



Acton Indoor Tennis Association

Member Handbook October 1, 2022

Updated 9/5/2022

Contents

General Information	3
Member Contributions	4
Club Directory	4
Membership.....	5
Levels of Membership.....	5
Reservation System	6
Membership Dues and Billing.....	7
Membership Options	7
Examples of Court Charges for Various Usage Scenarios.....	11
Billing	11
Recording Court Time	12
Additional Optional Charges and Fees.....	14
AITA Rules	15
Club Hours	15
Club Access	15
Reservation Rules	15
Court Use	16
Guest Policy	17

Seasonal Reservations	18
Club Tennis Pro	19
Leave	19
Member Responsibilities	20
Penalties	20
Volunteer Opportunities.....	21
Rules Specific to the Outdoor Season	21
Guidance for Team Captains.....	21
Captain’s Responsibilities:	26
League Options at the Bubble:	27
League Information.....	28
Additional Information	29
Application Forms	30

General Information

The Acton Indoor Tennis Club is one of a small number of non-profit tennis clubs in Massachusetts and the United States. As a primarily volunteer-based organization, it is dedicated to the promotion of affordable life-long tennis. All revenues received are invested back into the club. The club relies on its membership to contribute to the club and requires a basic commitment of time and talents by ALL members to maintain and improve the club. As a non-profit, the club also depends on its membership to recommend new members and grow the club as needed.

The Acton Indoor Tennis Association (AITA), often called “the Acton Bubble,” is located at 908 Main Street (Rte. 27), Acton, MA 01720. Members enjoy year-round tennis on two indoor Plexipave courts and four outdoor clay courts. The bubble that encloses the two indoor courts features thermally insulated, dual-wall construction, provides outstanding heating, and incorporates excellent indirect lighting.

All courts are available for play from 7:00 A.M. until 11:30 P.M., seven days a week. The indoor courts are available the entire year, but the winter indoor season (as defined by membership) is from October 1 to April 30. The indoor courts are not heated or cooled during the summer season, May 1 through September 30. The clay courts are generally playable from April through November, depending on the onset and end of winter weather. Two of the four outdoor courts are lighted (with recently updated lighting), allowing evening play, and plans are underway to install lights on the remaining two courts.

Membership is limited to ensure that all members have ample opportunities to play, and to prevent difficulties booking a court. Membership includes: access to all six courts; numerous opportunities for competitive play via various leagues, an annual club tournament, and in-house organized play such as mixed doubles; an outdoor gathering site with a covered picnic area; a small clubhouse with an indoor-court viewing area and a lounge, which can be rented for parties; men’s and women’s locker rooms with showers; an online reservation system; and available instruction from tennis pro, Ali Madani.

Member Contributions

AITA is a non-profit club, run by the members for the members, and has been financially successful for more than fifty years since it was founded in October 1966. While dues represent a sharing of the operations cost, a very important reason that the club has been successful for half a century is that all members contribute to the running of the club.

ALL regular club members (Full, Associate, and RDM as described below) are required to sign up and contribute to maintenance. All members are also expected to complete a skills survey so we can identify the members best able to help with particular tasks (a copy of the skills survey is included at the back of this handbook as a part of the membership application).

We ask all regular members to participate or contribute a maintenance fee. We use a team approach. Maintenance tasks are divided between teams ranging from 1 to 12 people. Members are asked to make a minimum year-long commitment to take full responsibility for their volunteer assignments.

Any member who does not sign up for a volunteer team is charged an annual \$100 maintenance fee. The maintenance fee is refunded as a club credit if the member volunteers during the season (October 1 – September 30).

The maintenance task list is included in this handbook below. Members with questions are encouraged to contact Team Leaders or board members or send an email to actonindoortennismaint@gmail.com.

Club Directory

Club President	Pete Shanahan, actonindoortennis@gmail.com
Club bookkeeper	Pete Shanahan, actonindoortennisbilling@gmail.com
Board of Directors	Carol Aronson Ellen Browning Bill Ren Scott Robb Nagaraj Vutukur Autumn Zhang

Membership

Levels of Membership

There are three types of regular membership available: Full, Associate, and Restricted Day Member (RDM). These memberships are designed to accommodate members' different desires for playing time. The RDM membership is restricted to weekdays between the hours of 7:00 A.M. and 6:00 P.M. There are no restrictions on court use by Full or Associate Members.

All regular memberships include immediate, live-at-home family members at no additional cost. Occasional guests are welcome at a nominal fee. Full, Associate, and RDM membership dues include a basic amount of court time each month at no additional cost during the indoor season. A Full membership includes 16 quarter-hours of court time per calendar month, useable anytime during the month. Associate and RDM memberships are entitled to 12 and 8 quarter-hours per month, respectively. (Playing doubles for one hour requires one quarter-hour; playing singles for one hour requires 2 quarter-hours.) Acton Indoor Tennis Association regular members (as opposed to those with restricted memberships, see below) also have access to the four clay courts during the summer at no extra cost.

In addition to regular memberships, AITA offers three types of restricted memberships. These are memberships that include the indoor season (October through April) only and that are offered as individual and not family memberships. Team Membership is for members who are invited to participate on a tennis team and their membership must be approved by the team captain. League Substitute Membership is offered on a restricted basis to substitute players for one of our tennis teams. It must be approved by the team captain, as well as by club management. Intro Membership is a one-year, non-renewable discounted membership offered to players who would like to try out the club. It is not renewable beyond the one year. **Intro membership is generally offered only when there is no one on the waiting list for regular membership. It is not offered for the 2022-2023 indoor season.**

The Club also offers summer clay-court memberships to players who are not Acton Indoor Tennis Association members. Summer memberships run from May through September.

Reservation System

Full Members, Associate Members, Restricted Day Members, Team Members, Intro Members, and Summer Members have access to our online reservation system for booking courts. Court bookings are made through the self-service online reservation system, and reservations may be made up to seven days in advance. Members are also allowed a limited number of seasonal reservations of the indoor courts, for which they may reserve a court at a particular time each week for the entire season.

For additional information on AITA, please go to our website at:

<http://www.actonindoortennisbubble.com/>.

