



FAQ Varsity Racquet Club

1. How much does it cost?

2017 membership prices are as follows:

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|-------------------------------|-------|
| Adult/Senior | \$75 |
| Junior (under 19) | \$35 |
| Family (two adults, two kids) | \$150 |
| Guest pass | \$8 |

2. What are the hours of operation?

Courts will be available for booking between 7:00 am and 9:00 pm, provided there is no camp or event taking place.

3. What is the season of operation?

The courts will be open until October, weather permitting.

4. Do I need my own gear?

Yes, you will need your own tennis racquets/pickle ball paddles and balls.

5. Can I bring my friends?

Certainly! The more the merrier! Each membership will come with enough credit for 5 guest passes, after that additional guest passes can be purchased online for a fee of 8\$. Guests do not need a VCA membership or to be a Varsity resident.

6. How do I redeem/ purchase a guest pass?

When booking a court a window will appear asking you who you are playing with, if that persons is not a member they will have no member file and you will have to select guest by ticking box beside their name. Upon submitting your booking you will be taken to a PayPal page if you do not have redeemable credit, were you can purchase an 8\$ guest pass. If you have redeemable credit it will be redeemed upon submitting the booking.

7. Do I need a VCA membership?

No, this year it is not necessary that you have a VCA membership

8. How do I reserve a court?

Courts can be booked through our online booking service at vcaracquet.tennisbookings.com. Guides on how to use the service can be found on our VCA website.

9. I can't reserve court number 3 or 4, what's happening?

When a pickle ball court is already booked it can render court's 3 or 4 occupied, this is because our pickle ball court's overlap the tennis courts. Try booking court's 1 or 2 instead as they have no overlapping pickle ball court.

10. How do I get in?

After your membership fee is processed on our website you will receive an email with a combo to the lock on the tennis courts and you are free to let yourself in, just remember to lock up!

11. Do I have to live in Varsity?

No, our court's are here to share.

12. When can I drop in?

Drop in tennis and pickle ball schedules can be seen on our online booking site. You can use the arrows beside the calendar on the left-hand side of the screen to see the schedule for future dates. You do not need to reserve a space for drop in sports.

13. Who do I pay?

After selecting the type of membership you want, you will be sent to a PayPal screen. Here you can pay online with debit, credit or your personal PayPal account.

14. Can I pay in cash or offline?

If necessary you may pay in the office, however we strongly urge that the online payment system be used.

15. How do I use the website and online booking system?

Don't worry if you are having a hard time understanding how to use the website; we've created two handy step by step guides of how to both book a site and make an account. These guides can be found on the VCA website. You can also feel free to drop in to the office with any questions.

16. Can my children play alone?

We require that children under the ages of twelve be accompanied by an adult.

17. Can I bring my dog/pets?

Unfortunately there are no pets allowed on our courts.

18. Where is the court entrance?

The court entrance is located on the building side of the community gardens.

19. What is a NTRP/ I don't know my NTRP?

A NTRP is a way of ranking a tennis player's ability, a person with a 1.0 rating may not know how to hold a racquet while a person with a 5.5 rating is a seasoned professional. If you do not know your NTRP you can leave that section of the membership application blank.

20. How far in advance do I have to book a court?

Courts can be booked without any advance notice, however they are first come first serve.

21. How do I find out about court events and camps?

Check the news and bulletin tabs on our booking website or visit our VCA website to stay up to date.

22. Can I purchase a single day pass? Unfortunately, you must have a membership or be the guest of a member to gain court access

23. Why are we charging membership fees for a community resource?

It is a fairly common practice for certain community resources, like tennis courts, to be subject to an additional fee. This is done because the upkeep and renovation cost for these resources is expensive and this small fee allows us to maintain their quality.