

FERRIS RACQUET & FITNESS CENTER POLICIES

Welcome to the Ferris Racquet and Fitness Center

Welcome to the Ferris State Racquet and Fitness Center (RQT). The RQT is one of the most unique tennis and fitness facilities in the United States. It is the nation's only racquet facility that functions as a laboratory and cooperative education program for students in the premier Professional Tennis Management (PTM) program. Each PTM student staffs the club approximately 120 hours a year to serve Ferris students, Ferris employees and the Big Rapids community. In addition, the RQT serves as the home to the Ferris State Men's and Women's varsity tennis teams.

More than 30 PTM students are on staff and in cooperative education training during the academic year at the first accredited (United States Professional Tennis Association - USPTA) PTM program of its kind. The program's mission is accomplished through a unique combination of study and practical experiences designed to meet the needs of employers in this steadily growing industry and in most cases serves as the PTM student's first work experience.

This unique combination allows the RQT to offer some of its tennis services at a reduced rate, in some cases 50% less than what is offered in private and public facilities of similar amenities: 10 outdoor hard tennis courts, 4 outdoor 18' X 36' and 1- 27' x 60' clay courts, 4 indoor tennis courts, 3 racquetball courts, weight room, fitness room, men's and women's saunas, and a full service pro shop. Due to this unique structure, distinct policies have been detailed in this document that have been established to allow the RQT to meet the mission of serving the College of Business, Athletics, and Auxiliary Enterprises.

Although the RQT is owned and operated by Ferris State University it is not funded by tax dollars, but rather through membership and revenues raised through programming. As the area's sole indoor tennis facility, we take pride in offering a full service of fitness and tennis programming for players of all levels. Whether you are a beginning tennis player, seasoned veteran, up and coming superstar, or just looking to enjoy the sport, our programs have something for everyone and every level of play!

Mission Statements


Ferris Racquet and Fitness

To operate as a laboratory for the Professional Tennis Management program at Ferris State University and provide an outstanding club amenity and service to the university and the community of Big Rapids, Michigan. Whereby, its participants will be able to enjoy club programming, lesson instruction and social play in an aesthetically appealing, professionally operated and enthusiastic environment.

PTM Program

The mission of the Professional Tennis Management Program (PTM) is to prepare students for a wide variety of careers in business and tennis and provides the tennis industry with a continuous supply of graduates capable of contributing to their profession and society in the State of Michigan, the United States, and beyond.

FERRIS RACQUET & FITNESS CENTER POLICIES



RACQUET & FITNESS CENTER

2016-2017 OPERATION

Normal Hours

Monday – Friday	6:00am – 10:00pm
Saturday – Sunday	8:00am – 10:00pm

Final Exam Week Hours

Monday – Friday	6:00am – 8:00pm
Saturday & Sunday	8:00am – 8:00pm

Summer Hour & Winter Break Hours

Monday – Friday	6:00am – 8:00pm
Saturday – Sunday	9:00am – 6:30pm

Spring Break Hours

The weekend before the break week	
Friday	6:00am – 8:00pm
Saturday & Sunday	8:00am – 8:00pm
Spring Break Week	
Monday – Friday	6:00am – 8:00pm
Saturday	8:00am – 8:00pm
Sunday	8:00am – 10:00pm

*Summer hour and winter break begins after final exam week and ends the day before the 1st day of school.

