



Member Guide

Welcome to the Southlake Tennis Center! We strive to provide opportunities for players of all ages and abilities to learn and play tennis. Whether you are looking for lessons, drills, junior classes, social events, tournaments or league play, we have something for you! In this Member Guide you will find a full list of amenities, hours of operation, program information, and facility rules and guidelines. Familiarize yourself with the information in this guide so you can take advantage of all that Southlake Tennis Center has to offer.

Please feel free to contact our Front Desk Staff with questions at (817) 421-5605 during business hours.

Hours of Operation

Monday – Thursday 8:00 am – 9 :00 pm

Friday 8:00 am – 6:00 pm

Saturday - Sunday 8:00 am – 4:00 pm

*Hours are subject to change based on weather conditions/special events

When the tennis center is closed, Courts 16-18 are open to the public on a first-come, first-served basis. The courts can be accessed from the Tom Thumb parking lot behind the tennis center. Courts may not be available during tournaments/special events.

We are closed on January 1-2, Easter Sunday, July 4, Thanksgiving, Black Friday, December 24-26 and December 31.

Amenities

Southlake Tennis Center provides the following amenities for members:

- 17 Outdoor Hard Courts, including a Stadium Court, with shaded viewing areas
- 2 Climate Controlled Courts
- Club Room for meetings and parties
- Men's and Women's Locker Rooms with showers (players must provide their own towels and toiletries)

- Day Lockers in the locker room
- Water Jug filler and Ice Machine with Water Dispenser
- Full-Service Pro Shop with tennis equipment, tennis accessories, clothes and shoes.
- Full-Service Stringing with 24-hour turnaround whenever possible.
- Demo Racquets available while playing at the tennis center

Code of Conduct and General Rules

All guests visiting the facility are expected to always exhibit appropriate behavior while participating, spectating or attending any program, event or activity. This includes classes, drills, tournaments and meetings. The following rules are in place to ensure guests' safety and satisfaction while enjoying Southlake Tennis Center.

- All entrants to Southlake Tennis Center must check in with our Front Desk before heading out to the tennis courts.
- Guests should help maintain a family atmosphere by showing courtesy and respect to all guests and facility Team Members.
- Proper attire and footwear must be worn in all areas of the facility. Shirts must be worn at all times. Non-marking tennis shoes are required on the courts. The Southlake Tennis Center reserves the right to define inappropriate attire when necessary.
- No guest shall behave in such a manner as to jeopardize the safety, health or well-being of themselves, Team Members, other guests or the facility. Such behavior, including abusive or profane language, may be grounds for expulsion.
- Guests shall take direction from all facility Team Members.
- Guests playing music must utilize headphones only unless previously approved by the Front Desk staff.
- Guests utilizing facility equipment are responsible for its undamaged and timely return.
- No horseplay or misuse of equipment or of the facility will be permitted.
- Southlake Tennis Center is not responsible for lost, stolen or damaged items or items left in lockers.
- All injuries on premises must be reported immediately to a Team Member.

- Pets are not permitted except for active service animals of our guests, which must be approved at the front desk prior to proceeding out to the courts.
- Smoking, electronic cigarettes or use of any tobacco product is prohibited inside the tennis center facility, including the courts and deck area.
- The use of alcohol and illegal drugs are strictly prohibited on the premises of the facility.
- Admission to Southlake Tennis Center may be denied for the following reasons: suspected of being under the influence of drugs or alcohol, evidence of contagious disease, and any person deemed detrimental by management to the safety of themselves or others.
- Glass containers are prohibited.
- Loitering, soliciting, gambling, and panhandling are prohibited.
- Any group wishing to host an organized event must receive advance written approval.
- Only Southlake Tennis Center Team Members, and authorized instructors performing within the scope of their duties may train or instruct guests. No unauthorized personal trainers, instructors, or coaches are allowed to use Southlake Tennis Center to train or instruct guests.
- You may not bring your own ball machine or court equipment.
- You may bring in baskets of balls/hoppers only if it can be determined that you are working with a family member.
- You may not, at any time, remove equipment from the courts, such as ball mowers or teaching equipment. These are to be considered permanent fixtures.
- You may not solicit in person or in writing on the premises. The Southlake Tennis Center retains sole discretion to determine whether a member or guest is engaged in soliciting.
- Team Members reserve the right to remove anyone from the facility who is found in violation of the above rules or is otherwise disruptive to other guests.
- A member or guest who violates established rules, policies or procedures is subject to disciplinary action up to and including expulsion.

Facility Age Requirements

- Children aged 0-8 years old must be always supervised by a caregiver age 16 or older who is not participating in a tennis activity, unless the student is enrolled in junior classes.
- Children aged 9-12 must always have an adult supervising them at all times. Children may not sit on the benches on court, but must remain within sight of an adult within the facility unless they are attending a class that is supervised by one of our instructors.
- Children aged 14 and up have full access.
- Children may not be left unattended in the Club Room while parents are participating in activities at the tennis center.
- Children under 14 years old may not be dropped off for Match Days, Tournaments or other competitive activities where our staff is roaming as coaches.

