

IQ TENNIS & PICKLEBALL CENTRE (IQTPC) MEMBER & GUEST POLICIES & PROCEDURES MANUAL

1st Edition (September 1, 2025)

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SECTION A: ABOUT US

A.1 – ABOUT US

The **IQ Tennis & Pickleball Centre (IQTPC)** is a leading and innovative racquet sports facility in Edmonton, Alberta dedicated to tennis and

pickleball. Opened in September 2025, IQTPC is a not-for-profit organization fostering an inclusive environment for players of all ages and skill levels. The Centre features 13 indoor courts (6 tennis, 7 pickleball), a ProShop, and ample parking. IQTPC is a hub for community engagement and high-performance training. Visit www.iqtpc.ca for more information.

A.2 – CLUB AMENITIES

IQTPC offers state-of-the-art facilities:

- 6 indoor tennis hard courts (plexipave cushion)
- 7 indoor pickleball courts (dedicated, cushioned surface)
- Matchi video record and streaming (tennis/pickleball) with analytics and video debriefing
- Ball machine (tennis) and paddle machine (pickleball) rentals
- Men's and women's locker rooms with showers
- ProShop (stringing, rackets, paddles, apparel, accessories)

A.3 – MISSION, VISION & VALUES

OUR VISION: To be one of Alberta's leading year-round racquet sports facility, built on team coaching, training innovation, and a welcoming environment for all ages.

OUR MISSION: To deliver accessible high-quality sports and recreation programs in tennis and pickleball as well as other events for diverse communities.

At IQ Tennis & Pickleball Centre, we are guided by principles that shape our community and our approach to sport:

1. **Team Coaching** ★ We believe players thrive in a collaborative environment where coaches work together to maximize development.
2. **Mentorship** ★ We invest in guiding athletes, coaches, and staff to grow not only in sport but in life.

3. **Innovation** ★ We embrace new methods, ideas, and technologies that push performance and keep our game evolving.

4. **Integrity** ★ We act with honesty, fairness, and respect—on and off the court.

5. **Friendship** ★ We create lasting connections through shared experiences and a welcoming atmosphere.

6. **Sportsmanship** ★ We promote respect, humility, and a love for the game at every level.

7. **High-IQ Players** ★ We develop athletes who combine skill with smart decision-making, preparation, and awareness.

HOW WE MAINTAIN OUR VALUES, REALIZE OUR VISION, AND ACHIEVE OUR MISSION:

1. Foster an inclusive, welcoming environment
2. Employ elite coaches for both sports
3. Offer innovative programming for all ages and levels
4. Host provincial, national, and international events
5. Leverage cutting-edge technology for performance

A.4 – MANAGEMENT TEAM

- CEO: Alexander Domnich
- General Manager: Ivan Quintero
- Tennis & Pickleball Director: Suzana Sales Cavalcante
- Business Director: Eric Dallaire

SECTION B: MEMBER & NON-MEMBER OPTIONS

B.1 – OVERVIEW

IQTPC welcomes members and non-members, offering adjusted access to tennis and pickleball facilities and programs between each group. Membership provides enhanced benefits and permissions. Non-members may access all amenities and programs at a premium rate compared to members.

B.2 – MEMBERSHIP CATEGORIES

Memberships are valid for 12 months (365 days) from joining. Categories:

- **Single Adult Membership** (ages 18–64) Renew automatically each year for your convenience. Members will be notified in advance of any changes to fees or terms.
- **Senior Membership** (ages 65+) Renew automatically each year for your convenience. Members will be notified in advance of any changes to fees or terms.
- **Couple Membership** (2 adults/seniors, same address) Renew automatically each year for your convenience. Members will be notified in advance of any changes to fees or terms.
- **Junior Membership** (ages 5–17) Renew automatically each year for your convenience. Members will be notified in advance of any changes to fees or terms.
- **Family Membership** (2 adults + 2 or more juniors) Renew automatically each year for your convenience. Members will be notified in advance of any changes to fees or terms.
- **Seasonal Membership** (October 31–May 1, with option to switch to age-appropriate annual membership) Expire at the end of the season and must be renewed with a new contract to continue access.