Holiday & Event Hours

<p style="text-align: center; font-weight: bold;">September—December 2016</p> <p style="text-align: center; font-weight: bold; color: white;">Labor Day</p> <p style="text-align: center; color: white;">9/3 Saturday, 9am-6:30pm 9/4-9/5 Sunday—Monday, Closed</p> <p style="text-align: center; font-weight: bold; color: white;">Thanksgiving</p> <p style="text-align: center; color: white;">11/23 Wednesday, 6am—6:30pm 11/24-11/27 Thursday—Sunday, Closed</p> <p style="text-align: center; font-weight: bold; color: white;">Christmas</p> <p style="text-align: center; color: white;">12/23 Friday, 6am-6:30pm 12/24-12/25 Saturday—Sunday, closed</p> <p style="text-align: center; font-weight: bold; color: white;">New Year</p> <p style="text-align: center; color: white;">12/30 Friday, 6am – 6:30pm 12/31/2016 – 1/1/2017 Saturday – Sunday, Closed</p>	<p style="text-align: center; font-weight: bold;">January— August 2017</p> <p style="text-align: center; font-weight: bold; color: white;">Easter</p> <p style="text-align: center; color: white;">4/13 Wednesday, 6am– 8pm 4/14 Thursday, 6am – 6:30pm 4/15-4/17 Friday—Sunday, Closed</p> <p style="text-align: center; font-weight: bold; color: white;">PTM Banquet Weekend</p> <p style="text-align: center; color: white;">4/7 Friday, 6am-Noon 4/8 Saturday, 5pm-10pm</p> <p style="text-align: center; font-weight: bold; color: white;">Memorial Day</p> <p style="text-align: center; color: white;">5/26 Friday, 6am – 6:30pm 5/27-5/29 Saturday – Monday, Closed</p> <p style="text-align: center; font-weight: bold; color: white;">4th of July</p> <p style="text-align: center; color: white;">7/1-7/4 Saturday –Tuesday, Closed</p>	<p style="font-size: small;">*Outdoor tennis courts will be open for free play during Memorial Day, 4th of July, and Labor Day when the facility is closed. No reservation is needed. Court availability based on first come first serve.</p> <p style="text-align: center; font-size: x-small; margin-top: 20px;">14342 Northland Drive Big Rapids, MI 49307 (231) 591-2212 www.FerrisRacquetAndFitness.com Receive real time updates from our Facebook at Facebook.com/FerrisRQT</p>
--	--	--

FERRIS RACQUET & FITNESS CENTER POLICIES

Membership Information

Check In Procedures

The RQT is a monitored facility. No access to the facilities is granted without checking in at the Front Desk and presenting a valid identification (A student ID, Faculty/Staff ID, or Membership ID). A valid form of identification must be left at the desk for any equipment or towel rentals.

Guests

Daily guest passes may be purchased for \$5.00 and will be charged to all customers not presenting a valid ID at the time of check-in. A patron purchasing a guest pass must present a picture ID with proof of age for use of the fitness facilities. If the guest is under the age of 18, a signed waiver must be on file to use the facility, and the cost is \$3. The receipt will serve as a pass and is valid for the entire day of purchase only at the RQT. Equipment and court rentals are not included.

Application and Renewal for Membership:

Memberships can only be purchased at the Student Recreation Center (SRC). For more information please visit their website at www.ferris.edu/HTMLS/studentlife/u-rec or call Val Wells at 231-591-2677

Membership Rates

A membership brochure is available at the Front Desk or find the membership information online at SRC's web site <http://www.ferris.edu/HTMLS/studentlife/u-rec/polfee/index.htm>

Identification Cards

All patrons using the RQT must possess a valid Student/Faculty/Staff or community member ID. A picture ID is required for community members. Upon payment of the membership fee, all adult, youth and dependent members must have membership card processed. The first card is issued at no charge. Upon renewal, the original card will be activated.

Lost Cards

If a membership card is lost, stolen, or damaged, the member must purchase a new card at Student Recreation Center (SRC) for a replacement. If a lost card is found after a new one has been purchased, the lost card is not valid and may not be used.

Refunds/Returned Checks

There are no refunds unless authorized by management. There will be a \$30.00 service charge for returned checks.

Membership Suspension/Termination (Racquet and Fitness Center)

RQT has the right to suspend or terminate membership in the RQT for violations of applicable University policies, violations of RQT policies or posted rules or actions which violate federal, state, or local laws.

The decision of RQT to suspend or terminate a membership is final. Individuals suspended or dismissed from the RQT under these procedures have no right to any other hearing or procedures provided under the policies, procedures or rules of Ferris State University.

The University has the right, however, to pursue disciplinary action in accordance with the policies, procedures or rules of Ferris State University up to and including dismissal against any faculty, staff, or student based on charges involving the same conduct that led to the proposed suspension or termination or RQT membership.

Memberships are for the entire commitment period and non-refundable.

Solicitation

Facilities may not be used for private or commercial gain purposes such as giving private instruction or sales.

FERRIS RACQUET & FITNESS CENTER POLICIES

Racquet and Fitness Center Policies

Ejection From The RQT:

The Racquet and Fitness Center has the right to eject immediately from the RQT any person who:

1. Engages in actions that pose a significant risk or substantial harm to the health and safety of the individuals or others.
2. Engages in actions which destroy property.
3. Engages in actions which disrupt by physical or auditory means the ongoing operations or activities of the RQT.
4. Engages in actions which violate any federal, state, or local law.

