

COVID-19 Policies and Procedures

Use of facilities is prohibited by any member or staff who has COVID-19, any member or staff who is part of a household of someone with COVID-19 or any member or staff who has been in close contact with someone who has COVID-19. If this is applicable to your family, please reach out to the Board of Directors regarding your re-entry to the facilities.

Use of the facilities outside of booked time or staffed hours is strictly prohibited.

These guidelines must be followed for the safety of our members, our staff and our community at large. Failure to follow these guidelines by any family or individual will result in action from the Tennis Pro, Pool Managers or the Board of Directors.

Policy	Tennis	Pool
Family and Age Restrictions	"Families" refers to people living in the same household.	
	Families must have at least one household member over the age of 16 present to be at the tennis or pool facilities.	
Childcare	Babysitters that are 16 yo and are Heritage Members allowed as well as full-time nannies registered with Heritage. Babysitters and nannies may only provide care for one family at a time.	
Swimming Age Restrictions		Children under the age of 10 must have a family member over 16 yo or childcare provider within 3 feet of the pool while they are in the pool to enforce social distancing. Child care providers are defined above.
Guests	All guests are prohibited until further notice.	
Number of Slots for Booking	Slots are per each court and one for hitting wall.	Slots are six families per time slot. Subject to change for more slots if approved by BOH.
Time Slots	7:30- 8:45 am 9:00 - 10:15 am 10:30 -11:45 am 12:00 - 1:15 pm 1:30 - 2:45 pm 3:00 - 4:15 pm 4:30 - 5:45 pm 6:00 - 7:15 pm 7:30 - 8:45 pm	TBD per BOH capacity limitations.
Use of Slots	Use of tennis slots do not allow pool access. Use of pool slots do not allow tennis access. Slots may not be transferred to others but should be cancelled so that all members have equal opportunity to book the cancelled slot.	

Posting of slots	Dates will be posted 7 days ahead of time.	
Unused slots	Unused slots will be released one day ahead of time at 12 am for booking. Families may book one additional slot per week via these openings when available.	
Family Attendance Restriction Full Members	Once a week for court or hitting wall.	TBD per BOH capacity limitations.
Family Attendance Restriction Emeritus	Once a month.	TBD per BOH capacity limitations.
Booking Site for Slots	tennisbookings.com	
Booking Account	Each household will have one account. The Bundle Administrator for the family will receive an email with a username and instructions to create an account.	
Check In Procedures	Members should not arrive before their designated time and should vacate courts/pool within five minutes of their time slot.	
	Upon arrival members may proceed to the Tennis Hut or the Guard Office to check in.	
	If there is a line for check in members may wait on the socially distant line along the sidewalk or in their car.	
	Staff will greet members, check them in and show them to their designated court or pool location.	
	N/A	Guards will open the gate for you.
Play	Play will be singles only with the exception of doubles for families that live in the same household.	N/A
	If a ball comes to your court from another court, send it back with a kick or your racquet, do not touch the ball. <i>Do not touch other members' tennis balls.</i>	N/A
Private Lessons	Members may obtain a private lesson by booking a court and making a lesson request. Members may also have a semi-private lesson within their household.	Prohibited
Teams and Clinics	No teams or clinics.	
Social Distancing	Do not change ends during a match.	N/A
	Avoid physical contact such as handshakes or slaps on the back.	N/A
	Please be sure to wash or sanitize hands before and after play and avoid touching your face.	N/A

	There will be no spectators except in the case of family play. In this case, family members not playing may sit at the side of their court on the bench.	N/A
	N/A	While swimming members must maintain six foot distance between themselves and other members who are not part of their own household.
	Social distance spots will be marked for the use of restroom in the case of a line.	Social distant spots will be marked on the deck, for the diving board and for the bathrooms.
Personal Hygiene and Responsibility	If you are feeling sick or have symptoms of COVID-19 please do not come to the facilities.	
	Cover your coughs with the inside of your elbow and wash your hands frequently or use alcohol based hand sanitizer.	
	Members are required to wear masks coming and going from their court.	All members are required to wear masks unless swimming or in their designated family area.
	Wash or sanitize hands before play. Hand sanitizer will be available as your enter the facility.	Showering is recommended by CDC before swimming, it is recommended that members shower at home and come dressed to use the pool before arriving. Hand sanitizer will be available as your enter the facility.
Equipment	Bring your own racquets, drinks, towels, goggles, etc. No sharing outside of members who live in the same household.	
	There will be no use of shared equipment such as ball machine and tubes.	N/A
	Members should bring their own racquets and balls. Balls should be of either a different number, brand, or labeled so that balls are easily identifiable and not handled by other members.	N/A
	Balls will be available to purchase through the Pro or staff member on-site.	N/A
	N/A	There will be no use of pool toys, buoys, kickboards, etc.
Facilities	There will be no fixed furniture: no tables, tents, or lounge chairs. Members should plan to bring their own tents and chairs.	
	The water bubblers will not be installed this summer and there will be no water jugs on the courts. Members should bring sufficient water with them.	

	There will be no lost and found. If families leave personal belongings at their designated area, the manager will call and notify the family if they know to whom items belong. If the belongings are unknown, the personal belongings will be placed in plastic bags labeled with the date	
	Only staff will have access to the storage area or the Tennis Pro Office.	N/A
	Gates to courts will be left open by securing them with a bungee cord to reduce contamination.	N/A
	Grills will not be available.	Grills will be available, Members must bring their own grill utensils and lighter.
	N/A	No goggle bucket
	N/A	Tetherball, Volleyball, Gaga Pit and the Kitchen will remain closed.
	N/A	Ping pong is permitted, but you must bring your own paddles and balls.
Bathrooms	Bathrooms will be used by one person/family at a time.	
	N/A	There will be a guard will be stationed at the bathroom to enforce the bathroom limits.
	N/A	Showers will be limited to the family bathroom.
Sanitation and Staff Safety Measures	We have increased the frequency of our professional cleaning and we have added micro-fogger once a week.	
	Reopening guidelines suggest restrooms be cleaned at the end of the day, we will be sanitizing restrooms at each time slot turn over.	
	Tennis benches will be sanitized at each time slot turn over.	
	All staff will fill out a COVID-19 symptom checklist and appropriate action will be taken for any staff that is symptomatic.	
	If any staff tests positive for COVID-19 and it is determined by the BOH that the staff was at the facilities when they were infectious, we will follow all measures recommended by the BOH.	
	Any staff who has tested positive for COVID-19 must provide a letter from an appropriate authority releasing them from isolation before returning to work.	
	All staff will wear masks during their shift except when in the chair.	