B.3 – MEMBERSHIP BENEFITS

- Access to leading and innovative tennis and pickleball courts
- 7-day advance booking privileges on all courts
- Full facility access (fitness center, locker rooms)

- Discounted rates on programs, lessons, and leagues
- Privileged access to elite tennis and pickleball coaches
- Priority registration for camps, clinics, tournaments and leagues, and other events
- Online/phone booking capabilities
- Eligibility for IQTPC Rewards Program
- Access to member-only tournaments and social events
- Access to free live streaming services and downloadable videos of members' matches

Note: All benefits are subject to change without prior notice at the discretion of IQTPC management and the Board of Directors to ensure alignment with facility demand and operational needs.

B.4 – NON-MEMBER ACCESS, USAGE, AND PRIVILEGES

Non-members may access courts and select programs:

- **Court Bookings:** 24-hour advance booking.
- **Access to lessons:** Non-members rates will apply on programs, lessons, and leagues. Private lessons are permitted. Adult and Junior programming are permitted, as well as leagues, cardio tennis classes and fitness programs. Junior programming may be limited to weekend classes, as the junior academy includes criteria for memberships.
- **Payment:** Full payment of courts at non-member pricing required at booking.
- **Guest Fees:** Apply to all non-member services.

B.4.1 – NON-MEMBER GUEST FEES

Non-members pay full-price drop-in court rental: \$40/hr for tennis court rentals; \$36/hr for pickleball court rental during peak hours (4 – 8pm on

weekdays ; 8am – 6pm on weekends), and \$32/hr for pickleball court rental during all other non-peak hours. Management may adjust privileges based on demand.

B.4.2 – NON-MEMBER PRIVATE, SEMI-PRIVATE, AND GROUP LESSONS

Non-members may book tennis or pickleball lessons (private, semi-private, or groups of 3–4) with 24-hour notice, subject to guest fees and lesson rates.

SECTION C: HOURS OF OPERATION

C.1 – FACILITY HOURS OF OPERATION

- **Monday–Sunday:** 6:00 AM–11:00 PM
Court bookings available within these hours. Changes due to events/bookings communicated via email, website, or on-site notices.

C.2 – HOLIDAY HOURS & FACILITY CLOSURES

Holiday hours: 9:00 AM–8:00 PM, unless noted.

- **New Year’s Eve (Dec 31):** Holiday hours, no programs
- **New Year’s Day (Jan 1):** Closed
- **Family Day (Third Monday in Feb):** Holiday hours, no programs
- **Good Friday:** Holiday hours, no programs
- **Easter Sunday & Monday:** Holiday hours, no programs
- **Victoria Day (Monday before May 25):** Holiday hours, no programs
- **Canada Day (July 1):** Closed

- **Civic Holiday (First Monday in Aug):** Holiday hours, no programs
- **Labour Day (First Monday in Sep):** Holiday hours, no programs
- **Thanksgiving (Second Monday in Oct):** Holiday hours, no programs
- **Remembrance Day (Nov 11):** Holiday hours, no programs
- **Christmas Eve (Dec 24):** Holiday hours, no programs
- **Christmas Day (Dec 25):** Closed
- **Boxing Day (Dec 26):** Holiday hours, no programs

SECTION D: COURT RENTAL, EQUIPMENT FEES & OTHER FEES

D.1 – COURT RATES

- **Tennis Singles:** 60 or 120 minutes
- **Tennis Doubles:** 60 or 120 minutes
- **Pickleball:** 60, 90, or 120 minutes

Prime Time Rates (Weekdays 4:00 PM–8:00 PM, Weekends 8:00 AM–6:00 PM):

- Tennis Singles (Member): \$30/hr (\$15/person, 60 min)
- Tennis Singles (Non-Member): \$40/hr (\$20/person, 60 min)
- Tennis Doubles (Member): \$30/hr (\$7.5/person, 60 min)
- Tennis Doubles (Non-Member): \$40/hr (\$10/person, 60min)
- Pickleball (Member): \$26/hr (\$6.5/person, 60 min)
- Pickleball (Non-Member): \$36/hr (\$9/person, 60 min)

Non-Prime Time Rates (Weekdays 6:00 AM–4:00 PM, Weekends 6:00 – 8:00 AM, and 4:00 –11:00 PM):

- Tennis Singles (Member): \$28/hr (\$14/person, 60 min)
- Tennis Singles (Non-Member): \$40/hr (\$20/person, 60 min)
- Tennis Doubles (Member): \$28/hr (\$7/person, 60 min)
- Tennis Doubles (Non-Member): \$40/hr (\$20/person, 60 min)
- Pickleball (Member): \$22/hr (\$5.5/person, 60 min)
- Pickleball (Non-Member): \$32/hr (\$8/person, 60 min)

All prices include tax.

