

Code of Conduct

- ❖ It is the responsibility of all players who use Mercer Bucks Pickleball Club to ensure they are aware of and comply with current Club Policies & Protocols.
- ❖ Adult Members and visitors are responsible for the conduct of their children while using the facilities.
- ❖ Members and visitors must respect the rights and dignity of all other participants and visitors at the Club. Follow the Golden Rule.
- ❖ Proper etiquette and language are to be observed at all times.
- ❖ Players and visitors are not permitted to smoke, vape, or consume drugs on the premises.
- ❖ Abuse, harassment, or bullying will not be tolerated. "Abuse" and harassment" mean physical or verbal mistreatment, including assault, threats, intimidation, slurs and cursing. Abusive, coarse, harassing, or discriminatory language which create a hostile environment will not be tolerated. This includes, but is not limited to, sexual and verbal abuse.

Mercer Bucks Pickleball Club management reserves the right to refuse or revoke privileges to anyone who violates this Code of Conduct. Violators may be asked to leave without a refund and may be banned from future activity on Club premises.

**MOST IMPORTANTLY-REMEMBER...
EVERYONE IS HERE TO ENJOY THEMSELVES!**

Follow the MBPC Creed:

Make new friends and fun memories
Be your best self on the court
Play fair and enjoy getting fit
Courtesy is contagious



Club Policies & Protocols

Check-In

All players are required to check-in at the front desk. We need to know who you are and which activity you're attending. Please indicate payment method if other than saved on your profile:

- **Certificates:** You must present physical passes or certificates PRIOR to your scheduled activity or POS purchase so we can process your payment correctly.
- **Punches:** If you have purchased a Package and would like to use a "punch" as payment, please let the front desk know PRIOR to your activity so we can process your payment correctly.
- **Guests:** Guests are required to check in, sign a waiver to play, and abide by all Club Policies & Protocols. Non-Member rates apply for all court activities.

Arrival and Warm-Up

Please check in 15 minutes prior to your activity. You can stretch, use the dink court, or enter an open court (as available) to warm-up 15 minutes before your scheduled activity.

Private Court Use – Number of Players and Adding Players

A maximum of six players (including you) are allowed for a private court rental. As you reserve online, select Players from the drop-down list or add Guests' names manually for each player joining you. It slows down Check-in and registration when this is not done prior to arriving at the Club. Thank you!

Misuse of Reservations/Registrations

Abusing advanced day booking privileges, manipulating *Guest* benefits to apply to *Members*, or excessive cancellation without cause, may lead to additional fees and possible restrictions on privileges.

Attire

Court shoes with non-marking soles are required. Clothing with offensive illustrations or language is not permitted. MBPC spirit wear is highly encouraged!

Youth Policy

Children under 18 must be accompanied by a parent or responsible adult at all times. This requirement is waived for youths attending a scheduled youth camp.

Pet Policy

Pets are not allowed except for documented service animals.

Cancellation Policy

Fees apply for "No-Shows" and for cancellations made outside allowable cancellation windows:

- *Social Play, Clinics, Special Events:* Players are charged the Pay-To-Play rate in effect regardless of any waitlist that may exist.
- *Court Rentals:* Players are charged the standard Pay-To-Play rate for the court time reserved.

Membership Agreement

Membership cannot be transferred, paused, or frozen, and is non-refundable. Unauthorized use of a Membership by a person other than the registered Member may result in termination of privileges.