



Racquet Sports Policies and Etiquette

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Court Reservations

- All Courts are available for booking using the Menlo app from 6 a.m. to 8 p.m., Tuesday through Sunday (Racquet Sports > Court Reservations > Book a Court).
- The club is closed to members on Mondays (excluding some holidays).
- Members can book a maximum of 2 pickleball courts for 30-90 minutes each.
- The Pros will cancel reservations if a member does not show up within 30 minutes after the designated start time to allow other members to use the court.
- For pickleball court reservations, please reserve Court 3A or 3B first. If neither is available, reserve Court 4A or 4B.
- Please register your guests using the Menlo app before making a court reservation (Menu > Racquet Sports > Register a Guest). Then, book your court. Please include all participants (members and guests) in your court reservation (Racquet Sports > Court Reservations > Book a Court > [select a date, time, court] > Add Participants).

Privileges

The Racquet Sports facilities are available to members and their dependents under the age of 27. For more information, please refer to the Member Rules and Policies on the Menlo app (Menu > Club Rules > Member Rules & Policies) or website (Member Central > Club Rules).

Guest Policy

- Members may invite guests to use the Racquet Sports facilities. A member must accompany their guests at all times. Regardless of sponsorship, the same guest may not be invited more than twice in any calendar month or more than twelve times in one calendar year.
- No more than three guests can play with a member at a time.
- The hosting member will be charged a guest fee of \$10 each time a guest uses the facility.
- Please register your guests and add them as participants for any court booking they plan to attend. You can find more details on how to do this on the app in the court reservations section above. Alternatively, members can fill out a guest chit at the Pavilion.
- For more information, please refer to the Member Rules and Policies.

Youth Policy

- All players aged 14 and under must have approval from the Pros or be under direct parental supervision to use the Courts and the Pavilion area. Youth may bring guests, and the guest policy applies to them as well.

Phone and Speaker Policy

- Data-only phone use is permitted in the Courts and around the Pavilion. You must be in your car to make any phone calls. Phones should be on silent mode while using the Courts and the Pavilion area.
- Speakers of any kind are not allowed on the Courts or in or around the Pavilion.

Food and Beverage Policy

- Food is not allowed on the Courts. Food and drinks may be consumed in and around the Pavilion. Water is the only drink allowed for consumption on the Courts.
- Glass containers of any kind are not allowed on the Courts.
- The Pavilion is stocked with food and beverages that members may consume, which are then charged to their member accounts via chits. To-Go ordering to the Pavilion is available using the Menlo app (Quick Links > To-Go Ordering > Pavilion).
- If you plan to dine at the main clubhouse, please plan accordingly and make a reservation in advance with the front desk or through the Menlo app (Quick Links > Clubhouse Dining Reservation).

Court Dress Code Policy

- Tops: Shirts designed for athletic use are required at all times.
- Bottoms: Shorts, skorts, skirts, dresses, and pants designed for athletic use are allowed. Blue jeans are not allowed.
- Footwear: Court shoes with non-marking soles are required.
- Hats: All athletic hats are allowed. If baseball caps are worn, the bill must face forward.
- If you plan to dine at the clubhouse, please note that athletic attire is not permitted in the main clubhouse, including the grill terrace. For more information on clubhouse attire, please refer to Member Rules and Policies.

Clay Court Etiquette

- Following play on Court 1 or Court 2, members should use the two drag brushes (hooked on the chain-link fence) to sweep the playing surface and restore the court to readiness for subsequent use. Staff will help sweep after lessons and social events. Line rollers do not need to be used after the court has been swept.
- Please use the foot baths located next to the entrance gates of Courts 1 and 2 to clean the soles of your shoes each time you exit those playing surfaces.

Pet Policy

- Pets are not permitted on club property, except for inside your vehicle. For more information, please refer to the Member Rules and Policies.

Cancellation Policy

- Instructional clinics and lessons have a 48-hour cancellation policy.
- Special club events have a 72-hour cancellation policy. Racquet Sports social events are listed in the calendar on the website (Menlocc.com > Calendar) and in the Menlo app (Menu > Racquet Sports > Calendars).

Catered Events Policy

- Racquet Sports 16-Member Minimum Policy: A minimum of 16 registered members is required to proceed with catering services at the racquet sports facility. In cases where fewer than 16 members are expected to attend an event, the Director of Racquet Sports will contact the group at least 72 hours prior to the event to offer alternative arrangements.