Smoking and Drinking: is prohibited in the RQT and 25 feet away from the building. The RQT reserves the right to remove anyone from the premise for smoking and/or drinking.

Loss & Damage: The RQT is not responsible for injuries, personal damage, and lost or stolen items.

Tennis Attire: Tennis attire, including a shirt and tennis shoes must be worn on the courts at all times. The following attire is not permitted: street clothes, street shoes, black-soled shoes, bare feet, cut-offs, and swimwear.

Racquetball Eye Wear: is required during play on the racquetball courts at all times.

Etiquette: Players should not enter the court area before their court time and must leave when their time has ended. Profanity, racquet throwing, and hitting the curtains, walls, or nets are not permitted. Any damages that are made will be charged and the RQT reserves the right to ask any customer to leave the building without refund if his/her language and behavior makes other customers uncomfortable.

Food/Drink: Foods, gum, and beverages are permitted only in common areas. They are not permitted in activity areas (fitness or exercises rooms, racquetball courts, and tennis courts.) Exceptions would include water or a sports drink in a sports beverage container that can be sealed.

Lockers:

RQT is not responsible for lost or stolen articles. Patrons are encouraged to store all personal belongings in lockers. Lockers are available for rent at the front desk. The locks are not provided. If a personal lock is left on a long locker overnight, RQT reserves the right to cut the lock and place personal items in the lost & found. Staff members are not permitted to hold valuables or bags for patrons. Clothing and bags must be stored in lockers. Small lockers may be rented for \$5/semester and Big lockers may be rented for \$20/semester at the front desk in RQT. Patrons has one week after the end of each semester to move personal belongings out of the locker if the patrons discontinue the rental.

Towels: Towels are available upon request at the front desk. You must provide the front desk with your ID in exchange for a towel, personal item are not accepted in exchange for towels.

Children: All children are the responsibility of the accompanying adult. To minimize the distractions for all players, child spectators are not permitted in the court areas. Children may not be left unsupervised in the lounge areas. Please refer to the weight and exercise room policies for rules related to children in the weight room.

Facility Rental: Rooms and areas within the RQT are available for rent for special events and functions during specific times. A reservation form must be turned in to be considered for a reservation. Space is booked on a first-contact, first-serve basis. Additional information regarding facility rentals is available at the RQT 104 office.

Injuries: University is not responsible for injuries. An injury report need to fill out by the individual and submit it to the front desk or the facility manager.

FERRIS RACQUET & FITNESS CENTER POLICIES

Court Rental, Lesson, and Clinic Program Policies

Registration:

- Guests are welcome to register for any class, but must wait until the designated non-member sign-up date. Members will have a one week head start on class registrations.

Court Booking and Cancellations:

- Court rental fees must be paid at the time of sign-up or prior to entering the court.
- Court reservations have a 15-minute grace period for players running late.
- Members can reserve a court up to 7 days in advance; each court must have at least one member present.
- Non-member can only reserve the day of play, no advanced reservation accepted.
- Court reservations must be cancelled 24 hours in advance or be charged at the posted court rates if the court is not re-sold.
- Maximum court reservations are 1.5 hours for singles and 2 hours for doubles.
- Members needing to reserve more than 1 court must make reservation through the assistant manager.
- PTM students cannot reserve courts in advance from 5:00 PM – 9:00 PM Monday – Thursday; however they can reserve a court after 12:00 noon on the same playing day.
- All Ferris students are only allowed to walk on or to reserve courts during member free court time on the same day of play. Find schedule under Member-No Cost Court Time session.
- PTM students cannot be a part of more than one court reservation during prime time hours.

Class Sizes: All classes have enrollment minimums and maximums. Registration is taken on a first come first serve basis and must include payment. The RQT reserves the right to cancel classes due to insufficient enrollment. If classes are cancelled, participants will be notified as soon as possible and full refunds will be issued.

Payments & Pro-Rating: All participants, including members and non-members must make full payment before the 1st class starts. No pro-rating will be given for missed classes.

Clinic Cancellations & Refunds:

- Refunds will not be given due to scheduling conflicts. Please check your schedules carefully before registering.
- Full refunds are available by notifying the front desk no later than 24 hours before the first class date. 50% refunds will be given during the second week of clinics. If a session is cancelled, a full refund will follow for remaining classes. No other refunds are available.
- The Aerobic/Fitness instructors reserve the right to remove any participant from any session for any misconduct they deem detrimental to the class, without refunding any payments.
- All classes must have a minimum of 4 (tennis) and 6 (Fitness) participants or they may be cancelled.