D.2 – EQUIPMENT RENTAL RATES

- **Tennis Ball Machine:** Court fee + \$12/hr
- **Pickleball Paddle Machine:** Court fee + \$10/hr

D.3 – MATCHI CAMERA VIDEO RECORD RATES

Free for all bookings (members only).

D.4 – PLAYER SKILLS ASSESSMENT

Required for programs rated 2.5+ (tennis) or intermediate+ (pickleball).

- **Members:** One free annual assessment; additional: \$30 + tax
- **Non-Members:** \$30 + tax per assessment

SECTION E: FINANCIAL PAYMENT OPTIONS

E.1 – FORMS OF PAYMENT

Accepted: Debit, Visa, MasterCard, Amex, Apple Pay, Google Pay, pre-paid gift cards and digital vouchers, club credit (virtual wallet).

E.2 – MEMBER ACCOUNTS & CLUB CREDIT

Members and Non-Members (everyone and anyone with a club account) must set up a Credit Card Profile for direct charges. Club credit is non-refundable, has no expiry, and can be purchased/redeemed at Member Services Desk.

E.3 – PRIVATE LESSON & PROGRAM FEE PAYMENT

- **Private Lessons:** Pay via Credit Card Profile, or club credit. Pre-paid lesson packages available for members (non-transferable outside family accounts).
- **Program Fees:** Full payment (installments or full amount) within 24 hours of registration. High-Performance programs may have installment plans.

E.4 – MEMBERSHIP DUES PAYMENT OPTIONS

Memberships auto-renew annually. Options:

- **Full Payment:** Pay dues upfront.
- **Monthly Installments:** 12 payments via pre-authorized credit card (service fees may apply).
- **Cancellation:** 30-day written notice required before expiry.

SECTION F: USE OF FACILITIES

F.1 – SHOWER FACILITIES

Available to members and guests.

F.2 – TOWELS

Bring your own; towels available for purchase when in stock.

F.3 – LOCKERS

- Day-use lockers: First-come, first-serve; provide own lock.
- Rental lockers: Full-size (\$220 + tax), Half-size (\$160 + tax). Contact info@iqtpc.ca
- Use at own risk; IQTPC not liable for loss/damage.

SECTION G: PROGRAMS & SERVICES

G.1 – PRIVATE, SEMI-PRIVATE, AND GROUP LESSONS

Available for tennis and pickleball. Rates vary by coach certification; see www.iqtpc.ca. Non-members pay a non-discounted rate for all lessons.

G.2 – BOOKING PRIVATE, SEMI-PRIVATE, AND GROUP LESSONS

Contact the desired coach or Tennis & Pickleball Director for recommendations. Non-members require 48-hour notice and pre-payment.

G.3 – REGISTERING FOR MEMBER & NON-MEMBER PROGRAMMING

- Create a Matchpoint-IQTPC account via downloadable app or www.iqtpc.ca website. Program grid schedule available on website.
- Members get 15-day priority registration; non-members follow.
- Payment due at registration; installment plans may apply.

G.4 – REGISTERING FOR PROVINCIAL OR NATIONALLY SANCTIONED EVENTS

Events may require membership with Tennis Canada, Pickleball Canada, or provincial bodies. Visit www.tenniscanada.com, www.tennisalberta.com, or www.pickleballcanada.org.

G.5 – NON-CLUB EVENTS

IQTPC partners with Tennis Canada, Tennis Alberta, Pickleball Canada, and others for events. External groups (e.g., schools) may book facilities, with members notified of schedule changes.