Membership Dues and Billing

Membership Options

- 1) Full Members:
 - a) Annual cost \$1070/yr for family membership
 - b) Court fees \$14/hr (for hours beyond the free allotment described below)
 - c) Full Members are allowed to book courts on any day and at any time between 7:00 A.M. and 11:30 P.M. during the week (no restrictions)
 - d) Full Members are allotted 16 quarter-hours of unbilled (free) court time each calendar month. Allotted time cannot be carried over from one calendar month to another. For reference, if you and another family member play singles for one hour that would equate to 4 quarter-hours of play and you would have used up 4 of your allotted 16 quarter-hours for that particular month.
 - e) Full Members, as part of their membership dues, have unlimited use of the clay courts during the outdoor season (May–September) at no additional charge for membership or outdoor court time. Indoor courts are charged at \$14/hr during the outdoor season.
 - f) New Full Members will be allowed to play and sign out court time in September provided their dues are paid by September 1. Free court time does not start until October 1, but indoor play is allowed so that members can participate in team practices and matches.

- 2) Associate Members:
 - a) Annual Cost \$710/yr for family membership
 - b) Court Fees \$20/hr (for hours beyond the free allotment described below)
 - c) Associate Members are allowed to book courts on any day and at any time between 7:00 A.M. and 11:30 P.M. during the week (no restrictions)
 - d) Associate Members are allotted 12 quarter-hours of unbilled (free) court time each calendar month. Allotted time cannot be carried over from one calendar month to another. For reference, if you and another family member play singles for one hour that would equate to 4 quarter-hours of play and you would have used up 4 of your allotted 12 quarter-hours for that particular month.

- e) Associate Members, as part of their membership dues, have unlimited use of the clay courts during the outdoor season (May–September) at no additional charge for membership or outdoor court time. Indoor courts are charged at \$14/hr during the outdoor season.
 - f) New Associate Members will be allowed to play and sign out court time in September provided their dues are paid by September 1. Free court time does not start until October 1, but indoor play is allowed so that members can participate in team practices and matches.
- 3) Restricted Day Memberships (RDM):
- a) Annual Cost \$625/yr for family membership
 - b) Court Fees \$20/hr (for hours beyond the free allotment described below)
 - c) RDM members may only play during weekdays between 7 A.M. and 6 P.M. If an RDM member wishes to play on a weekend or weekday evening, they must play as the guest of a Full or Associate Member and a guest fee must be paid.
 - d) RDM members are allotted 8 quarter-hours of unbilled (free) court time each calendar month. Allotted time cannot be carried over from one calendar month to another. For reference, if you and another family member play singles for one hour that would equate to 4 quarter-hours of play and you would have used up 4 of your allotted 8 quarter-hours for that particular month
 - e) RDM Members, as part of their membership dues, have unlimited use of the clay courts during the outdoor season (May–September) at no additional charge for membership or outdoor court time. Indoor courts are charged at \$14/hr during the outdoor season.
 - f) New RDM Members will be allowed to play and sign out court time in September provided their dues are paid by September 1. Free court time does not start until October 1, but indoor play is allowed so that members can participate in team practices and matches.
- 4) Summer Members:
- Summer membership is included at no extra charge for regular members (Full, Associate, and RDM Members) who have paid dues for at least half the indoor season.
- a) Annual Cost \$250/yr for family membership
 - b) There is no court fee for the outdoor clay courts

- c) Indoor Court Fees \$14/hr. The bubble is not heated or cooled during the summer season, May 1 through September 30.
- d) Summer Membership allows unlimited clay court play for immediate family members living in a single household. Outdoor Members can also reserve indoor courts at the rate of \$14/hr. The outdoor season officially starts on May 1 and runs through September 30. During the outdoor season the club is open for play from 7:00 A.M. to 11:30 P.M. every day.

5) Team Members:

The club's several tennis-league teams provide a welcome opportunity for members to compete as well as generate income for the club. However, it is not always possible to field a complete team from club members alone. In order to maintain the club's participation in tennis leagues, we provide a membership category known as "Team Member." This membership is designed to allow teams to recruit additional team members at a cost less than full membership.

- a) Annual Cost \$150/yr (for indoor season only, for one individual)
- b) Indoor Court Fees \$34/hr
- c) Team Members are not charged an initiation fee and can bypass the membership waiting list, but must coordinate their membership application with their team captain. The team captain forwards requests for Team Members to the club bookkeeper at actonindoortennisbilling@gmail.com. If a Team Member subsequently wishes to join as a regular club member, they must pay an initiation fee and apply to be added to the waiting list.
- d) Team Membership includes the indoor season only (October through April). Team Members who wish to use the indoor or outdoor courts during May through September may do so only as the guest of a member at a cost of \$8 per day of play or by joining as a summer member.
- e) The one exception to Item d is in September to accommodate team practices and matches. Team Membership will become "effective" as early as September 1 so as to allow play at practices and matches if the member has paid their dues. Indoor court time will be charged at the rate of \$34 per hour. Team Members are not granted on-line reservation privileges until October 1.
- f) Unlike other club memberships, Team Membership is for individuals and not families.

6) Intro Members:

This membership allows potential new members to try out the club during a single indoor season (October through April) at a cost less than full membership.

- a) Annual Cost \$150/yr (for indoor season only, for individual member)
- b) Indoor Court Fees \$34/hr
- c) Intro Membership is offered only to the extent that room is available. It is not offered when the membership rolls are full and only after membership is offered to applicants on the waiting list. Intro Membership is not offered for the 2022-2023 indoor season since we currently have a long waiting list.
- d) Intro Members are not charged an initiation fee. If an Intro Member subsequently wishes to join as a regular club member, they must pay an initiation fee and apply to be added to the waiting list.
- e) Unlike other club memberships, Intro Membership is for individuals and not families.
- f) Club management can also make Intro Membership available under special circumstances on a case-by-case basis.

7) League Substitute Members:

LSM membership is offered on a very limited basis and only as necessary to ensure a team has an adequate number of players to avoid defaulting matches.

- a) Annual Cost \$25/yr (for indoor season only, for individual member)
- b) Indoor Court Fees \$34/hr
- c) LSM Members are not charged an initiation fee and can bypass the membership waiting list, but must coordinate their membership application with their team captain. The team captain forwards requests for LSM Members to the club Membership Chairman. If an LSM Member subsequently wishes to join as a regular club member, they must pay an initiation fee and apply to be added to the waiting list.
- d) LSM members do not have court reservation privileges. LSM membership includes only play during league matches. For all other play (including team practices), LSMs must play as the guest of a regular member.
- e) LSM members are allowed to play at most four matches during a season. Members wishing to play more often should join as Team Members or regular members.