Make-Ups: Make-ups for cancelled classes by the RQT will be determined by the Fitness Instructor/Head Tennis Professional on a class by class basis. The RQT does not offer make-up options for missed classes.

Only RQT Staff and approved PTM students are allowed to teach lessons, clinics, racquet stringing, etc.

- Teaching professionals are not allowed to collect money from customers for a lesson, racquet restringing, or any service rendered, all payment must be made through the front desk.
- For more specific information please refer to the PTM Private/Group Tennis Lesson policy.

Ball Carts: RQT ball carts are not provided for individual use nor are personal ball carts or hoppers allowed at the RQT; if you are feeding balls we consider it teaching a lesson. This rule applies even if no money is being exchanged.

Ball Machine Rental: a one-time ball machine training is required before the first rental. Amy Nestle will provide training on the drills, set up, safety, and cleanup at no cost. Customers need to clean the court after every use.

FERRIS RACQUET & FITNESS CENTER POLICIES

Cancellations of Private Lessons:

Cancellations or no shows of private lessons or private groups within 24 hours of the scheduled time will be charged at ½ of the rate. Sickness cancellations must be made within 6 hours of the private time or will be charged at ½ of the rate

Billing Options: We accept cash, Visa/Master/Discover card only for payments over \$5.00.

Member - No Cost Court Time: Members are allowed to play tennis and racquetball at no cost during the following times, when the courts are open and not booked for events, college or club

team matches, etc.:

Rules:

- Members are allowed to reserve free court time on the same day of play upon court availability
- Walk on is based on first come first serve
- Full court fee will be charged for reservation with no shows

Available Times:

Friday	7:00 PM -10:00 PM
Saturday	5:00 PM - 10:00 PM
Sunday	12:00 PM - 3:00 PM

High School Teams Indoor Court Use Policies

High School tennis teams (Boys and Girls) may use the indoor tennis courts for official tennis practice under the following guidelines:

- High School Teams must register their coaches with the RQT Center's head tennis professional in order to lead practice sessions. Head Coaches will automatically be registered and they can register up to two additional coaches. Head Coaches are permitted to have as many coaches as they want on the courts during an official team practice as long as the Head Coach is present.
- The Head Tennis Coach or Athletic Director must be the one to coordinate court reservations with the Racquet Facility (call Amy Nestle at (231) 591-2218 or at sunj@ferris.edu) and must be present for the team tennis practice. If the Head Coach cannot be present, one of the two registered coaches must be present.
- Tennis practice must include at least six High School Team members from the same team.
- Ball carts and balls will be provided at no charge for an official team practice as long as at least six team members from the same team are present. The only coaches allowed to use the baskets are registered coaches as dictated by the Head Coach.
- Tennis practice court times are available on a first contact, first serve basis. Not all times and dates can be accommodated and are subject to court availability.
- Reservations may be made in advance and court time must be paid in full prior to entering the courts. Reservations are limited to a weekly maximum of three times per Monday-Friday, unless additional courts are available. Saturday and Sunday are available in addition to the Monday-Friday times.
- Racquet court fees will be complimentary between the hours of 6:00 AM and 8:00 AM depending on court availability, Monday – Friday.
- High School court rental fee is **\$12.00** per court per hour from 8:00 AM – Close, Monday - Sunday. Outdoor court rental for matches or tournaments: \$35.00 per day per bay (Court 5-9 – North Bay and court 10-14 - South bay).
- 24-hour cancellation notice must be given to prevent the charge of court time at **\$12/court/hour** if the court(s) are not re-sold.

FERRIS RACQUET & FITNESS CENTER POLICIES

PTM Private/Group Tennis Lesson Policies

1. PTM students must be a Junior or Senior in the Professional Tennis Management program and in "Good Standing."
 2. Any PTM student interested in teaching privates must submit an application to the Head Tennis Professional. Ask the head coach, Chad, for the applications.
 3. All applications will be reviewed and applicants will be notified about their availability to teach. Applicants may be required to demonstrate on-court teaching competency prior to approval.
 4. All accepted applicants must have every one of their lessons approved by the Head Professional prior to scheduling and/or giving any lessons (private, group, hitting, etc.).
 5. Giving any type of lesson without prior approval from the Head Tennis Professional is strictly prohibited. Violation of this policy results in no compensation generated from the lesson, termination for the opportunity to teach lessons at the club, and the possibility of having all privileges removed from the RQT and continuation in the PTM program.
 6. All lessons **MUST** be booked through the front desk and paid prior to the lesson. Failure to do so is subject to the penalties outlined in # 5.
 7. Giving a "free lesson" without prior approval from the Head Tennis Professional without prior approval is also grounds for penalties outline in # 5.
2. All approved lessons **MUST** be booked through the front desk and paid prior to the lesson. Failure to do so is subject to the penalties outlined in # 5.

