



Smash Tennis Academy Guidelines, Rules and Regulations

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All customers and members are kindly requested to abide to the rules & regulations of the club and make sure that their children and guests do as well.

I. Communication and Contact

1. Communication Tools

Communication with our customers takes place through the following channels:

- **Customer Service** – your opinion is of great value to us. Please do not hesitate to contact the customer service, by phone or direct contact, whenever you have any comments (recommendations, suggestions or complaints).
Telephone/Fax: 22697870 – 22670779 - 22670897
Mobile: 0122 921 3888 - 0122 382 2605
- **Information Board** – please check regularly the information board to stay updated with changes, news or information.
- **E-mail** – any important information is sent to all our customers who have an e-mail address. Likewise, our customers are requested to contact us at the following address: sta@smashmgmt.com
- **Website** – visit our website: www.smash-tennis.com or www.smashtennis.com.eg
- **Face book** – Please “like” our Face book page **Smash tennis Academy**.
- **Electronic newsletter**: Please ask our customer service to add your email address to the newsletter database. Smash monthly newsletter is an important mean of communication between the club and its members. Among others, it announces events, promotions and gives you important tips.

2. Whom Should You Contact:

General Information:	Customer Service
Reservation, Payment:	Customer Service
Membership:	Customer Service
Tennis/Sport Activities:	Sports Manager
Special Celebrations:	F&B Manager
(Birthday/wedding party, private functions)	
Swimming:	Swimming Manager
Social activities & events:	Social activities Manager

3. Opening Hours

Smash Tennis Academy is a private tennis and social club which opens daily as follows:

- Winter time (1st November-30th April):from 8:00 am, last F&B order is at 10:00 pm
- Summer time (1st May-31st October): from 8:00 am, last F&B order is at 11:00 pm

II. General Information

1. Access to the Club

Access to the club is reserved to:

- a) **Smash members** – who have access to all the facilities
- b) **Non-members registered in our tennis school or taking part in Aerobics classes.** Access is allowed only the days and timings of the training and is restricted to the main building, Garden Café and the aerobics studio.
- c) **Non-members registered in the swimming school,** Access is allowed only the days and timings of the training and is restricted to the area of the indoor swimming pool.
- All club members & Players will have to use their Smash IDs in order to enter the club. Replacement of any lost card costs LE 50.
- We recommend that children under 12 should be accompanied by their parents.
- **Maids and drivers are not allowed around the premises.** The only place allowed to **smash members' maids** is the playground; there is area of main building, while drivers should wait in the parking lot
- Smash customers and members guarantee that they and their children are in good health and can practice any sport or use the installations and facilities without any danger to themselves or to others.

2. Usage of Rented Facilities

Please note that rented facilities are for personal usage only. It is completely prohibited that members use facilities in order to gain money, i.e. give professional training against remuneration.

3. Fees

- Please pay the required fees at the reception or through the payment on line of our website (www.smash-tennis.com or www.smashtennis.com.eg) before starting any activity. As a general rule for any group training the fees are paid per month while individual training per session.
- Payment for any unattended activity or course will be either refunded or transferred to the following month, ONLY if we are notified within two weeks' time from the date of payment. There is no refund or transfer after the above mentioned time frame and could not transfer to other account should be the same account.

Member's Signature



4. Personal belongings and Valuables

Smash Tennis Academy is not responsible for any personal belongings or valuables either forgotten or left unattended around the premises of the club.

5. Parking

- Please do not park your car in front of the main entrance of the club.
- The parking lot is for car parking only not for driving lessons or training.
- Please drive slowly in the parking lot.
- The club is not responsible for any effects lost or stolen in the parking lot.

6. Smoking is strictly forbidden in any building of the club. Smoking is only allowed outdoors.

7. Big Bicycles are not allowed in the club. Permission will be granted only to small bikes with three wheels (tricycles).

8. **It is not allowed to bring food from outside the club.**

9. The club is located on a rented land owned by Airport Authorities. We have expanded a 50000 m2 of land with a 20 years contract with additional two years construction until 2040. Membership length is tied with our contract length with the Airport Authorities and renewed with any eventual contract renewal

III. Activities

1. Tennis

Tennis Reservations and Dressing Code

- Individual training and courts booking are restricted to members. As for nonmembers, they are entitled to individual training only if they are also registered to group classes.
- Please reserve courts in advance by phone or in person. If for any reason you cannot play please cancel the reservation by phone, failing to do so will result in being black listed
- The minimum renting time is half an hour. The management reserves the right to limit the maximum renting time according to demand and schedule.
- Proper tennis attire is required at all times. Please always use regular tennis shoes (no running, cross country or basketball shoes) when playing tennis and "keep your shirt on" (do not play tennis shirtless).
- To keep the floors in the changing rooms and the club house clean, when exiting the courts players are kindly requested to clean the soles of their shoes. They should also wipe their shoes on the mats before entering the buildings.

