



Erin Mills Tennis Club

2233 South Millway, Mississauga, ON L5L 3H7

MANDATORY COURT BOOKING CHECK-IN AND CANCELLATION POLICY

Dear Member,

In order to avoid many complaints from members of “NO SHOWS” AND ‘LAST MIN CANCELLATIONS’ This year the EMTC has developed a new mandatory ‘Check in’ and ‘Cancellation’ policy in the court booking portal itself.

This is how it works. Once a court is booked. A check in box will appear to the member who’s booked the court 2 hrs before the commence of play and will disappear after 3 hrs. It is mandatory for the member court booker to go in to the booking system and check off this box within that time. Failing to do so will be one strike against that member. Failing to check in twice, the member court booker will be automatically in the penalty box and unable to book courts for 1 week. The member can appeal this action only once and the from the 2nd occurrence onwards the member will be unable to book the courts for 1 week with no more appeals.

The cancellation will be present on the court booking until the last 2 hrs of play. Thereafter the cancellation box will disappear. The onus is on the member to cancel by that time. The member is given 2 chances and then be in the penalty box for 1 week for failing to cancel. The member can appeal once and any subsequent failure to so will be subject to the penalty box for 1 week with no chance of appeal.

We hope this will help free up the courts for other members and maximize the court usage.

Thank you and happy Tennis

Your 2023 EMTC Board of Directors