



Our goal at Cross Courts is to provide the best possible service to every member. In that effort, we have established a number of policies that serve to create a safe and comfortable environment for all of our members. We ask that our members kindly read and abide by the following policies.

Club Policies

Club Hours:

- Club hours are from 6:00am to 10:00pm seven days a week.

Key Fobs

- Please enter the center with your key fob. Because access to Cross Courts varies by membership level, you must have the required membership, in good standing, in order to access the club.
- A \$7.00 fee will be charged to replace a lost or damaged key fob.
- Please return your key fob on your last day of access.

Billing:

- We charge yearly membership dues in full, on the first day of of the month you joined (or at an additional date designated by you) on the credit or debit card on file for your membership. Contracts run for a full year. Quarterly or monthly payments are allowed (on a special need basis), but members must pay for the entire year.
- **All memberships automatically renew unless you inform us, in writing, 30 days before your scheduled renewal date.**
- If we are unable to successfully run payment, we expect members to be responsive in providing a form of payment in a reasonable amount of time. We do not issue regular monthly invoices.

Member Information Changes:

- Please be sure to advise us of any address, phone, email or billing changes so that we may keep our records up to date.



Junior and Child Members:

Children of Members are welcome to join their parents in the club, however, they are subject to the following restrictions:

- No child under 12 is allowed in the Fitness Center without adult supervision or approval.
- Children under 12 years of age must be accompanied by a parent or guardian at all times, unless provisions have been made with a Squash Pro or staff member.
- No children under 18 years of age are allowed in the Steam Room(s) unless accompanied by an adult.
- Junior members 12 and over have full court reservation privileges. The parent or guardian may authorize the scheduling of a court for their child.
- Parents shall not leave their young children unattended on the squash courts.

Children of members who would like to use squash or fitness facilities, must either have a family or junior membership.

Guest Privileges:

- A \$20 fee will be charged to your account for each guest that you bring for a workout or squash match. Spouses and family members are considered guest unless they are included in your membership level.
- It is the Members responsibility to sign in all guests at the front vestibule area and provide the visitors full name. The member sponsoring the guest must accompany them and accepts liability for their guest.
- You may not bring the same guest to the club more than three times per year. If that guest would like to continue to play here, they must join as a member.
- A member may reserve a court for play with a guest over the age of 12.

Lost Items

- Please inquire by E-mail csg@crossservicesgroup.com for any articles that may have been found or are missing.

Towels

- Cross Courts Squash & Fitness Center provides towels in the locker rooms for your convenience. Please be certain to place them in the appropriate bins when they have been used. If by accident you bring a towel home, PLEASE bring it back the next time you visit the club.



Locker Rooms

- Day lockers are available in the Men's & Women's locker rooms for members and their guests. Please be certain to lock all of your belongings. Cross Courts Squash & Fitness Center does not assume responsibility for lost or stolen items. Please do not leave any items in a locker overnight.
- No children under 18 years of age are allowed in the Steam Room(s) unless accompanied by an adult.
- Please keep locker rooms clean. Place towels in hampers.
- Do not leave glass mugs from the lounge in the locker room.
- Do not remove locker keys from the club. Make sure key is replaced in the appropriate locker before leaving.

Member's Room

- No children under 14 years of age are allowed in the Member's Room unless accompanied by an adult.
- Please keep Member's Room clean. Place trash in trash cans.
- Please place all used glassware in the sink or dishwasher.
- Alcohol use is restricted to those members over the age of 21. Parents are responsible for monitoring their children.
- Please shut off TV when leaving the members room.

Fitness Policies:

- Re-rack weights and return all other equipment and accessories to their proper locations.
- Wipe down all equipment after use.
- Put all trash in the trash containers provided.
- Food is not allowed in the fitness rooms.
- TVs – TVs automatically turn on and off when machines are turned on. Please use remotes for volume and changing channels only.

Squash Policies

Attire:

- When playing, the use of protective eyewear approved by US Squash is REQUIRED! We strongly encourage that you wear proper clothing designed specifically for squash. Cut-offs, denim, and ragged clothing are not permitted.
- Suitable shoes with light-colored soles are REQUIRED. Dark-soled shoes mark the court floors and are prohibited.



Court Reservations:

- A reservation system is available at www.clublocker.com. See Squash Programs and Lessons for instructions of using clublocker.
- As a courtesy to other members, cancellations should be made as soon as possible, prior to scheduled play. Booking a court, then canceling the reservation last minute, can prevent others from use of the courts.
- Reservations are not transferable to other members.
- Players must vacate the court if players who have reserved the court are present, regardless of the time on court or the status of the game. Reserved players have court priority.
- Please give all members a chance to play. Club members may schedule in one hour time slots. League Matches and other special events will be blocked out in the reservation system.
- You may reserve court time between 6:00am and 9:00pm. The last hour from 9:00pm to 10:00pm is slotted for open play.
- You may not host, organize or participate in informal or formal squash leagues, tournaments or programs without permission from a Cross Courts administrator.

Court Preservation:

- NO FOOD OR DRINKS ARE ALLOWED ON THE COURTS!
- Members have a responsibility to keep the squash courts in good playing condition and the squash court area clean. Please bear in mind that these are your courts and they should be treated as such.
- Do not apply tape or other adhesives to the court floors, walls or glass. These leave marks and can cause unsafe court conditions.
- No racquetball, tennis, bouncing of volleyballs, medicine balls, lacrosse on walls or golf on the tins is permitted.
- Please put all trash in the trash container provided in the squash court area. Do not leave empty containers and other trash on the benches and floor.
- Remove all towels after play, taking them to the locker room and putting them in the proper used towel bin.
- Report all non-working items in the squash area to the club manager immediately upon their discovery.
- Do not leave glass mugs from the lounge in the squash court area.