Tennis Professional Conduct

All PTM students will be expected to abide by the USPTA and PTM Code of Ethics as set forth in our program and accreditation. Your on-going internship at the RQT will be as an apprentice tennis professional and therefore all conduct must be in accordance with these standards. Hitting or playing sets/matches with fellow PTM students is allowed. However your intellectual property must be valued and charge accordingly to all customers.

Non-Acceptable Practices

1. Giving private tennis lessons to a PTM student(s), club member, non-member, or Ferris Faculty without prior approval from the Head Tennis Professional.
2. Giving private, group lessons, or hitting with friends or club team members.
3. Hitting with a member or non-member without prior approval by the Head Tennis Professional. This practice is considered a hitting lesson.
4. Taking a cart of balls on the court with the intent to teach without approval.
5. Giving a lesson on a high school or public facility in the community of Big Rapids.

PTM Taking Private/Group Lesson Policy

1. All private lessons that you would like to be scheduled with staff members must be approved by the Head Tennis Professional prior to scheduling.

FERRIS RACQUET & FITNESS CENTER POLICIES

Weight and Exercise Room Policies

Children: Participants of the RQT UNDER 18 YEARS OLD, must have the proper waiver on file at the Racquet and Fitness Center Office for use of the weight room:

- **Minor Liability Waiver**

Personal Trainers: All personal trainers must be employed by the Ferris Racquet and Fitness Center. RQT holds the exclusive right to all personal training in the facility. Any personal trainers not employed by RQT are not permitted to train clients in our facility. If we suspect that you are training clients in our facility you may be asked to leave or have your RQT privileges revoked or suspended.

Equipment Use:

- Share equipment and allow others to use your machine when doing multiple sets.
- Perform controlled reps only – do not allow weights to drop on the floor or slam against other weights.
- Weight benches are not to be moved or repositioned, they must remain between the exercise mats.
- Clean Equipment After Use:
 1. Get a cleaning towel (located in the towel dispensers) before beginning your workout.
 2. Cleaning solution bottles are located in the “Gym Caddys” positioned on the cardio and weight machines throughout the weight room. Do not carry cleaning solution bottles with you, they are for all patrons and should remain in the “Gym Caddys” until use.
 3. Spray the cleaning on the towel and wipe down the pads of the equipment after use and return the cleaning solution to the “Gym Caddy”.

Towels: Towels are available upon request at the front desk. You must provide the front desk with your ID in exchange for a towel.

Food/Drink: Foods, gum, and beverages are permitted only in common areas. They are not permitted in activity areas (fitness or exercises rooms, racquetball courts, and tennis courts.) Exceptions would include water or a sports drink in a sports beverage container that can be sealed.

Participant Conduct:

- Participants utilize all facilities "at your own risk".
- Any display of poor conduct, abusive language, fighting, or willful destruction of University property may result in loss of facility use privileges. If appropriate, other actions will be taken including disciplinary and legal action.
- Drugs, alcohol, tobacco, and weapons of all types are prohibited, as well as use of the facility under the influence of alcohol or controlled substances.
- Personal radios may only be used with headphones.
- Please report any facility related injuries or incidents to the Assistant Manager, Staff on duty or Front Desk attendant.
- Personal items (i.e. books, knapsacks, clothing, personal items, etc.) are your responsibility and must be stored in a locker. Nothing can be on the exercise floor. Do not bring valuable items into the facility. No overnight lockers.

Attire:

- Proper workout attire including a shirt, shoes, shorts or pants, and closed toe/heel shoes are to be worn in the Fitness Center AT ALL TIMES. Jeans, cargo pants, slacks, skirts, dresses, or sport bras alone are not permitted.
- Participants must wear appropriate closed-toed, closed-heeled, athletic footwear, no sandals, clogs, or hiking boots.