

# FREQUENTLY ASKED QUESTIONS

## Table of Contents

<b>BALL MACHINE</b> .....	<b>2</b>
<b>BILLING</b> .....	<b>2</b>
<b>BOARD OF DIRECTORS</b> .....	<b>3</b>
<b>COURT RESERVE</b> .....	<b>3</b>
<i>Every Person Must be Registered in Court Reserve</i> .....	3
<i>Using Court Reserve for Multiple Organizations</i> .....	3
<b>COURT RESERVATIONS AND PLAYING TIME</b> .....	<b>4</b>
<b>COURT SHOES</b> .....	<b>4</b>
<b>CHECK-IN AT THE CLUB</b> .....	<b>4</b>
<b>FAMILY MEMBERS</b> .....	<b>5</b>
<i>How to Add Family Members to Your Court Reserve Account</i> .....	5
<b>GUESTS</b> .....	<b>6</b>
<i>Guest Membership Account in Court Reserve</i> .....	6
<i>Guest Fee Payment</i> .....	7
<i>Responsibility for Guests</i> .....	7
<i>How to See Your Guest Count and Outstanding Guest Fees</i> .....	7
<b>OPEN PLAY FOR SHAREHOLDERS AND LESSEES</b> .....	<b>8</b>
<b>WAIVERS</b> .....	<b>8</b>
<i>Who needs to sign the waivers</i> .....	8
<i>How to sign the waivers</i> .....	8

## Ball Machine

- The club owns one ball machine which can be reserved at the time the member makes a court reservation.
- If the ball machine is not working, contact one of the board members or notify us via the Contact Us form at [www.stcroixtennis.com](http://www.stcroixtennis.com).

## Billing

- Guest Fees are assessed to each guest account and due upon check-in at the club.
- Fees are assessed to Shareholder and Lessee accounts monthly.
- Fines are assessed to Shareholder and Lessee accounts within 1-7 days of the instance.
- Shareholder annual cost-sharing dues are assessed to the Shareholder “primary” contact annually by October 1.
- All members, please add a credit card to their Court Reserve account. This is protected by Stripe and not visible to any other person.
  - *Log into Court Reserve and select St. Croix Valley Indoor Tennis Club from the list of organizations at the top*
  - *More > Payment Profiles > Create Payment Profile, then follow directions to add credit card to your profile*
- Pay Bills through Court Reserve:
  - *Log into Court Reserve and select St. Croix Valley Indoor Tennis Club from the list of organizations at the top*
  - *More > Billing > Transactions > Unpaid, then follow directions to pay unpaid bills by credit card*
- Pay Bills by Check: Members who prefer to pay by check can mail the check to: SCVITC Treasurer, PO Box 1153, Hudson, WI 54016.

## Board of Directors

- Teresa Babich, Director (renewed 3 years starting 8/31/25) – orientation
- Dave Burger, President (3 years starting 9/1/24)
- Juleen Cardenas, Secretary (renewed 3 years starting 8/31/25) – share sales, membership
- Donny Chau, Director (renewed 3 years starting 9/1/24) – website, wifi, security
- Tim Chulindra, Director (3 years starting 9/1/25)
- Nick Colianni, Director (3 years starting 9/1/24)
- John Grage, Director (renewed 3 years starting 8/31/25) – facility maintenance, cameras
- Jerry Harvieux, Vice President (renewed 3 years starting 9/1/24) – facility maintenance
- Ester Phippen, Treasurer (renewed 3 years starting 9/1/24) – financial and billing

## Court Reserve

### Every Person Must be Registered in Court Reserve

- Every person is required to have a Court Reserve account if they play tennis at this club. This includes Shareholder, Lessee, Spouse, their children under age 23, guests, and instructors.

### Using Court Reserve for Multiple Organizations

- The Court Reserve app shows the organization name at the top of the screen.
- Click the arrow to select St. Croix Valley Indoor Tennis Club from the Organization list.
- If you cannot see this club in your Organization list, use the search bar to look for St. Croix Valley Indoor Tennis Club (be sure there's a period after St.)
- Ensure this organization is selected before looking for your Member ID to check-in.
- Shareholders and Lessees need to select the correct organization to view this club's reservation schedule and member directory.
- If a family member of a Shareholder or Lessee uses Court Reserve for multiple organizations, use the Court Reserve help feature to get assistance to merge your log-in information. Alternatively, request help from club administrators via the Contact Us form at [www.stcroixtennis.com](http://www.stcroixtennis.com).

## Court Reservations and Playing Time

- Be sure to select the correct family member name when making a reservation in Court Reserve.
- Each person you plan to have on the court needs to be listed on the reservation.
- Total hours of playing time apply to the Shareholder/Lessee account as a whole. The hours of playing time are not intended to be for each family member.

## Court Shoes

- Every person planning to be on the court is required to change into court shoes prior to entering the court. Street shoes are not allowed because they can bring dirt, salt, and germs onto the court and can damage the court surface.
- A fine will be issued to a Shareholder or Lessee who doesn't follow the court shoe rules or who hosts a guest that doesn't follow the court shoe rules.