Change of schedule

Please submit your request for any desired change of schedule to the customer service before the 20th of each month. Any change of schedule will be effective from the 1st of the following month. You can also check change of schedule options through our website (www.smash-tennis.com or www.smashtennis.com.eg)

Keep Us Informed

Please keep customer service informed about any changes, such as:

- Inability to attend classes for whatever reason.
- Change of telephone or mobile numbers, e-mail addresses.
- Intention to stop training for a while.

Payment

- **You are kindly requested to pay the monthly fees during the first 10 days of every month.** After the 10th of the month a penalty will be added.
- **In case of payment and absence without notice till the 15th of the month,** the player will lose his place. We refund or transfer to the other month 50% of the money only if notice is given within the first 2 weeks.
- **In case of no show and no payment till the 10th of each month,** the club reserves the right to exclude the player's name from the list. If player wants to join again, he/she should request a new schedule according to availability.
- **In case of attending with no payment till the 15th of each month,** the subscription will be suspended.
- Fun days and matches are not deductible, they are part of the program.

Substitute for Missed Classes

- Substitution is for members ONLY, non-members are not permitted to substitute their missed classes.
- Only 2 substitutes for missed classes are allowed per month.
- Substitutions should be done within the same month.
- Players should check with the Customer Service before substituting any class.
- Competition players "members Only" can substitute 2 missed classes in Pre-Competition classes

Punctuality

In order to take maximum benefit from every tennis class, please do your best to come on time. Any player who is late for more than 15 minutes will not be admitted in the class as he/she cannot play without warm up.

Attendance

Regularity in attendance will ensure a better training and progress. Therefore, we encourage all players to be regular in their training.

Evaluation and Upgrading

The complete course for each level is a minimum of 9 to 12 months. The course starts middle of September and ends in May of the following year. A player has to finish the whole course before being upgraded to the next level. Players are evaluated every few months in order to monitor their progress. However, the upgrading is mainly in June or September.

Member's Signature



Information on Players' Progress

Any inquiries about the performance and progress of the players should be addressed to the tennis supervisor.

2. Swimming

- Swimming training is available as group training only
- Substitutions are only for Smash members. One substitute per month is allowed.
- Same payment terms and regulations of Tennis group training apply for swimming school.

Guidelines and Regulations for Swimming Pool Areas

- Working hours:
 - The indoor pool is open from 9:00 am to 10:00 pm
 - The outdoor pool is open from 9:00am till sunset
- Pool Level:
 - Indoor pool levels are from 130cm to 170cm
 - Outdoor recreational pool levels are from 130cm to 170cm, semi Olympic pool from 140 cm to 150 cm.
- Swimming is at your own risk
- Jumping in the pool is forbidden
- Children below 8 must be accompanied and looked after by one parent or their guardian
- Only good swimmers and children escorted by adults are allowed in the big pool.
- Please take a shower before using the pool
- Do not wear make-up, creams or lotions when entering the pool
- Only persons wearing internationally approved bathing suits are allowed around the pool
- Parents watching children or members of the family not wearing a bathing suit are requested to sit in the section reserved for families or under pergolas.
- Ladies day at the swimming pool every Monday from 9:00 am until 3:00 pm. In the outdoor pool from June to September and in the indoor pool from October to May.
- Only boys under 7 years -- are allowed to accompany their mothers on ladies days.
- Ladies and girls are kindly requested to wear a swimming cap in the Indoor and outdoor pools.

3. Squash

- Court renting
 - Individual training with professional coaches
 - Squash school
- Please reserve the court one day in advance. The minimum renting time is ½ hour. The management reserves the right to limit the maximum time depending on demand and schedule. Please inform us of any cancellations. Please wear only shoes with white soles inside the court. The same regulations as for swimming school are valid for squash school (1 substitution per month).

4. Football

- Court renting
 - Football school.
- Only members are eligible to reserve the football court. Reservation should be done in advance yet, it is not confirmed unless paid.

The same regulations as for swimming school are valid for football school (1 substitution per month).

