

2019 ETC Court Rental Rates

Public court rates (effective January 1st, 2019) are increasing \$1 per person for singles and doubles.
 1.25 hour court rate for singles will be \$38 (\$19 per person) and doubles will be \$48 (\$12 per person).
 League match court fees will be \$14 per person. Public court rates were last increased 2 years ago, and group class sessions pricing is planned to be unchanged for 2019.

ETC Annual Access Pass Options

Beginning with registrations for Winter Session 1 and court reservations made after December 1, 2018 ETC has setup Annual Access Pass options for individuals and families. There are a variety of plans from program only, to plans that include **advanced court reservation privileges, early program signup windows, ETC phone app, court discount specials and more.**

FAQs:

- 1) **Why are these plans being added at ETC?**
 - The revenue from these plans will help cover rising lease costs and free up additional fundraising/donation dollars to more directly to serve TOPs non-profit mission (financial assistance, free clothing and equipment for families with demonstrated need in our programs and more)
- 2) **Do annual access plans cover court fees?**
 - NO. These are access plans and don't impact court rates or class rates. Many public facilities in our area have annual fees, some in the form of memberships (ex: T.C. Sand Point, USTA PNW Vancouver T. C. & Pat Galbraith T.C.) or reservation cards (Amy Yee T.C.).
- 3) **What are the Annual Access Pass options?**
 - See chart for specific privileges
- 4) **Do I need to have an annual access pass to continue to book courts at ETC?**
 - No, you can still reserve courts up to two days in advance without a pass. There are annual pass options for 7-day advanced reservations and a new 14-day advanced option.
- 5) **Do I need to have an annual access pass to participate in ETC adult or junior programming or private lessons?**
 - Yes, all programs beginning with Winter Session 1 will require an individual or family access pass. As seen in the table, there are program only options (for those that do need the advance court reservation options) and access plans that include court reservations, program access, new ETC phone app,
- 6) **My family receives financial assistance from TOPs, does my scholarship apply for these plans?**
 YES
- 7) **Do I need an annual access plan to be on an ETC adult or junior team in 2019?**
 - YES. Any access pass, including the Program Only pass is sufficient to meet the criteria
- 8) **How long is the annual pass good for?**
 - 12 months from the date of purchase. No pausing plans for travel or other reasons.
- 9) **If I purchase an annual pass, can I upgrade or downgrade it during the 12 months?**
 - You can upgrade it and pay the difference (without changing your 12-month start date)

- You can't downgrade it to a less expensive option. Passes are non-refundable and non-transferrable (including if you move out of area or become injured). At the optional renewal time, you can pick whichever pass fits you best at that time.
- 10) What are some of the new additional features/options that come with the Annual Access Passes? (See table for features with each option)**
- **New ETC App (coming out in December).**
 - o See court availability and book courts in advance.
 - o Signup using the app for your next class sessions.
 - o See your recent registration history for your family
 - o Access to court specials/discounts
 - **Early registration window for classes**
 - o 3 day earlier registrations window for individuals/families that choose the ETC Annual Basic or ETC Annual Plus option.
 - **ETC Annual Plus options** also include a number of free ball machine rentals in addition to the new 14 day court reservation options.
- 11) If I purchase a family plan, which allow multiple reservations at the same time, can I have more than one under my name or does it need to be under a different family member's name?**
- Family plans are flexible and can be under any person in the family's name, including multiple under the same name. These cannot exceed the maximum limits (see chart) at a time.
- 12) Does the person's name who reserved court need to be present at the time of play? YES**
- 13) Can the reservation name be changed after the booking is made?**
- YES. However please do not attend to game the system and try to use this as a work around to exceed court privileges for another person. We will be watching for this and don't be that person.
- 14) When the new ETC App is released, can I still call in to reserve a court or register for a class? YES**
- 15) Where can I download the new ETC App when it is released in December 2018?**
- We will email a link to all the Annual Access Plan individuals/families. If you don't receive the link after the release, email info@tennisoutreach.org
- 16) I'm one of the many adult league captains at ETC, do I need to monitor who has an annual access pass?**
- No, we will send you an email with the info and ask you to forward to your team members before the season. Prior to the first match, we'll email you any teams members who still need to purchase and request you to follow up.
 - League match courts are auto booked by ETC staff and don't require an access plan. However, you may want to find out which teammates have 7 or 14 day reservations privileges and provide that info to whatever books practice or warmup courts.

Questions after reading FAQs? Please email info@tennisoutreach.org.

Eastside Tennis Center Annual Access Pass Options

Individual Annual Pass Options

Program Only (Individual)	\$40
ETC Annual Basic (Individual)	\$100
ETC Annual Plus (Individual)	\$225

Family Annual Pass Options

Program Only (Family)	\$75
ETC Annual Basic (Family)	\$150
ETC Annual Plus (Family)	\$275

Access Program Levels	League Access	1 Court Reservation (up to 14 days)	1 Court Reservation (up to 7 Days)	ETC App AND Online Registration/Reservation	Reservations up to 2 days	Class Registration Priority	Free Ball Machine Court Rentals
No Access Pass	NO	NO	NO	NO (only phone)	1 per person	NO	0
Program Only (Individual)	YES (1)	NO	NO	NO	Unlimited	Standard	0
Program Only (Family)	YES (All)	NO	NO	NO	Unlimited	Standard	0
ETC Annual Basic (Individual)	YES (1)	NO	YES	YES	Unlimited	Early 3 Day Window	0
ETC Annual Basic (Family)	YES (All)	NO	YES x2	YES	Unlimited	Early 3 Day Window	0
ETC Annual Plus (Individual)	YES (1)	YES	YES	YES	Unlimited	Early 3 Day Window	4
ETC Annual Plus (Family)	YES (All)	YES x2	YES x2	YES	Unlimited	Early 3 Day Window	4

Access and non-access participants pay the same public court rates. The reserver of the court must be present at the start of the court time and their singles/doubles court rental may include Access and Non-Participants. There are no guest fees.

* Free Ball Machine rentals may not roll over to following year and are subject to normal reservation processes.