

Courts Plus Community Fitness Policies & Procedures

This guide outlines the policies, procedures, and expectations for members, guests, and program participants at Courts Plus. These policies are designed to promote a safe, welcoming, and enjoyable environment for all. Where applicable, policies align with industry best practices and are modeled after regional wellness facility standards.

Mission & Values

Courts Plus is committed to providing high-quality fitness, recreation, and wellness opportunities in a respectful, inclusive, and safe environment for individuals and families of all ages.

Membership Options & Types

Annual Memberships

Annual memberships are paid in full and are non-refundable except in the following circumstances:

- Serious illness or injury preventing facility use (documentation required)
- Relocation outside the Fargo–Moorhead area
- Death of the member

Eligible membership types include Dual, Dual Junior, Family/Household, Individual, Junior, Senior Individual, Senior Dual, and Senior Household. Annual memberships do not include an administrative fee.

Annual memberships can be paid monthly as well. Any member who signs a 12-month contract is required to make 12 monthly payments to fulfill contract.

Short-Term Memberships

Monthly memberships are billed via credit card or EFT draft on the 5th of each month (or next business day). Month-to-month memberships include a \$50 administrative fee and have no contract obligation. Written cancellation is required by the 15th of the prior month.

Eligible types include Individual, Dual, Family/Household, Junior, and Junior Dual.

Membership Definitions

- **Individual:** One person age 13+. Members under 18 must enroll with a parent or guardian.
 - **Dual:** Two individuals residing at the same address. Both individuals must provide proof of living at same address.
 - **Household/Family:** Two adults and all directly related children under 18. Children ages 18–23 may be included if living at home and enrolled full-time in school. Proof of all individuals residing at same address is required. Dependents age 24+ must obtain their own membership.
 - **Junior:** One individual ages 9–12.
 - **Junior Dual:** Two individuals ages 9–12 residing at the same address. Both individuals must provide proof of living at same address.
 - **Senior Individual/Dual/Household:** Available to members age 60+, reflecting a discounted rate. Individuals must provide proof of living at same address for Dual or Household.
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Insurance-Supported Memberships

Courts Plus partners with select insurance providers to offer fitness access through wellness benefit programs. Eligibility and access vary by provider. Members are responsible for understanding their program requirements.

Employee Memberships

Courts Plus part-time employees receive a complimentary Individual membership. Employees may upgrade to Dual or Family memberships by paying the applicable difference. Employee benefits may be revoked if misappropriated.

Membership Guidelines

Administrative Fees

An administrative fee applies to all Short-Term memberships.

Membership Holds

Paid-in-full annual or 12-month contract memberships may be placed on hold once per calendar year for up to three months. Hold requests must be submitted by the last day of the month prior to the hold period.

Membership Cancellation

Written cancellation notice must be submitted by the 15th of the month prior to the effective cancellation date. All outstanding balances must be paid in full. Cancellations are accepted via:

- Online membership change form
- In-person form at the front desk

Cancellations are not accepted by phone.

Refunds, Extensions & Transfers

Refunds, extensions, or transfers may be approved in limited circumstances, including documented medical issues or death. Each request is reviewed individually by management.

Members are responsible for changing their own memberships due to any household or age eligibility guidelines.

Facility Access & General Conduct

- Members and guests must check in at the front desk upon entry.
- Proper athletic attire and clean footwear are required.
- Courts Plus is a drug, alcohol, and tobacco-free facility.
- Harassment, abusive language, or unsafe behavior will not be tolerated.

Court Use Policies

Pickleball Policies

- Pickleball courts are available by reservation or during open play times.
- Open play formats may include paddle stacking or rotation systems to ensure fair access.
- Play is limited to posted time blocks during peak hours.

- Only pickleball-approved paddles and balls may be used.
- Instruction or private lessons may only be conducted by Courts Plus–approved instructors.

Tennis Policies

- Tennis court reservations are required unless designated as open play.
 - Proper tennis shoes are required on all courts.
 - Coaching or instruction is permitted only by approved Courts Plus professionals or with prior authorization.
 - Ball machines, when allowed, must be reserved and used according to posted guidelines.
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Personal Training & Instruction

- All personal training sessions must be conducted by Courts Plus certified or contracted trainers.
 - Outside trainers are not permitted to provide instruction within the facility.
 - Training packages are non-transferable and subject to expiration policies.
 - Clients must arrive on time; late arrivals may result in shortened sessions.
 - Cancellations must follow the required notice period outlined in the training agreement.
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Child Watch Policies

Reservations

Child Watch reservations may be made up to three days in advance and are subject to availability.

First Visit & Enrollment

Parents must complete a Child Enrollment Form prior to first use. Youth participating in programs must also have a Youth Enrollment Form on file.

Check-In & Check-Out

Children must be checked in and out by an authorized adult. Identification may be required.

Illness Policy

Children exhibiting signs of illness, including fever, vomiting, diarrhea, or contagious conditions, may not attend Child Watch.

Discipline

Staff will redirect behavior as needed. Persistent behavioral concerns may require parent involvement or early pickup.

Screen-Free Environment

Child Watch is a screen-free space focused on play and activity, with occasional exceptions for special events.

Safety & Emergency Procedures

- Staff are trained in CPR and AED use.
 - Emergency contact information must be current.
 - Incident and accident reports will be completed as needed.
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Policy Updates

Courts Plus reserves the right to update or modify policies at any time. The most current policies will be available at the front desk and on the Courts Plus website.

By using the Courts Plus facility, members and guests acknowledge and agree to follow all policies outlined in this guide. Any breach of policy may result in a verbal warning, followed by a written warning, and ultimately membership termination. Management reserves the right to revoke facility access for policy violations at any time.