5. Gymnasium and Physical Fitness

- Shaping-up programs
 - Weight loss programs
 - Fitness for teens
- Please consult the fitness coach before using the gym for the first time. For safety reasons, children under 16 not accompanied by a coach or an adult are not allowed in the gym. No street shoes are allowed in the gym, only clean indoor shoes or socks. Eating or smoking is not allowed in the gym.

6. Karate

- Group training
- Fees should be paid at the reception the first 10 days of the month.

7. Fencing

- Individual training
 - Group training
- Fees should be paid at the reception the first 10 days of the month.

8. Aerobic Classes

- Shape your destiny
- Burn up to 600 calories in 60 Minutes
- Total body work out
- Dancing with aerobics

Fees should be paid at the reception before the start of the class.

9. Ballet & Gymnastics

- Group training
- Fees should be paid at the reception the first 10 days of the month.

10. Shooting

- Individual training
 - Group training
- Fees should be paid at the reception the first 10 days of the month.

11. Running

- Group training
- Fees should be paid at the reception the first 10 days of the month.

12. Traithlon & Aquathlon

- Group training
- Fees should be paid at the reception the first 10 days of the month.

13. Music classes

- Group training
- Fees should be paid at the reception the first 10 days of the month.

Member's Signature



14. Body and Mind Spa

- Sauna
- Steam room
- Jacuzzi
- Massage
- Beauty services

Guidelines and Regulations

- Using the health club is at your own risk
- Spa should only be used when a qualified supervisor is on duty in the vicinity of the facility.
- Please reserve one day in advance for massage sessions
- Children under 16 must be supervised. Children under 12 cannot use the spa.
- People with open wounds, bleeding and sores are not allowed to use the spa.
- Pregnant women or people with a heart condition cannot use either the sauna or the steam.
- People, who have consumed food less than 90 min before, cannot use either the sauna or the steam.
- Showering and toweling down is mandatory before using the sauna, Jacuzzi and steam.
- Please use a towel in the sauna and steam rooms.
- Please do not use cream, body lotion or oil in the sauna or Jacuzzi.
- For hygiene reasons, please do not walk around in your street shoes inside the health club.
- Eating or smoking in the health club is forbidden. Only plastic cups can be used.

15. Table Tennis

- Please pay the rental fees before playing
- Racquets and balls are available with the life guards.
- If any player loses or breaks a racquet, he/she should pay for its replacement.

Court Rental policy:

- Please do your best to come on time. Any player who is late for more than 10 minutes, the management has the right to cancel his reservation and reserve the court to any other player.
- Members must avoid disturbing those who are playing by following proper rules of conduct and practicing some restraint when sitting on the terrace.

IV. Food and Beverage

1. Birthday parties can be held at Smash as follows:
From November 1st to April 30th:
 - At the swimming pool area or the restaurant every day at any time.

From May 1st to October 31st:

- At the swimming pool area only after sunset
 - No birthday parties on Fridays and official holidays
2. It is strictly forbidden to bring dogs shows or to hold masked parties.

3. Any artistic presentations/shows should be approved in advance by the F&B Manager
4. It is not allowed to smoke inside the restaurant.
5. It is requested to keep the music at a reasonable level in order not to disturb the people around and in particularly the tennis players, as tennis is the main activity in the club.
6. Maids are not allowed around the premises. The only place allowed to maids is the children's playground.

Membership Benefits, Guidelines and Regulations

1. Benefits

Our members enjoy the following benefits:

- Privacy and exclusivity in the area around the swimming pool ("extension 1") that is accessible to members only. The extension 1 consists of: two big pools, one pool for children, one squash court, spa, air-conditioned restaurant, playground, table tennis.
- Bigger choice of activities and sports
- Free access to swimming pools
- Free access to gym
- 20 invitation cards for guests for free (extra cards are against a fee of LE 100 for adults and LE 50 for children). However, each member family is only allowed to use or purchase a maximum of **5 invitations per day**.
- **Invitations for guests are not valid on Fridays and official holidays.** Guests cannot use the facilities without being accompanied by members. Invitations should be presented at the main gate.
- Invitations are valid **ONLY** for the current calendar year and they are not replaceable in case of loss.
- Rent lockers in the changing rooms are on half annual or annual basis. In case of nonrenewal of lockers within one month from its due date, the management has the right to rent it to another member without getting back to the member who rented it first.
- Special fees for tennis (individual training and tennis school).
- Renting courts and tennis private classes.
- Possibility of holding special events: birthday, wedding and engagement parties.
- Smash minimum age for single membership is 21 years of age or older.
- **The club reserves the right to revert any new membership within 30 days without any obligation and a refund will be processed based on management directions.**