Examples of Court Charges for Various Usage Scenarios

The simplest way to look at our billing is that you are responsible for that portion of the court that your member number occupies. Therefore, once your allotted time on a given month is expended, charges would be as shown in the following examples:

- 1) Two Full Members playing singles for one hour are billed \$7 each.
- 2) Two Associate Members playing singles for one hour are billed \$10 each.
- 3) One Full Member and one Associate Member playing singles for one hour; Full Member is billed \$7, Associate Member is billed \$10.
- 4) Four Full Members playing doubles for one hour are billed \$3.50 each.
- 5) Four Associate Members playing doubles for one hour are billed \$5 each.
- 6) Two family members, who are Full Members, playing singles for one hour are billed \$14.
- 7) Two family members, who are Associate Members, playing singles for one hour are billed \$20.
- 8) Full Member playing one hour of singles with a guest is charged \$22 (\$14 for court \$8 for guest).
- 9) Associate Member playing one hour of singles with a guest is charged \$28 (\$20 for court \$8 for guest).

Indoor Court Rates for all member times during the summer months (May–September) are \$14/hr. There is no monthly allotted time during the summer.

Billing

- 1) Dues for regular members (Full, Associate, and RDM Members): For regular members, yearly dues are paid in two installments. First-half dues are billed in July and are due September 1st. Second-half dues are billed in November and due January 1st. Membership fees are not pro-rated for those members that join the club or come off leave at intermediate times during a half season.
- 2) Dues for other members (Team, Intro, and LSM): For all non-regular members, yearly dues are paid in a single installment due September 1st. Dues are not pro-rated for those joining part-way through the season.
- 3) Dues for Summer Members: Dues are billed to returning Summer Members in March and are payable by May 1. New summer members may

- join at any time with dues payable by May 1. Dues for Summer Membership are not pro-rated for those members who join later in the season.
- 4) **Monthly Invoices:** Invoices are sent out each month via email around the 15th of the month. The invoice includes court fees and guest fees for the previous calendar month as well as any outstanding charges. Payment is expected within 30 days.
 - 5) **Billing for Clay Courts:** Full, Associate, RDM, and Summer Members are granted unlimited play on our four clay courts without additional charges.
 - 6) **Initiation Fee:** Incoming regular members are charged a one-time \$100 initiation fee. This fee is due with the incoming member's first-half dues. Past club members that re-join the Acton Indoor Tennis Association after leaving the club for one year or less will not be re-assessed the initiation fee.
 - 7) **Late Dues Fee:** The club assesses fees for late dues payments on the following schedule: \$25 for missing a half-season due date (September 1 or January 1), with an additional \$25 on the first of each additional month thereafter.
 - 8) **Late Payment Fee:** A late fee of \$25 per month will be charged for balances of \$100 or more not paid within two months. Members who have an outstanding balance in excess of \$500 for more than two months will have their court reservation privileges revoked until they have made payment.

Recording Court Time

Member's court time in excess of their allotted unbilled (free) court time is billed at the hourly rate associated with their level of membership. Indoor-court time is billed based on bookings made with the club's online reservation system. It is important that indoor reservations accurately reflect the members who should be charged for court time, the duration of court time, and any guests. Members can alter reservations up until the starting time of the reservation but not thereafter.

An "AITA Court Sign-In Correction Sheet" is provided in the clubhouse for members to record any deviations from the online reservation. Examples of such deviations include last-minute substitution for players or play that runs over the end time of the reservation. The club will use the sign-in sheet to edit the original reservation so that the billing for the month is correct. The

club has administrative privileges that allow it to make after-the-fact changes to reservations.

Court time used for home Central Massachusetts Indoor Tennis Association (CMITA) league matches and home and away Dorothy Bruno Hills Indoor Tennis League (DBH) matches will be entered into the online reservation by the club after the matches have occurred based on the match results recorded on the league websites. Players and captains do not need to record the matches on the court time sign-in sheet.

Special instructions for recording guests are shown below. Members are charged for the guest's court time (on the indoor courts) and the guest fee.

AITA's family memberships are not easily accommodated by the on-line reservation system, which does not allow the same member to be entered twice in a court booking. This creates problems when, for example, a husband and wife are playing mixed-doubles with two other members. In this case, we recommend signing up the second family member as a guest using a name not in the reservation system, preferably using the member number as shown below. The club bookkeeper reviews the reservations before billing and will correct any reservations with two family members so that billing is accurate.

The screenshot shows a 'Booking Details' window with the following content:

Booking Details [Close]

Please review the booking details shown:

Pete Shanahan
Clay - Court C
Wednesday August 24, 1:00 PM-3:00 PM

Please provide the following information:

	Players' Names ?	Guest?	Enter 1,2,3 guests
#1	X Pete Shanahan	<input type="checkbox"/>	1
#2	X Member 120	<input checked="" type="checkbox"/>	
#3	X Carol Aronson	<input type="checkbox"/>	
#4	X Bill Ren	<input type="checkbox"/>	

Select Comment: Singles Doubles (Unspecified)

In this example, Pete Shanahan (Member No. 120), has booked a second family member as a guest. The booking "Member 120" is an indicator to the bookkeeper that this is a second family member and the bookkeeper will edit this reservation to eliminate the guest fee.

If you ever have concerns that a non-standard booking might not be billed correctly, you can leave a note on the “AITA Court Sign-In Correction Sheet” in the clubhouse or send an email to actonindoortennisbilling@gmail.com.

Additional Optional Charges and Fees

Tennis Parties: The clubhouse and indoor courts can be reserved for group gatherings on Friday and Saturday nights from 8:00 P.M.–11:00 P.M. The cost of a tennis parties is \$72. There are no guest fees or guest limitations for these events. To schedule a tennis party, send an email to actonindoortennisbilling@gmail.com. The club will then reserve the requested court time for parties on the online reservation system. **Members who use the club for a tennis party must leave the club tidied and clean after the gathering.**

Maintenance Fee: As a member-owned club we are responsible for the up-keep of the club facilities and grounds. We ask that regular indoor members (i.e., Full Members, Associate Members, and RDM Members) contribute to this maintenance effort on an annual basis. A \$100 maintenance fee is assessed in November to those members who have elected not to sign up for a maintenance task for the coming year. Team, Intro, LSM, and Summer Members are not required to pay a maintenance fee but are also encouraged to volunteer.

