



TENNIS FAQ GUIDE

How do I get started?

- Members should Contact the Director of Racquet Sports for direction on what clinic, matches, or lessons would be appropriate.
- A Consultation is an on-court half an hour private lesson designed to match players with an appropriate clinic, team to play with, or the correct tennis professional for private lessons. Please inquire with the Director of Racquets if you'd like to set up a Consultation and you will be matched up with a pro.
- You can book a court and sign up for OAC Clinics and Junior Development through the OAC App. Please see the appropriate section below.

How can I book a tennis court?

- Members must reserve courts ahead of time to play. In all situations, the time spent on court must match the reservation length. Members are not allowed to walk onto unused courts and must follow the below reservation process.
- Reserve in the OAC App by clicking Reservations. Select the duration, add any other participants, then click Search to find available court times. Courts can be booked 7 days in advance. Reservations must be at least half an hour.
- Indoor court reservations are \$14/hour
- Outdoor court reservations are \$10/hour
- Outdoor court players are required to enter in through the club and check in at the front desk. To reach the outdoor courts, exit through the café.
- OAC staff reserves the right to move court reservations to different courts during the same time interval.
- Cancellations- Reservations can be cancelled on the App or by calling the OAC Front Desk. Cancellations within 6 hours of the reservation time will still be billed to allow sufficient time for courts to be rebooked.
- In the event of an outdoor court reservation being rained out, please contact the OAC Front Desk for assistance.

How does my child sign up for Junior Development Clinics?

- Registrations are season-long signups for clinics that regularly occur on specific days of the week. Register on the OAC App by clicking Programs, selecting Tennis under Category, then Show Programs.
- JD clinics are \$25/hour. Foam Ball clinics are 45 minutes and are \$25/session.
- Players can drop in to any appropriate clinic for \$30/hour. OAC Pros reserve the right to turn away drop-in players if the clinic is full. Attending any part of the clinic will result in billing for the entire duration of the session.
- All signups are billed in full after attending the first session. There is no prorating or refunds for medical reasons, sickness, vacations, absences, or loss of membership.
- If you are not sure which clinic is appropriate for a player, please consult with the Director of Racquets.
- If a player is returning for another season, they should register for the same clinic as the previous season unless specifically directed by an OAC pro.
- Parents with children aged 15 years or younger must sign in at the front desk or speak to the front desk staff. They must walk their children to the court. Non-members are not permitted to utilize the facilities or amenities. However, they are permitted to stay and watch their child's session. At the end of the clinic, parents must pick their children up at the court. This is to ensure the safety and security of all children at OAC.
- Makeups- if a player will miss a clinic, OAC offers two makeup clinics per season. These can be clinics of identical level and duration. Please contact the Director of Racquets in advance with the absence and the intended makeup date. Partial makeups are not permitted. Makeups cannot be used across multiple seasons.

How Can I Arrange a One-On-One Private Lesson?

- Private Lessons can be arranged and booked by contacting the Director of Racquets. They can be either half an hour or one hour lessons. One-on-one private lesson prices start at \$90/hour.
- All lessons and hitting sessions with OAC tennis professionals must be done through the OAC system and with the approval of the Director of Racquets.
- Private Lessons are subject to pro availability and court restrictions.
- Cancellations by a member within 24 hours of the lesson will still be billed. If a pro needs to cancel a reservation, every effort will be made to alert the member 24 hours in advance.

How Do Group Private Clinics work?

- Group Private Clinics are arranged by a pro and are subject to court and staff availability. Cancellations must be done 24 hours in advance through the pro.
- Please communicate with the pro ahead of time if you will be attending the clinic. This will ensure that we maintain the ideal pro-to-player ratio.

- Group Private Clinics that end up being one-on-one are priced as a Private Lesson.
- For larger number of participants, pricing will follow the below structure:

Number of Participants	Price Per Person
2	\$52/hour
3	\$34.75/hour
4 or more	\$25/hour

How do OAC Adult Clinics work?

- Members must be over 18 to participate. The price for all adult clinics is \$25/hour.
- Reservations - members must sign up ahead of time in the OAC App by pressing Schedule, then finding the respective date for the clinic. Registration opens 7 days in advance. OAC Pros reserve the right to turn away drop-ins for clinics.
- Cancellations can be done by calling the OAC Front Desk. Cancellations cannot occur within 24 hours of the clinic and they will be charged.
- If members aren't sure which clinic is appropriate, they should arrange a Consultation by contacting the Director of Racquets.

What is the court etiquette at OAC?

- Only Tennis activities may take place on the tennis courts unless organized by OAC staff.
- When entering and exiting the indoor courts, please use the stairs to go through the gallery. Do not walk behind the curtains to go between courts.
- The area underneath the gallery is for OAC staff only. Members are not permitted to enter or use it as a throughway. The ball carts are for staff only.
- Members must bring their own rackets. For court reservations, members must bring their own tennis balls. Balls can be purchased at the pro shop.
- Please pick up all balls utilized and throw away all trash.
- Attire- appropriate athletic wear and close-toed athletic shoes are required on court.
- Close the curtain to separate courts.
- OAC is a family facility- please refrain from using profanity while playing.
- Please exercise basic courtesy and good sportsmanship.

What is the procedure for USTA and PTL Matches?

- USTA (United States Tennis Association) teams follow USTA regulations. The matches are recorded and affect a player's UTR rating.
- PTL (Pittsburgh Tennis League) is a local interclub league for women only. Matches are played in the evenings.
- If interested in either of these leagues, contact the Tennis Coordinator to be put on a team. New teams, court bookings, and scheduling must be approved by the Tennis Coordinator before any matches occur. Matches are charged at \$15 per person. They are subject to court availability and scheduling restraints.
- Prior to each match the home and away captains must submit all waivers and pay for the entire team with a single credit card transaction at the OAC Front Desk.
- The team captains are responsible for managing and communicating any issues that arise on court.

How can I utilize the Ball Machine?

- The ball machine may be rented at a rate of \$15/hour for any indoor court reservation.
- To reserve, click Reservations, then click Tennis as the Department. To add the ball machine, click Advanced Options, then change the Ball Machine button from No to Yes. Finish by clicking Apply in the top right. Proceed with reserving an Indoor Court reservation to finalize the ball machine rental.
- Members can find a video on how to use the ball machine on the OAC website under the Racquet Sports section. Alternatively, members can book a private lesson with a pro for an in-person demonstration.
- Please return all balls from the ball machine at the end of the session and place it where it was previously located.



For questions, email
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