



## Hours:

Mon – Sun: 8am – 11pm

Holidays – 9am – 9pm (closed on Dec 25<sup>th</sup> and Jan 1<sup>st</sup>)

The club will continue to operate on a cashless basis. All lessons and services must be entered in our booking system, [Court Reserve](#).

## Services

- MVP Lounge is closed until further notice
- Pro Shop is open, limited capacity.
- Apparel can be tried on in the store, any items not selected for purchase will be placed in a holding area for 5 days as a precaution.
- Stringing services available
- Demo racquets are not currently available

## Protocol and Procedures

### Hard Surface Cleaning

- Daily professional cleaners using Health Canada approved cleaning products.
- Twice daily scheduled fogging throughout the facility with organic safe disinfectant. (Ultralyte DIN 02362546 - same chemical used by the Edmonton and Pearson International airports). Ultralyte is on Health Canada's list of approved disinfectants
- Frequent cleaning and disinfecting throughout the day on high-touch areas such as door handles, faucets, and counter tops.

### Physical Distancing and Masking:

- All patrons must wear a mask inside the facility but are not required to wear a mask while playing
- Coaches wear masks during instruction unless they are doing an activity that requires physical exertion.
- All patrons are required to physical distance and always maintain a minimum of 2 metres apart (no high-fives)
- Spectators are not allowed
- Locker rooms are open with limit access (showers are closed), we ask players to arrive dressed to play whenever possible.
- Water bottle refill stations are open, but we ask players to bring enough water to sustain them throughout their court time
- Access to seating in the waiting area is limited



- We have a play and leave policy; clients should arrive no more than 15 minutes ahead of their scheduled court time and must leave within 15 minutes after playing.
- Jr Program participants have a staggered entry/exit. All available entrances are utilized to eliminate congestion during class turnovers.
- Our coaches are trained to manage groups of players from 1 - 8 per court in a way that ensures consistent and effective distancing during programs.
- Supervised safe play: our certified coaches monitor and enforce our COVID-safety procedures while on court

#### Clean hands and Wellness

- Sanitizing stations are located throughout common areas of the club
- Hand sanitizer is available on every court
- We reinforce education on hand washing, players are asked to sanitize hands before, during, and after play.
- No person who exhibits signs of sickness shall be permitted in the facility
- Alberta Health Services wellness screening protocols for staff, members, and program participants.
- Staff have been trained to efficiently and safely deal with any person who is exhibiting any sign of poor health.

#### Equipment:

- Ball safety management: we ask that players from different households use their own marked balls
- Equipment is sanitized after each lesson/use.
- We have implemented our own international travel and return to play policies, including a mandatory 14-day quarantine period for anyone who has travelled outside of Canada.
- We are constantly monitoring, re-evaluating, and sending out communications regarding Covid-safe practices at our facility