Club Waiting List: A waiting list will be generated when the membership is deemed filled to capacity. Normally this is around 150 members including those on medical leave, but it is a number subject to the determination of the board each year. A non-refundable \$5.00 fee will be charged to those wanting to be on the waiting list. The order on the waiting list will be determined by the date of receipt of the \$5.00 check on a first-come-first-served basis. Team, Intro, and LSM Members can join in those limited memberships without being on the waiting list. However, if those members subsequently wish to upgrade to regular membership, they must go on the waiting list. In the past, members joining a league team were sometimes allowed to bypass the waiting list. That is no longer allowed since Team Membership is available for those players.

AITA Rules

Club Hours

The Indoor Season starts October 1 and runs through April 30. The Summer Season starts on May 1 and runs through September 30, although, depending on the weather, the outdoor clay courts may be available for part of April and into November. The club is open for play from 7:00 A.M. to 11:30 P.M. every day of the year.

Club Access

There is no attendant at the Acton Bubble; members access the club via either a key card or by entering their assigned code on the smart lock that opens the front door.

The clubhouse door is equipped with a Sifely Smart Lock (<https://www.sifely.com/>). To use the smart lock, touch the area above the door handle (but NOT the circular button) and wait for the audio acknowledgement and the keypad to light up. You should then enter your assigned four-digit code and press the # sign.

In the past, all members were issued a key card that opened the front door. Key cards are no longer distributed, but key cards issued in the past still work.

Reservation Rules

Court Reservations can be made up to seven days in advance, beginning at 7:00 A.M., by club members at the club's online reservations website at www.aitabookings.com. Billing for court time is done based on booked reservations, so accurate reservations are important.

The court reservation system operates on a seven-day rolling schedule.

- 1) Members can make a maximum of three court reservations per seven-day period.
- 2) A single reservation can be a maximum of two hours long.
- 3) One prime-time* reservation can be made each week.
- 4) Court reservations may be cancelled on the booking site 24 hours or more in advance without a charge.

- 5) The member remains financially responsible for indoor courts that are cancelled less than 24 hours of the booking if the court goes unused (if it is not booked by another member).
- 6) Rules 4 and 5 apply year-round. Members sometimes book an indoor court during the summer season to be sure they will be able to play tennis even if it rains. Members should look at these reservations as a purchase of insurance rather than a purchase of court time. The indoor court time will be charged whether it rains or not unless the booking is cancelled at least 24 hours in advance.

*Prime time is Monday–Thursday between 6:00 P.M. and 9:00 P.M. Court time slots during prime time are 1.5 hours long (6:00 P.M.–7:30 P.M. and 7:30 P.M.–9:00 P.M.).

Reservations operate on a seven-day rolling schedule. If a member has made the maximum reservations for a given week, they can book an additional court as soon as one of their reservation times begins. A member can make a fourth booking if a court is available six or fewer hours in advance of the potential reservation.

Court Use

There are two indoor hard courts inside the bubble; Court 1 is to the right and Court 2 to the left when looking out on the courts from the clubhouse. Because there is no attendant, members may need to turn on and off the court lights before and after playing. The lights for the indoor courts are turned on and off by a labeled light switch on the wall to the left of the observation window that looks out into the courts. The LED lights turn on immediately with no warmup time. The courts are entered by a hinged door and a revolving door. In order to minimize air loss from the bubble, the hinged door should be closed and the revolving door left so that all four doors are in contact with the curved wall. There are also vents located on the wall near the center of each court. If players open these vents, they should be sure to close them at the end of their play, again to minimize air loss. If no one else will be using the court after your playing time, you should turn the light switch to off. This applies during the day as well as in the evening.

There are four outdoor Har-Tru clay courts behind the bubble. Courts A and B are the nearest the bubble, with Court A to the right; Courts C and D are

the furthest, with Court C to the right. The outdoor clay courts are available on the same daily schedule as the indoor courts with the exception that Courts C and D are closed for watering from noon to 1 pm and Courts A and B from 1 to 2 pm. You should sweep your court and clean the lines after you have played with the exception that the lines do not need to be swept just before the court will be watered.

The lights for the outdoor courts are on a telephone pole to the right of clubhouse near the parking lot. There are two switches with weather-protective covers on a panel that faces the clubhouse. The switch to the right turns on a light at the telephone pole, the switch to the left turns on the lights on the tennis courts. The lights are also controlled by a locked timer. If you turn the light switch to on and the court lights do not turn on, they will probably turn on later when the timer switches to on. If you are in the last party using the courts at night you should turn off the lights before leaving the club.

Guest Policy

Members are allowed to invite guests to play with them at the club. It is important to recognize that our guests are intended to be only occasional visitors to the club. Frequent guests should be encouraged to become members. Guest policies are as follows:

- 1) The guest fee is \$8.00 plus the normal court charges.
- 2) Guests must be listed online when the court is reserved. Last-minute guests not listed on the online reservation must be recorded in the sign-up sheet in the clubhouse.
- 3) RDM members playing outside of their restricted hours (7:00 A.M– 6:00 P.M. weekdays) must be entered as guests and pay the guest fee.

To record guests in the online reservation system, list the guest's name, click the "Guest?" check box, and indicate the number of guests that each member should be charged for. Below is an example of a properly completed reservation with court and guest fees being split between two members:

Booking Details
✕

Please review the booking details shown:

Pete Shanahan
 Indoor - Court 1
 Saturday August 15, 7:00 PM-8:00 PM

Please provide the following information:

	Players' Names ?	Guest?	Enter 1,2,3 guests
#1	<input type="checkbox"/> Pete Shanahan	<input type="checkbox"/>	<input type="text" value="1"/>
#2	<input type="checkbox"/> Peter Burhoe	<input type="checkbox"/>	<input type="text" value="1"/>
#3	<input type="checkbox"/> Roger Federer	<input checked="" type="checkbox"/>	<input type="text"/>
#4	<input type="checkbox"/> Rafael Nadal	<input checked="" type="checkbox"/>	<input type="text"/>

The reservation system “remembers” the names of all members and will automatically fill in those names. (Hint for easier bookings: Fill in the first one or two letters and wait for the system to suggest a name.) As shown above, recognized members are highlighted in yellow on the court booking. The system does not allow a member to be marked as a guest despite some situations when that would be appropriate. Example situations include an RDM Member playing during a weekend, a Summer Member playing during the indoor season, a Team Member playing during the summer, or an LSM Member playing other than during a league match. To avoid generating an error message in these situations, an alternate name should be used. For example, rather than entering the player’s full name, a first initial and last name can be used. The names of non-members appear without highlighting, as for Roger and Rafael in the example court booking above.