## Check-in at the Club

- Every person needs to check-in on the kiosk before entering the courts.
- Every person must be listed on a reservation, otherwise they cannot be on the courts.
- Every person needs their own member ID to complete the check-in process, otherwise they cannot be on the courts.
- A fine will be issued to the reservation owner (Shareholder or Lessee) who doesn't ensure the people on their court are checked-in.
- After check-in, a guest should log into their mobile app to pay the guest fee.
  - *Court Reserve mobile app >Home page>My Bookings>Pay*

# Family Members

## How to Add Family Members to Your Court Reserve Account

- For all Shareholder and Lessee accounts, each eligible family member needs to be registered in Court Reserve to obtain their own Court Reserve member ID.
- One person in the family needs to be identified as the “primary” key contact for the family membership. This person is the contact if there are questions or problems with the account.
- Spouse and children should NOT create their own accounts because they will be part of the “primary” person’s family account.
- After the primary person signs the waivers, they can add family members to the account.
  - *More > My Family > Add New Family Member*
- Primary person can grant log-in privileges to individual family members. This requires a unique email and log-in for the individual.
- The first time a family member logs into Court Reserve, they will be prompted to sign the waivers.
- Minor children need to have a parent or guardian sign their waivers.
- If you have trouble adding family members or they don’t see a prompt to sign the waivers when they log-in, please log-out, close the app, then open the app and log-in again. If it still doesn’t work, request help via the Contact Us form at [www.stcroixtennis.com](http://www.stcroixtennis.com).

# Guests

## Guest Membership Account in Court Reserve

- Guest needs to complete a registration process in Court Reserve before they can be invited to play. Please allow 48 hours for this process.
- Guest must be invited by a Shareholder or Lessee member to register for this club.
- Guest will not be able to make their own court reservations.
  - *Download the Court Reserve App for the best experience*
  - *Use the search field to find St. Croix Valley Indoor Tennis Club (ensure the period is included after “St”)*
  - *Register for an Individual Guest Membership*
  - *Complete all required fields, including the full name of the person who invited you to register at this club*
  - *Submit/Save*
- If all information is provided, the club administration will approve the request.
- Guest completes final steps:
  - *Refresh the Court Reserve app or logout/login again until prompted to review and sign the club’s required waivers (remember to select St. Croix Valley Indoor Tennis Club as the organization)*
  - *Add a credit card to the account to pay for guest fees: Home Page > More > Payment Profiles > Create Payment Profile > enter credit card details > Save*
- When the above steps are complete, Shareholders and Lessees can add the guest to a court reservation. Guest must be on a reservation to play at the club.
- Guest must check-in upon arrival at the club, using the member ID assigned to them when they select St. Croix Valley Indoor Tennis Club as the organization.
- If guest does not check-in, the reservation owner can be fined.
- After check-in, guest should log into their mobile app to pay the guest fee:
  - *Court Reserve mobile app>Home page>My Bookings>Pay*

## Guest Fee Payment

- After check-in, a guest should log into their mobile app to pay the guest fee.
  - *Open the mobile app >Home page>My Bookings>Pay*
- If guest fee was not paid at the time of play, guest should follow these steps to pay:
  - *Court Reserve mobile app>Home page>More>Billing>Transactions>Pay All>Pay*
- If Shareholder/Lessee wants to pay their guest's fee, follow these steps to pay:
  - *Court Reserve mobile app>Home Page>My Bookings>View All*
  - *Filter>Date>Custom>Enter date (example: 03/01/26 through 03-31-26)*
  - *Apply Filter>Look for outstanding guest fee indicated by a red dollar sign*
  - *Write a check that includes the guest name(s) and corresponding amounts owed, then mail the check to: SCVITC Treasurer, PO Box 1153, Hudson, WI 54016*

## Responsibility for Guests

- The hosting Shareholder or Lessee opens the door for their guest and ensures their guests follow club rules while in the facility.
- The hosting Shareholder or Lessee is responsible for ensuring their guest is added to the reservation, is checked-in upon arrival, clicks through to pay the guest fee upon arrival, and removes street shoes before entering the court.
- A fine will be issued to a reservation owner (Shareholder or Lessee) who doesn't ensure their guest follows the club rules.

## How to See Your Guest Count and Outstanding Guest Fees

- Shareholders and Lessees can take these steps to help manage their total guest count and to ensure their guests are paying their guest fees:
  - *Court Reserve mobile app>Home Page>My Bookings>View All*
  - *Filter>Date>Custom>Enter date (example: 03/01/26 through 03-31-26)*
  - *Apply Filter*
  - *Count your guests or look for a red dollar sign which indicates unpaid guest fees*

## Open Play for Shareholders and Lessees

- Open Play is a Round Robin style for Shareholder family members and Lessee family members to play without needing to find other playing partners or make a court reservation.
- Shareholders and Lessees can invite and host a guest (guest fees apply).
- Shareholders, Lessees and guests are encouraged to register for this event in the Court Reserve calendar, as this helps gauge the number of participants.
- If there are too many participants to make Open Play feasible on one court, participants are encouraged to reserve an additional court.

## Waivers

### Who needs to sign the waivers

- Every person age 18 and older must sign the waivers. Every person under age 18 are required to have a parent sign their waivers.
- Shareholder, Lessee, their family members, and their Guests must sign waivers when first registering at the club or anytime a waiver renewal or change requires a new signature.

### How to sign the waivers

- After a Shareholder or Lessee family member is added to Court Reserve, that person needs to refresh their Court Reserve log-in. The person should then see a prompt to review and submit a digital signature for each required waiver.
- After signing a waiver, be sure to scroll down to click the Submit button.
- If the newly added person doesn't see a prompt to sign the waivers, log-out, close the app, then open the app and log-in again. If the prompt still doesn't work, request help via the Contact Us form at [www.stcroixtennis.com](http://www.stcroixtennis.com).