsy Grant, there are 13 clay courts, 12 hard courts, 3 platform courts, and 11 pickleball courts.

At Chastain Park, there are 9 tennis courts and 8 pickleball courts.

At McGhee Tennis Center, there are 9 tennis courts and 6 pickleball courts.

At Sharon Lester, there are 13 tennis courts and 8 pickleball courts.

At Washington Park, there are 8 tennis courts and 8 pickleball courts.

How will I be informed of closing or class cancellation?

At all of our locations, you will receive an email in the event of cancellation.

Can I rent out the courts for private use, for example: birthday party, community events, etc?

Yes, please contact the appropriate location to check court availability and pricing.

What are the hours for pball/tennis rental?

Operating Hours:

Dekalb Tennis Center: M-F 9a-9p Sat/Sun 9a-6p

Fountain Valley: M-F 8a-12p and 4-9p Sat/Sun 7a-6p

Oxnard: TBD

Bitsy Grant/Chastain Park/Sharon Lester: M-F 9a-9p Sat/Sun 9a-6p

McGhee/Washington Park: M-F 5p-9p Sat/Sun 9a-6p

Do I receive a refund for class/reservations cancelling?

Account credits, not refunds, are issued for cancelled classes/reservations, etc.

How do I apply account credits?

Please contact the office staff to add you to class and apply for your credit. Credits CANNOT be applied online.

If enrollment for classes needs to be done for the whole month

is there make up classes (in case kids get sick, etc)?

At all our locations, there are no makeup classes. We issue account credits (at the end of the month) for any classes cancelled due to inclement weather.

How do I schedule a private lesson? How do I pay for it?

At all our locations, you would contact the pro directly to set up lessons. Their contact information is located with their bio, so just click on their name, and their information will appear. The pro will book the court for your private lesson, and you will remit payment to the appropriate office.

When will classes be cancelled for low registration?

All registrations are open until 2 hours before the class, so cancellations will be made 2 hours prior to low registration or earlier.

Registration requirements are as follows:

4 registered for tennis classes and 3 registered for pickleball classes

What is the maximum hour I can book a court? How many courts can I book at a time?

You can book courts in 30-, 60- and 90-minute increments. There are no restrictions on the number of courts.

Where is your location, specifically in Miles Square Park?

This is for our Fountain Valley location. The tennis facility is located on Brookhurst Street and Heil Avenue, across from the Recreation Center.

What is my pickleball skill level?

All locations have skill assessment sheets in the office. Please check with any of our Pickleball Directors for personal assessment, if desired.

2.0 is Novice with 5.0 being a Pro level.

Beginner levels range from 2.25 to 3.0. Intermediate levels range from 3.1-4.0 with Advanced levels starting at 4.1-5.0.