Seasonal Reservations

Acton Indoor Tennis allows groups to make seasonal reservations. This reserves a court at a particular time slot each week for the entire indoor season and also commits the group financially for the season. Seasonal reservations are not allowed during prime time and two seasonal reservations are not allowed at the same time. Seasonal reservations are not made for the clay courts. If you are interested in a seasonal reservation send an email to actonindoortennisbilling@gmail.com prior to October 1st.

Billing for seasonal courts:

- 1) Seasonal reservation holders are given enhanced access to the reservation system so that they can manage cancellations and designate the members using the court on any given week.

- 2) If no one signs in for a seasonally reserved time, members of that seasonal group will be automatically billed. This covers the case where the court is cancelled and no one else uses the court and the case where the seasonal group simply forgets to sign in. There are three exception days: Thanksgiving, Christmas and New Year's Day. On those days, no charge is made when no one signs in for a seasonal reservation.

Seasonal cancellation policy:

- 1) You may cancel your seasonal reservation for the remainder of the season upon two weeks' notice by contacting actonindoortennisbilling@gmail.com.
- 2) If you know you cannot use your time for a given week, as a courtesy, please cancel so that others may use your court.

Seasonal reservation renewal policy:

Seasonal reservations do NOT automatically renew from one season to the next. To renew, you must send a request to actonindoortennisbilling@gmail.com, specifying the court, the day, and time, as well as the names and membership numbers of group members.

Club Tennis Pro

Acton Indoor Tennis is fortunate to have Ali Madani on staff as our club professional, as he is a very accomplished player and excellent instructor. Ali coaches our league tennis teams and is available for private lessons. Members taking lessons with Ali should reserve the court in the normal manner and will be responsible for the court fees in addition to the lesson fee. The lesson fee is paid to Ali directly.

Other than Ali, no one is allowed to provide instruction at the club with the single exception that members are allowed to instruct members of their immediate family *living at home with them*. When giving instructions, members should minimize disruption to players on other courts and refrain from loud and/or prolonged instructions.

Leave

Members who will be unable to use the club for an extended period of time may elect to go on leave. Leave is granted for either a half season or the full year. While on leave the member owes no dues but retains membership at

the club. Members whose leave extends past one year are assessed an annual \$25 fee to retain their membership at the club. While on leave, the member is not allowed to book or use the courts. To be put on leave please contact actonindoortennisbilling@gmail.com. A member who has taken leave for more than half of the indoor season and who wishes to play during the summer must pay summer membership dues.

Member Responsibilities

- 1) Behave so as to benefit all members and the club.
- 2) If no one is playing on the other court or waiting to play after you, close the ventilation flaps above the white benches and turn off the lights (the switch is in the clubhouse to the left of the viewing window).
- 3) Accurately report your court usage and guests.
- 4) Do not abuse the guest privilege by repeatedly and regularly inviting the same guest to play.
- 5) Make your payments to the club in a timely fashion.
- 6) Help the club in some capacity during the year by joining a regular maintenance team. Helping maintain the club waives your annual \$100 maintenance fee. Team, Intro, LSM, and Summer Members are not required to pay a maintenance fee but are encouraged to volunteer.

Penalties

With the exception of late-payment fees, the club does not levy fines and penalties for rules violations. Nonetheless, there is an expectation that members will fulfill the Member Responsibilities listed above. As such we have a “Three-Strike Policy” under which members will be warned of inappropriate conduct including, but not limited to, the failure to report guests or otherwise abusing guest privileges; not accurately reporting court usage; giving unauthorized lessons at the club; misusing club facilities; or behaving in a disruptive or excessively rude manner. The three-strike policy is as follows:

Strike #1: Suspected offenders will be sent an email outlining the issues that we feel are of concern and clarifying the rules that must be adhered to in order to remain in good standing with the club. No penalty will be enforced, but a “watch” will be put on this member.

Strike #2: Confirmed repeat offenders will lose club privileges for one week (the ability to book courts will be withheld as well as permission to use courts booked by other members during that week).

Strike #3: Confirmed offenders who repeat the infraction a third time will be expelled from the club. They may present their case to the board if they desire.

Rules Specific to the Outdoor Season

- 1) Billing for indoor court use, guest fees, and other miscellaneous fees during the outdoor season will occur on a monthly basis with invoices generally going out around the middle of the month. **Payment is due within 30 days.**
- 2) Members are allowed to book both an indoor court and an outdoor court at the same time as a contingency for inclement weather. However if the indoor court is not cancelled at least 24 hours in advance of the reservation then indoor court fees will be billed to the member who reserved the court regardless of whether the indoor court was used or not.
- 3) Team matches will typically be booked for both the indoor courts and the outdoor courts to ensure that the matches can be played regardless of weather conditions.
- 4) Members must record their guests during the outdoor season on their online reservation or on the guest sign-up sheet in the clubhouse.
- 5) Members are responsible for sweeping the courts and back courts and brushing the lines after using the clay courts.

Volunteer Opportunities

As a member-run club, we need all of our members to volunteer to assist the club. Volunteer activities include serving as a board member, serving as a tennis league team captain, and helping out on special projects.

All members are also expected to contribute to club maintenance or pay an annual maintenance fee. Club members are asked to lead or join one of the following maintenance teams (some of which include only one member):

- 1) **Adopt-a-court Weeding Teams:** Teams who will adopt one of the outdoor courts and keep them weeded and picked up during the season.

The teams should also monitor court conditions and let clay court maintenance team know when there are low spots, lifted lines, or other problems that need attention.

