



## Welcome to Swansea Tennis Club

### FAQs

#### **1. What are the club's operating hours?**

Swansea Tennis Club is a community tennis club that “leases” City of Toronto courts through annual permits, which provide priority access for members. Membership dues are used to fund club operations and court maintenance.

Club Season: April – October

Court Availability (Weekdays & Weekends): 7:00 am – 11:00 pm

Public Hours:

Community tennis clubs are mandated by the City to offer designated public hours throughout the season.

Seasonal adjustments or changes will be communicated by the club.

---

#### **2. How do I book a court?**

Courts are booked through the club's online booking system via the **Court Reserve Member Portal**.

- Courts can be booked by members up to 48 hours in advance
- Bookings are available on a first-come, first-served basis
- Members must follow daily play limits and booking rules
- All players on court must be registered members (unless permitted guest play applies)
- There are no court fees

---

### **3. How much court time can I book per day?**

Daily court time limits depend on whether play is during primetime or non-primetime hours:

- **Primetime:** 1.5 hours per member, per court, per day
- **Non-Primetime:** 2 hours per member, per court, per day

Please refer to the club's booking policies for full details click [here](#)

Daily limits are in place to ensure fair and equitable access for all members.

---

### **4. What are primetime hours?**

Primetime refers to the club's busiest court times:

- **Weekdays:** 4pm-9pm
- **Weekends:** 9am-1pm

These periods experience the highest demand and may have specific booking limits.

---

### **5. What happens if I arrive late for my booking?**

If a court is not occupied within a **15-minute grace period**, it may be released to other members.

- Members are encouraged to arrive on time and be respectful of others waiting to play.
- Repeated no-shows may result in temporary suspension of booking and playing privileges
- All court bookings are monitored

---

### **6. Can I bring a guest?**

Yes, guest play is permitted under specific conditions:

- Guests must be registered through the court booking system
- Guest fees will apply
- Guest play is subject to availability and club rules

Please review the club's Guest Policy for full details.

---

## **7. Are lessons and clinics available?**

Yes. The club offers:

- Private lessons
- Group clinics
- Junior and adult programs
- And more

Programs are run by Top Performance Tennis Academy (TPT) and led by certified tennis professionals.

For more information contact: [tperformancetennis@gmail.com](mailto:tperformancetennis@gmail.com)

---

## **8. What equipment do I need?**

Members are expected to:

- Wear proper tennis footwear
- Use appropriate racquets
- Bring their own tennis balls unless otherwise arranged

---

## **9. What is the club's dress code?**

The club maintains a respectful, tennis-appropriate dress code:

- Tennis shoes required on court
- Appropriate athletic attire encouraged
- Any specific restrictions will be communicated as needed.

---

## **10. How do I cancel a court booking?**

If you can't make your booking:

- If you're unable to attend, please cancel your court booking at least 24 hours in advance through the booking system
- Late cancellations or no-shows may result in restrictions to ensure fairness for others

## **11. How does the club communicate important updates?**

The club communicates primarily through:

- **Email** (main source of communication)
- Member Portal
- Club notices and signage (where applicable)

Members are encouraged to keep their contact information up to date.

---

## **12. What is expected of members on court?**

Members are expected to:

- Respect court time limits
- Share courts fairly
- Be courteous and sportsmanlike
- Follow club rules and policies

Good sportsmanship helps maintain a positive club culture.

### **12a. What important rules should I know?**

- Please wait for points to finish before crossing another court.
- Enter courts through the appropriate gate to minimize disruption:
  - **Gate 1:** Courts 1 & 2
  - **Gate 2:** Courts 3 & 4
- Be respectful at all times. Aggression or dishonest conduct is strictly prohibited. Violations may result in Executive review and potential membership removal.
- Help keep the courts and club area clean.
- Please review the club's **Tennis Etiquette Policy** [here](#)

---

### **13. Who runs the club?**

The club is overseen by a volunteer Board of Directors, supported by club staff and tennis professionals. Board members are fellow club members committed to the best interests of the club.

---

### **14. How can I get involved or share feedback?**

Members are encouraged to:

- Share feedback with the Board or Club Management
- Contact directors directly or use the website form:  
👉 <https://www.swanseatennis.com/contact>
- Volunteer for committees or events
- Participate in club programs and social activities

---

### **15. Where can I find the full club rules and policies?**

All policies, including booking rules, guest policies, and code of conduct, are available:

- On the club website
- On the club Court Reserve member portal
- By request from club management

---

### **16. What kind of events are held throughout the season?**

Swansea Tennis Club offers a wide range of competitive and social programming for all skill levels, including:

- Round robins
- Club Championships
- Ladders
- Inter-county leagues

In addition, the club hosts social events throughout the season, such as:

- New Member Orientation Days
- Opening Day celebration
- Season-End BBQ
- Pizza Nights and special gatherings

- And more

These events help foster a welcoming, connected tennis community.

---

## **17. How do I find someone to play with?**

There are several ways to connect with other players:

1. Use the “**Find a Player**” feature on the Member Portal (activated after membership closes)
2. Attend club events and programs
3. Speak with court attendants when on site

---

## **18. Do you hold New Member Orientation Days?**

Yes. New Member Orientation Days are typically held early in the season (late April to early May). Dates and details will be communicated by email.

---

### **We’re glad you’re here**

We hope you enjoy your time at the club and feel part of a welcoming, respectful tennis community. If you have questions, don’t hesitate to reach out.