2. Membership Fees and Cards

- The membership fees consist of initial fees and annual fees. The **annual fees should be paid together with the initial fees: from January till July full annual fees, from August to end of October 50% discount on the annual fees. In November and December no annual fees.**

Member's Signature



- Membership initial fees should be paid within **one month** after being approved. Should the customer for any reason, refrain from paying monthly installment, the management has the right to hold the membership till the dues are settled
- Membership renewal fees (annual fees) should be paid at the beginning of every calendar year during the first two months, i.e. till end of February of each year. Starting from March a penalty will be added.
- The management reserves the right to revoke the membership of any existing member who did not pay the annual fees for more than 3 years.
- Members becoming 25 years old will be considered as a single membership and would be automatically split from their family's membership, while we start counting kids from 4 years old.
- Anyone travelling outside the country for more than one year has the option of paying only half of the annual fees (freeze the membership). If during this time they would like to use the club for any period of time they have to pay the rest of the fees.
- Upon payment of annual fees the members will receive the invitation cards. No invitations will be given to those freezing the membership.
- Issued IDs are valid for several years. If the card is damaged or lost the member has to pay extra fees for a new card.
- Members are able to access the club only with the ID card.
- In case of divorce:
 - a) For married couples, members for more than 2 years: both parties will remain members with one of them taking a new membership number.
 - b) For married couples, members for less than 2 years: only the main member (husband or wife) will retain the membership.

3. Important Notes

- All areas of the indoor and outdoor swimming pools are strictly forbidden to maids and drivers.
- Only main member - his/her spouse – is entitled to use or buy invitations, to be used for receiving guests.
- Please leave money and any valuable belongings in lockers or hand them to the locker attendant for safe-keeping.

4. General:

All our members and guests are kindly requested to note the following:

1. Please maintain the peaceful and respectful atmosphere of the academy. Any actions or verbal communication which might hurt or provoke any other members, guests or employees, should be avoided.
2. In case of any damage to facility and premises, the responsible person should replace or pay the value of the damaged item.
3. Bathing suits are restricted to swimming pool areas only. It is totally forbidden to enter the restaurant or walk around in swimming suits.
4. To ensure all members' privacy and comfort, kindly note that taking photos is not allowed around the pool area.

5. In respect of our culture, in our lockers, it is compulsory to change behind curtains. In the rest of the facilities, it is not allowed to be bare torso.
6. Children under 8 years --should be always accompanied by their parents and be under their control. They should never be left unattended for any reason.
7. **Members are neither allowed to play cards for money, nor drink alcoholic beverages in the club.**
8. Animals are not allowed on the premises.
9. **Members are kindly requested not to bring food from outside to the club.** However, in special occasions (birthdays, wedding parties) a prior permission can be taken from management.
10. Radios, sound speakers or TV are not allowed in the academy.
11. We request all our members to kindly address in written to the management any complaints they may have (any mistakes, delays in service, or employees) and not to direct the blame on the employees.
12. Members and their guests are kindly requested to comply with and respect all the rules and regulations of the club.

13. Disciplinary Measures

In case of non-compliance with the above-mentioned regulations the club management has the right to take disciplinary measures depending on the degree of the offence. For serious offences the following measures will be taken:

- Warning notice
- Suspension from sports activities
- Denial of access to the club for a period of time determined by the management (maximum 6 months).
- Revoke the club membership.

The academy's supervisors have the right to report any violations of rules or regulations by the members' children. In case of subjecting others to any injury, or damage to facilities, the academy has the right to suspend the person for 15 days in addition to payment for the damage.

Any of the above-mentioned sanctions can be applied if any member committed an action that might affect the reputation of the academy or the reputation and dignity of any member/person related to the academy.

Any competitive sport activity dispute if not solved within club rules and regulations can be referred to the Center for Sports Arbitration at the Egyptian Olympic Committee

The disciplinary measures are to be executed only after the academy has thoroughly investigated the incidents.

In case the management needs time to complete the investigation, the member can be suspended for a maximum of 2 weeks pending the conclusion of the investigation. The academy reserves the right to further suspend the member for another 2 weeks if the member does not show up for investigation.

Any decision taken "in absentia" can be contested in written by the member whereby the academy might reconsider the decision.

Member's Signature