- 2) **AHU (Air Handling Unit) Team:** Monitor Air Handling Unit (AHU) performance and heating oil use, set AHU controls as needed (e.g., before and after storms), and interface with maintenance service. Troubleshoot system as needed.
- 3) **Clay Court Rolling and Maintenance Team:** Team to roll clay courts in the spring and to maintain them by leveling courts, adding clay, salt, and repairing lines, nets, and net anchors as needed.
- 4) **Clay Court Setup and Shutdown Team:** Ensure all required supplies are available, such as zipties. Install/remove the windscreens, gazebo cloth cover. Setup/store chairs, garbage cans, nets, score posts, sweepers, rollers, hoses, etc. Remove lines.
- 5) **Cleaning Supervisor:** Point person for supervising the hired cleaners and monitoring and purchasing cleaning supplies and trash bags.
- 6) **Clubhouse Fix-it Team:** Make small carpentry, electrical, and plumbing repairs (or call in professionals if needed). Typical repairs include replacing broken panes in the door, repairing leaking faucets, replacing batteries in the SmartLock and clocks, etc.
- 7) **Communications Team:** Update/maintain the website, bulletin board, club signage, and the handbook. Team Skills Required - Computer, writing, creativity for signage and organization skills. It is not expected that each team member has every skill.
- 8) **Composting and Bittersweet Management Team:** Keep our landscaping waste (i.e., dumping areas for trees, branches, and annuals) from getting overwhelmed. Remove bittersweet from trees. Skills Required - knowledgeable about bittersweet and removal methods.
- 9) **Court C & D Lighting Installation Team:** Plan for installing lights on Courts C&D. The team will also manage the light installation project assuming it goes forward and complete much of the installation work (excavating

and forming concrete piers for lights, excavating trenches for wire conduits). Skills Required– Project management and vendor selection.

- 10) **Court Sprinkler System Team:** Team to monitor court sprinklers, adjust spray as needed, make repairs, and arrange for winterizing. We have a commercial service winterize the system every fall but we also add anti-freeze to the two center sprinklers. Turn off valve to outdoor courts at clubhouse.
- 11) **Emergency Team:** If there arises a situation in which the bubble either needs to come down or is at risk of coming down, the Emergency Team is called. Forecasted major snowstorms are the most frequent reason to call out the emergency team. All objects that could tear the bubble need to be lowered (lights, tennis nets, separating net) or moved out from under the bubble (benches, trash cans, etc.). The emergency team also re-installs everything when the risk of the bubble coming down has passed. Emergencies are infrequent but should there be a need to call the team, the expectation is that the members will, if at all possible, make their way to the club to help. Members who live near the club are encouraged to join the emergency team.
- 12) **Indoor Court Sweeping Team:** Run court sweeper on indoor courts weekly and maintain court sweeper.
- 13) **Landscaping Team:** Water/weed/deadhead/trim/edge front and side beds, front trees, patio entrance and patio containers. Obtain plant material, either purchase, transplant or start seedlings. Plant side bed and containers.
- 14) **Leaf Raking Team:** Remove leaves inside the courts, between the fence and the bubble, in the AHU area and from the front bushes.
- 15) **Planning for Club Water:** We need to assess the economics and logistics of connecting to town water rather than continuing to supply the clubhouse's water from the well. Using a well makes us a public water supply, subject to Mass. Dept. of Environmental Protection rules, including water-quality testing and other expenses. Being a public water supply limits the amount of water we can use (i.e., restricts us from additional court watering when it is extremely dry. The team will also manage the

eventual water connection project assuming it goes forward. Skills Required - Project management and vendor selection. Familiarity with municipal and private water systems a plus.

- 16) **Planning for Clubhouse Remodeling:** This is a long-term project, unlikely to happen before 2027, but we will need at some time to assess and possibly replace the club's plumbing, remodel the locker rooms, and even possibly expand the clubhouse.
- 17) **Planning for Court Resurfacing:** Resurfacing the indoor courts is also planned for summer 2025 while the bubble is down. This will take a shorter planning process than the bubble replacement.
- 18) **Planning for the New Bubble:** We currently forecast that the bubble will be replaced and indoor courts resurfaced during summer 2025 (although the date will be put off as long as possible if the bubble remains in good condition). This team will assess the expected lifetime of the bubble, research vendors, solicit bids, plan repairs, and create a plan to take down the current bubble and raise a new bubble (by member volunteers with paid professional assistance). Repairs will likely include replacing the wooden enclosure around the revolving doors and replacing or refurbishing the revolving doors.
- 19) **Recycling Team:** Volunteer(s) to collect the plastic and can recycling and get to a recycling center.
- 20) **Shopping:** Monitor supplies and make purchases as needed of paper products (paper towels, toilet paper), bottled water, and first-aid and other supplies in the clubhouse cabinet.
- 21) **Snow Shoveling Team:** The shovelers are usually called, on a rotating basis, when it snows in excess of six inches. They shovel out the emergency door in the back of the club, create a path from the parking lot to the emergency door, create a path to the front door of the club, and create a path for the oil company to reach the oil tank. The team is generally called within 12 hours of the snowfall ending. The team also occasionally clears snow from the back of the bubble to prevent formation of an ice wall.

- 22) **Technology Team:** More and more of our club infrastructure depends on the safety and security of our network and internet connection. A particularly important part of the team's work is modernizing our systems for notifying key club members of failures such as a loss of power, the bubble losing pressure, and other potential emergencies. Skills Required – Networks, communications, and computers.
- 23) **Tennis Ball Recycling Team:** We are returning to the recycling service offered by RecycleBalls.org utilizing courtside cardboard recycling containers. Each box holds 200 balls. In the past it was free to recycle; now it costs the club \$20 per box so we plan to limit recycling to balls used at the club rather than being brought in from member's homes or otherwise. A volunteer needs to monitor the boxes, collect the box when full and replace it with an empty box, and drop the full box at a UPS center or drop box.
- 24) **Tree Warden:** Consider health of trees/remove if needed. Skills Required -Knowledgeable about tree health and comfortable using a chainsaw.
- 25) **Water Quality:** Supervise water system operator (professional contracted by club). Purchase water filters and replace as needed. Track any other issues associated with water supply including well repairs, tracking water quality and usage, interacting with Mass Dept of Environmental Protection (very rare).
- 26) **Weed Whacking Team:** Keep perimeter and fence lines trimmed. Maintain weed whacker, purchase and replace string as needed.

Tennis League Teams

The Acton Indoor Tennis Association is supportive of all the teams that play out of our facility throughout the year. As a small club with a small membership it is often challenging to fill the rosters strictly with club members. The club assists with filling out team rosters by making Team Membership and League Substitute Membership available, with the understand that regular club members have priority as team members. The club also assists teams in booking court times for matches and practices and managing expenses,

but does not play an active role in team operations, which is left to captains. With respect to managing expenses, the club will bill team members a per-season fee (roughly \$40 depending on costs) and use that money to pay for team expenses including tennis balls and league fees.