SECTION H: COURT RULES & REGULATIONS

H.1 – COURT BOOKING RULES AND REGULATIONS

H.1.1 – MEMBER COURT BOOKINGS

- 7-day advance booking from 6:00 AM (system time).
- Book online (website or mobile app), by phone, or in-person; no email bookings.
- Pre-pay at Member Services Desk.
- Singles: 60 or 120 minutes; Doubles/Pickleball: 60, 90, or 120 minutes.
- One booking per player per day up to two hours (excluding programs/lessons).
- Extensions allowed at check-in if courts available, charged per usage.
- Two names (singles) or four names (doubles/pickleball) required on booking sheet.
- If court available, unlimited same day booking. Seven day advance booking otherwise, but member is limited to making maximum two reservations per day, including a 2-hour booking of a single court.

- Bookings between 6:00 AM–9:00 AM and 8:00 PM–11:00 PM must start on the hour.

H.1.2 – NON-MEMBER COURT BOOKINGS

- 24-hour advance booking from 6:00 AM (system time).
- Book online (website or mobile app), by phone, or in-person only.
- Maximum: 60 minutes (singles), 120 minutes (doubles/pickleball).
- One court per day.
- Bookings between 6:00 AM–9:00 AM and 8:00 PM–11:00 PM start on the hour.

H.1.3 – BLOCK BOOKINGS

- Restricted to low-peak times, approved by management.
- All participants must be members or community groups.
- Full payment upfront.
- Maximum 3 courts for 2 hours (doubles/pickleball).
- One block booking per time period per week.
- Management may adjust policies based on court demand.

H.1.4 – SPECIAL GROUP BOOKINGS

- Approved case-by-case by CEO.
- Groups (e.g., community associations, schools) pay guest fees and court dues upfront.
- Maximum 5 courts.
- Management may discontinue group bookings after contracted period.

H.2 – MEMBER & NON-MEMBER ARRIVAL & CHECK-IN

- Members: Check in at Member Services Desk.
- Non-members: Check in and pay court fees before play.

H.3 – INSTRUCTION

Only IQTPC-appointed coaches may provide tennis/pickleball instruction. Unauthorized coaching (e.g., using >6 balls, feeding balls, instructing others) is prohibited. Contact tennisdirector@iqtpc.ca for inquiries.

H.4 – ON-COURT ETIQUETTE

H.4.1 – ARRIVING & LEAVING THE COURT

- Wait behind court until buzzer sounds.
- Cross courts only after points end.
- Pick up balls/garbage before buzzer.
- Dispose of garbage in court garbage bins.
- Please be mindful of your booking time. Leave the court a few seconds before your session ends so the next players can enter and set up their equipment right when their time begins.

H.4.2 – CELL PHONE USAGE & VIDEO RECORDING

- Cell phones prohibited on courts; set to silent or leave court to use.
- Video recording requires management consent.

H.5 – EQUIPMENT USAGE

- Ball/paddle machines restricted with divider nets drawn.
- Only IQTPC-provided machines allowed.
- Book via Member Services Desk.

H.6 – NOISE ON COURT

Keep noise minimal to respect others. Clinics/lessons are grouped together to reduce disruptions.

H.7 – FOOD & BEVERAGES ON COURT

- Only water in closed containers allowed.
- No open drinks, food, snacks, or chewing gum on courts.

H.8 – BEHAVIOUR & DRESS

- Be respectful and friendly.
- Mobile devices allowed in common areas only (not courts, locker rooms, fitness area).
- Photography/video requires management approval. Members have the option of using IQTPC cameras service.
- Leave facility by closing time.
- Wear appropriate athletic attire (shirts, bottoms; no sports bras as tops) and non-marking shoes.

H.8.1 – ON-COURT FOOTWEAR

Only non-marking tennis/pickleball shoes allowed. Consult coaches for approved patterns.

H.9 – CHAIRS & BENCHES ON COURT

Not permitted without CEO approval.

H.10 – NET ADJUSTMENTS

Members may not adjust nets. Request adjustments via management@iqtpc.org.

H.11 – COURT CLEANING & MAINTENANCE

- Members must tidy courts and remove belongings post-play.

- Staff clean courts as needed to ensure safety.

H.12 – CANCELLATION POLICIES

H.12.1 – COURT CANCELLATION

- 24-hour notice required; otherwise, full court fee charged.
- No-shows charged full fee.

H.12.2 – LESSON & PERSONAL TRAINING CANCELLATION

- 24-hour notice required; less notice incurs 100% lesson fee.

