



NORTH YORK WINTER TENNIS CLUB

April 15, 2020

Dear Members,

A Letter from the President and the General Manager.

Over the last few weeks, we have been closely monitoring the evolving situation with the COVID-19 outbreak hoping that we might get a further week of play in before the regular scheduled year end. That however is not the case. The Winter season is now over as the City has closed all Recreation Facilities until June 30th.

The Club like most businesses in the country is suffering a huge loss in revenue. This revenue helps us to keep membership and court fees at a very low rate. Any refund credit for this year's membership would have to be offset by larger than the usual annual \$1 per hour annual court fee increase. We hope that as a member of the club you can understand the importance of maintaining these low fees. For this reason, we will not be issuing any membership credit for the final 5 weeks.

All winter clubs that we contacted are taking the same position in not refunding the membership fee for the 5 week loss. We trust you understand the difficult circumstances we find ourselves in given the pandemic.

During this time, we continue to incur many expenses as we work on PCT credits, PCT applications, bubble clean up, preparing to take bubbles down as quickly as possible when it is permitted as well as many other club preparations. We have issued PCT credits for all PCT missed in the 5-week period to our members. We have also deferred early renewal and PCT applications to June 30th.

We are working in cooperation with the City and are preparing to reopen the North when we are authorized to do so.

We will be putting in a new protocol making sure that staff, members and players can continue working and playing at the game that we all love in a safe environment.

Some protocols will include:

- The club will also have hand sanitizers throughout the facilities.



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- The club has increased frequency in cleaning and disinfecting of surfaces as staff will continuously wipe down all surfaces throughout the day.
- All players are encouraged to follow new basic guidelines such as wash your hands often with soap and water or use an alcohol-based hand sanitizer.
- Sneeze and cough into a tissue or your sleeve.
- Avoid touching your eyes, nose or mouth.
- Avoid contact with people who are sick.
- Stay home if you are sick.
- Absolutely no spitting on court.

The health and safety of our staff, members, visitors and the public at large is our highest priority. We will continue to monitor this situation and advise you of any updates as we receive them.

Thank you for your support and understanding during these unprecedented times.

Please stay safe!

Todd Archibald,
President

Dave Duguay
General Manager