The following guidelines attempt to capture the club rules and needs when it comes to captaining a team at the Bubble.

Captain's Responsibilities:

- 1) Enter team on the league website each year.
- 2) Know the appropriate dates for dues payments and team drop dates.
- 3) Put together a viable roster for the team and provide it to the League Coordinator.
- 4) At the start of the season, provide the bookkeeper with a list of players to be billed the \$40 fee. During the season, request reimbursement [from](#) the bookkeeper for any incurred expenses by providing documentation of expenditures. The bookkeeper is reached at actonindoortennisbilling@gmail.com.
- 5) Provide home match schedule and team practice time to the bookkeeper as early as possible before the start of the season.
- 6) Coordinate team practices (if any) with Ali Madani.
- 7) Know the rules for your league and remind the team members that they are responsible for knowing the rules. (It's recommended that players carry a copy of the rules to the matches to minimize play disruption should questions or disputes arise.)
- 8) Coordinate with the team on a weekly basis with a focus on fielding a full team for each match. The team is responsible for payment of any defaults by AITA.
- 9) Provide one can of new balls for each team's match during home matches.
- 10) Use the team's administrative account to record the players attending team practices in the online reservation system. Alternatively, players can be recorded on the sign-up sheet in the clubhouse.
- 11) When necessary, collect money for home matches from visiting team members and from any substitute players playing for the Bubble.
- 12) Report scores as required by each league.
- 13) Send the score sheet and any collected match funds to the club bookkeeper after each home match.

League Options at the Bubble:

- 1) CMITA
 - a) Women's A-1 Gold Team (match times 11:00 A.M.–2:00 P.M. Saturday afternoons, late September through April)
- 2) Intra-club men's competition (formerly CMITA B Team).
 - a) Match times 2:00 P.M.–5:00 P.M. Saturday afternoons, late September through April. The intra-club competition is run only on those Saturdays when there is not a Women's A-1 Gold Team home match.
- 3) DBH
 - a) Women's Division 1A North Team (match times 9:00 A.M.–1:00 P.M. Wednesday mornings, early October through mid-March)
 - b) Women's Division 2 North Team (match times 9:00 A.M.–1:00 P.M. Wednesday mornings, early October through mid-March)
 - c) Women's Division 3 North Teams (match times 9:00 A.M.–1:00 P.M. Thursday mornings, early October through mid-March)
 - d) Women's Division 4 North Team (match times 9:00 A.M.–1:00 P.M. Thursday mornings, early October through mid-March)
- 4) Suburban
 - a) Men's B Team (Tuesday evenings starting at 6:00 P.M., May–June)
 - b) Men's A Team (Wednesday evenings starting at 6:00 P.M., May–June)
- 5) Women's Spring (Northwest Suburban Tennis League)
 - a) Women's A3 (Thursday mornings 9:00 A.M.–12:00 P.M., May–June)
 - b) Women's A1 (Friday mornings 9:00 A.M.–12:00 P.M., May–June)
 - c) Women's A2 (Friday morning 9:00 A.M.–12:00 P.M., May–June)
 - d) Women's B1 (Wednesday mornings 9:00 A.M.–12:00 P.M., May–June)

League Information

- CMITA
 - Website: www.cmita.net (rules, entry forms, schedules, score sheets, match results, standings, etc.)
 - Team entry is handled by league coordinator/representative. League entry deadline: early September, as indicated on website.
 - League entry fee: \$250 per team to be paid by the club by August 15.
 - Singles fee per match: \$22 per player (to be collected from visiting team and non-members)
 - Doubles fee per match: \$22 per player (to be collected from visiting team and non-members)
 - Members are billed for court time at AITA rates. The club enters member's court time in the online reservation system based on the record of matches on the CMITA website.
- DBH
 - Website: www.dbhtennis.org (rules, entry forms, schedules, score sheets, match results, standings, etc.)
 - Team entry is handled by league coordinator/representative. The league coordinator must be notified by September 1st if an AITA team no longer wishes to in the DBH league.
 - Entry fee: \$200 to be paid by the club by October 1st.
 - Drop date: mid-September. There is a \$200 fee for late withdrawal
 - Members are billed at AITA rates for both home and away matches. The club enters the playing member's court time in the online reservation system based on the record of matches on the DBH website.
- Suburban Tennis League (men's spring league)
 - Website: www.suburbantennis.com (rules, entry forms, schedules, score sheets, match results, standings, etc.)
 - Team entry is handled by the team captain.
 - League entry fee: \$60 per team.
 - Entry deadline: early April, as specified on website.
 - Match fees: As an outdoor league there are no fees for the matches. If rain forces the match indoors, the indoor courts will

be billed out at \$14/hr. Captains are responsible for collecting the appropriate fees from visiting teams and also responsible for signing in the members who have played in the matches on the court sign-in sheet.

- Women's Northwest Suburban Tennis League (spring league)
 - Website: www.nwstl.org (rules, entry forms, schedules, score sheets, standings, etc.)
 - Entry fee: \$32
 - Entry deadline: The first week of April, around the 5th.
 - Match fees: As an outdoor league there are no fees for the matches. If rain forces the match indoors the indoor courts will be billed out at \$14/hr. Captains are responsible for collecting the appropriate fees from visiting teams and also responsible for signing in the members who have played in the matches on the court sign-in sheet.

Additional Information

Money collected at Central Mass League and USTA League matches and any Suburban League or Women's Spring League matches that are played inside should be given to club bookkeeper. This can be done by mailing a check and indicating the league, opposing club, and match date to:

Acton Indoor Tennis Association, P.O. Box 2220, Acton, MA 01720

ACTON INDOOR TENNIS ASSOCIATION
WAITING LIST APPLICATION FORM – 2022-2023

Indoor Season: October 1st – April 30th

Facilities: Two indoor hard courts plus four outdoor Har-Tru clay courts (in summer)
Member lounge
Men’s and Women’s Locker Rooms

Court scheduling: Online tennis booking system: www.aitabookings.com

Membership Fees:

Initiation Fee: \$100
Full Membership: \$1070/yr.
Associate Membership: \$710/yr.
RDM Membership: \$625/yr.

Team/Intro Membership: \$150/yr. – Team Members can bypass the membership waiting list but must coordinate their membership application with one of the club’s tennis team captains. Intro membership is a non-renewable one-year membership with no initiation fee and is only open when there is space available. Because the club is currently at full capacity, Intro membership is not being offered in 2022-23. Team/Intro Membership covers the indoor season only; use of the outdoor courts is not included.