Membership Types

A free membership is required to participate in activities at the Southlake Tennis Center. You should select the membership based on your current residency. Players who move in/out of Southlake should advise the front desk. We reserve the right to change membership status as necessary.

Southlake Resident Membership

Available to individuals who reside or own residential property in the City of Southlake

Non-Resident Membership

Available to individuals who wish to play at Southlake Tennis Center and do not own residential property in Southlake.

Family Membership

Available to families residing within the same household who are claimed on IRS taxes. Claimed dependents must be 23 or younger.

Guests

Players are permitted to play one time as a guest before providing required membership information. Once they have played at the tennis center, additional visits require membership. Exceptions can be made for short-term out of town guests, provided they are registered at the front desk.

Activities

For the enjoyment of all players, many activities are leveled by playing ability. We use the USTA NTRP rating to identify the level of our drills. Any player may attend a drill/league for 2.0-2.5 level players. Players who wish to attend higher rated activities must demonstrate both a USTA rating and verified match play at that level. Team Members reserve the right to move players to the correct level for drills/leagues.

Payment for Services

Players are charged a per person court fee for all court reservations. These fees are set by the city of Southlake and are subject to change. Players are charged an activity fee, which includes their court fee, when they participate in drills, leagues and special events.

Players are required to pre-pay for court fees, drills, leagues and special events. Players may not proceed to the courts unless payment has been arranged. Players are asked to put a credit card on file for their convenience. We reserve the right to charge players for activities 24 hours in advance, once the deadline for cancellation has passed. Players who have an outstanding balance with the tennis center may not participate in activities until the balance has been cleared.

Food and Beverage

Food and beverages are permitted in designated areas only. Beverages in closed containers are permitted. Guests are invited to bring coolers, food and beverages to the tennis center provided that there are no glass containers. Food and drink concessions are available for purchase at the front desk.

Gift Cards

Gift cards make a perfect gift for any occasion and can be used to enroll in tennis programming or in the Pro Shop. Physical or virtual gift cards are available for purchase at the Guest Services desk or online. Please note that gift cards should be considered the same as cash, as we do not have the ability to track them once they have been purchased. Gift cards expire 1 year after purchase.

Lost and Found

The City of Southlake is not responsible for lost or stolen items. If you find another person's personal items, please turn them into the Pro Shop front desk. If you are missing an item, please inform the front desk, who will check the lost and found for your item.

Parking

Cars, trucks and motorcycles must park in a marked parking space. Disabled parking is available and marked accordingly. A valid disabled parking tag or license plate is required. All bicycles and e-bikes must be parked in bike racks. Parking violators may be towed at the owner's expense.

Statement of Accessibility

The Southlake Tennis Center encourages participation by everyone. If you or a family member have special needs and would like to participate in a program or use a facility, we will make reasonable accommodations to meet your needs. Please notify a team member if any accommodations are needed for successful inclusion in a program or service in accordance with the Americans with Disabilities Act. Southlake Tennis Center permits the use of service animals only within the facility.

Photos and Videos

Guests may not take photo, video or audio recordings of other guests or Team Members without permission. Guests may not use an electronic device equipped with a camera in any of the locker rooms. Photos and video footage are periodically taken of participants and spectators in class, during a special event, in an athletic program and at Southlake Tennis Center. Photos and video footage are for the sole use of the Southlake Tennis Center and may be used in any Southlake Tennis Center publications. All photos are the property of the Southlake Tennis Center and will not be distributed to private entities.

Surveillance and Security

Southlake Tennis Center is protected by 24-hour audio and video surveillance. Cameras are in use, and you may be recorded to aid in the prosecution of any crime committed against this facility. The Southlake Tennis Center recommends all visitors and members hide their things, lock their cars and take their keys. If you see suspicious activity, call 911 and alert the front desk.

Emergency Action Plan

A primary objective of the Southlake Tennis Center is to provide the safest possible parks, facilities and programs for the public's use and enjoyment. Therefore, each Team Member has received a copy of the Emergency Action Plan and has participated in training and drills conducted to familiarize themselves with the plan and the necessary procedures during an emergency. If an emergency occurs, Team Members will direct all guests based upon the nature of the emergency to ensure their safety and welfare. Children who are in classes will remain with Team Members at all times. Anyone under the age of 16 will only be released to a parent or responsible caregiver.

Facility Weather Policy

As a rule, youth programming will follow CISD weather closures. Adult programming will take place unless you are notified by Southlake Tennis Center. The facility will only close when the City deems it necessary. We will make every attempt to reach players by email when the tennis center is forced to cancel events.

The tennis center is equipped with a lightning alarm. When this alarm sounds, all players must vacate the outdoor spaces immediately. Players may not resume activities until the lightning alarm sounds the all clear. Team Members have the right to evacuate the tennis courts and the facility based on weather conditions.

Comments and Suggestions

The Southlake Tennis Center continually strives to provide quality programs and services at Champions Club. Please take the time to tell us how we are doing and provide suggestions for improvement. We consider every comment and suggestion we receive. To share your thoughts, feel free to contact us at (817) 421-5605 or info@southlaketennis.com