H.12.3 – PROGRAM CANCELLATION

- Requests must be written to info@iqtpc.ca or verbal to Member Services.
- **Up to 8 days before start:** \$25 admin fee + 10% program fee; refund/credit for remainder.
- **Within 7 days or after start:** No refunds/credits.
- **Illness/Injury (3+ weeks):** Doctor's note required; pro-rated credit issued.
- **Program Incompatibility:** Pro-rated refund after attempting reassignment.
- **Disciplinary Removal:** No refunds.
- **IQTPC Cancellation (low registration):** Full credit, advance registration, or refund.
- **IQTPC Cancellation (unforeseen, e.g., closures):** Credit or deferred registration; no refunds.

H.12.4 – MEMBERSHIP CANCELLATION, HOLD & TRANSFER POLICY

- **Cancellation:** 30-day written notice to info@iqtpc.ca

- Full refund within 5 days of joining; no refunds after.
- Major medical event (3+ months): Written request with doctor's note; CEO approval required.
- Death: Terminated upon notice; no further charges.
- **Transfer:** Written request to membership@iqtpc.ca; CEO approval; no outstanding balances.
- **Hold:** Medical reasons only, with doctor's note; CEO approval; extends membership term.
- **Misconduct:** Membership may be terminated for breaches or serious misconduct.

H.12.5 – USER ACCOUNT-RELATED POLICIES

- Pay outstanding balances before resuming activities.
- Club credit transferable with written request and CEO approval.
- No refunds for club credit/court passes.

SECTION I: CLUB POLICIES

I.1 – GENERAL CLUB POLICIES

IQTPC is not liable for loss/damage to personal property. Members are responsible for damages to facility property.

I.2 – STANDARDS OF CONDUCT

Members must:

- Be courteous to staff, members, and guests.
- Uphold high conduct standards.

- Follow all rules and regulations.
- Represent IQTPC positively at centre-related external events (tournaments, eg).
- Breaches may lead to suspension/termination.

I.2.1 – IQTPC CODE OF CONDUCT AND ETHICS AGREEMENT

Participants and parents agree to:

1. Reflect IQTPC values (Integrity, Friendship, Sportsmanship, etc.)
2. Respect coaches, players, and facilities.
3. Reinforce values with children.
4. Maintain open communication with coaches.
5. Pay fees promptly and honor withdrawal policies.
6. Support IQTPC programs or seek alternatives.
7. Comply with Tennis Canada/Pickleball Canada codes.

I.3 – HARASSMENT

Harassment (race, sex, religion, etc.) is prohibited and treated as a serious disciplinary matter.

I.4 – EMPLOYEES

Members/guests may not reprimand employees or discuss club affairs with them. Please direct concerns in writing to management.

I.5 – ALCOHOL CONSUMPTION

- No alcohol consumption on site
- Breaches incur member liability for penalties.

I.6 – LIABILITY ON CESSATION OF MEMBERSHIP

Former members remain liable for outstanding amounts and forfeit all club privileges.

I.7 – EXPULSION & SUSPENSION OF MEMBERS

Non-compliance or detrimental conduct may lead to expulsion/suspension at IQTPC's discretion.

I.8 – REINSTATEMENT OF MEMBERS OR GUESTS

Expelled/suspended individuals may apply for reinstatement in writing, subject to IQTPC's discretion.

I.9 – NO SMOKING

Smoking, vaping, or e-cigarettes prohibited indoors and outdoors per municipal guidelines.

I.10 – PARKING

- Park in designated areas; accessible parking for permit holders.
- No parking in fire lanes or restricted zones; violators may be towed at owner's expense.
- IQTPC not liable for vehicle damage/loss.

I.11 – DISCIPLINARY POLICY

Ensures a safe environment. Breaches handled as follows:

MAJOR INFRACTIONS (e.g., bullying, vandalism, harassment):

1. Referral to management.
2. Home contact by management.
3. Meeting with member (parents for juniors).
4. In/out-of-club suspension.
5. Written apology may be required for return.

MINOR INFRACTIONS (e.g., inappropriate language, lateness):

1. Verbal reminder by coach.
2. Reminder + consequence; compliance required.
3. Reminder + home contact by coach.
4. Escalate to Major Infraction Step 1.

Management may expedite process based on severity.