For more information, see Membership and Billing in the AITA Member Handbook at <http://www.actonindoortennisbubble.com/documents.html>.

Contacts:

Membership Chairman – actonindoortennisbilling@gmail.com
President – actonindoortennis@gmail.com
Club web site – <http://www.actonindoortennisbubble.com/>

To get on the waiting list please mail the completed form below plus a check for \$5 to
AITA
P.O. Box 2220
Acton, MA 01720

NAME _____ DATE _____

SPOUSE _____ CHILDREN _____

STREET _____ TOWN _____ ZIP _____

PHONE (Cell preferable) _____

EMAIL _____

MEMBERSHIP DESIRED (CHECK ONE): FULL () ASSOC. () RDM ()

Potential members are offered admittance as slots become available at the start of the indoor season in September and at the start of the second half of the indoor season in January.

**ACTON INDOOR TENNIS ASSOCIATION
INDOOR SEASON MEMBERSHIP APPLICATION FORM – 2022-2023**

Indoor Season: October 1 – April 30

(Full, Associate, and Restricted Day Membership (RDM) include summer membership, May 1 – September 30)

Date _____

To join the Acton Indoor Tennis Association, please complete the form below, the skills sheet on the following page, and return them along with your check (payable to AITA) to:

AITA
PO Box 2220
Acton, MA 01720

=====

NAME _____ DATE _____

SPOUSE* _____ CHILDREN* _____

STREET _____ TOWN _____ ZIP _____

PHONE (Cell preferable) _____

EMAIL(S)** _____

MEMBERSHIP DESIRED (CHECK ONE): FULL () ASSOC. () RDM () INTRO () TEAM ()

(Intro membership is not available for the 2022-2023 season.)

* Include additional names only if spouse and children will be playing tennis at the club. Not required for Intro and Team memberships, which are individual memberships.

** Include any additional email addresses at which you would like to receive information emails from the club.

Fee schedule for first year:

	Initiation fee	+	1st half dues	=	Total due now	+	+ 2nd half dues (due Jan. 1)	=	Total for 1 st year
Full	\$100	+	\$535	=	\$635	+	\$535	=	\$1170
Assoc.	\$100	+	\$355	=	\$455	+	\$355	=	\$810
RDM	\$100	+	\$312.50	=	\$412.50	+	\$312.50	=	\$725
In-tro/Team	\$0	+	\$150	=	\$150	+	\$0	=	\$150

Team Member applications require team captain approval. Name of team and captain: _____

The Intro and Team memberships are distinct memberships that are identically priced. They are for the indoor season only and do not include access to the clay courts during the summer season. Intro Membership is offered for only a single year, after which the member is expected to transition to a regular membership of their choice.

I understand that I am joining AITA for the full indoor season and am obligated to pay the amounts due now as well as the second half dues when invoiced.

For additional information, email actonindoortennis@gmail.com

TOTAL ENCLOSED \$ _____ SIGNED: _____

Skills survey for AITA member-volunteers

Acton Indoor Tennis Association is a member-owned and member-operated non-profit; it relies entirely on its members to continue to operate and keep costs low. As a member-owned club, we are responsible for the upkeep of our club facilities and grounds. We rely on volunteers to manage the club, make minor repairs, and perform routine maintenance. We ask that regular indoor members (i.e., Full Members, Associate Members, and RDM Members) contribute to this maintenance effort on an annual basis. All members are expected to sign up for a maintenance team. Members who fail to volunteer are assessed a maintenance fee.

The club's needs are surprisingly diverse. In addition to routine maintenance, we have to maintain a complicated physical plant that includes a sophisticated air-handling system and air-supported structure and require all of the professional services of a typical business.

We ask all new members to indicate what skills and interests they can bring to the club. Please complete the checklist below to help us find activities that best fit your skills and interests. Feel free to add any details you wish.

Name(s): _____

<input type="checkbox"/> Carpentry	<input type="checkbox"/> Contracting and supervision of vendors
<input type="checkbox"/> Electrical	<input type="checkbox"/> Legal services
<input type="checkbox"/> Plumbing	<input type="checkbox"/> Insurance
<input type="checkbox"/> Landscaping	<input type="checkbox"/> Accounting and bookkeeping
<input type="checkbox"/> Painting	<input type="checkbox"/> Finances and investing
<input type="checkbox"/> Heating systems	<input type="checkbox"/> Networks and computers
<input type="checkbox"/> Small engine repair	<input type="checkbox"/> Electronic control systems
<input type="checkbox"/> Snow shoveling	<input type="checkbox"/> Architecture/interior design
<input type="checkbox"/> Bubble emergency team*	<input type="checkbox"/> Building maintenance
<input type="checkbox"/> Clay court maintenance*	<input type="checkbox"/> Marketing and communications
<input type="checkbox"/> Sprinkler system maintenance	<input type="checkbox"/> Website design
<input type="checkbox"/> Woodworking	<input type="checkbox"/> Security systems
<input type="checkbox"/> Truck owner	<input type="checkbox"/> Procurement
<input type="checkbox"/> Craigslist guru	<input type="checkbox"/> Organizational/management
<input type="checkbox"/> Tree removal (chain saw owner)	<input type="checkbox"/> Other (specify): _____ _____
<input type="checkbox"/> Tournament director / social event organizer	
<input type="checkbox"/> Shopping (for club supplies)	

* For these skills, the club can train you. The emergency team readies the bubble for storms and power failures.

Indicate any aspects of the club or its facilities that you feel need more attention and that you would like to contribute to:

ACTON INDOOR TENNIS ASSOCIATION
SUMMER MEMBERSHIP APPLICATION FORM – 2022-2023

Summer Season: May 1 – September 30

Facilities: Four outdoor Har-Tru clay courts (plus two indoor hard courts at \$14/hr each)

Court scheduling: Online tennis booking system: www.aitabookings.com

Cost: \$250 per family for Summer Membership (no outdoor court fees)

Contacts:

Membership Chairman – actonindoortennisbilling@gmail.com

President – actonindoortennis@gmail.com

Club web site – <http://www.actonindoortennisbubble.com/>

Mail completed form plus check to:

AITA
P.O. Box 2220
Acton, MA 01720

Name(s) including participating immediate family members:

Assigned Member # (to be filled in by club):

Address:

Telephone number:

Email address (required for online booking system):