

Tennis Care Terms and Conditions for Match Sessions

Pros, Challengers and Players

1. A **Tennis Care Pro** is anyone on our list of players with a verified skill level. Our players sign a contract to play and share their skills with our customers for a fee. The fee reflects the level of the players. All match reservations are for a minimum of two hours.
2. A **Challenger** is anyone who has certain skills and would like to be validated as a Pro, but doesn't have proof to show at the moment. We will accept a single league match record that is not older than 18 months, on the desired level for a proof or a current PTR or USPTA license for teaching tennis. If you have a professional license to teach tennis, we will grant you a level depending on the license itself.

Challengers can designate their match reservations as Challenges and all the tournament tennis rules will apply. Please remember there are no refunds for withdrawals after Challenge Matches are scheduled. A Challenger needs to win four matches in two months against four different opponents on the same level. The Challenger may decide to play a USTA tournament, enter a draw in a single league, or Challenge verified Tennis Care Pros on our site. We still need to see four winning scores on the desired level for two months period starting with the first match date. We expect that you win every two out of four matches for this level.

3. A **Player** is anyone who needs to improve their game by reserving to play with higher level Tennis Care players for a fee. All the reservations have to be made at least 24 hours in advance from the match time. The minimum match time to reserve our players is 2 hours, even if you need to play 1 hour only.

Court and match rules for Challengers and Players

4. Before the start of the match, all Pros, Players and Challengers must present a **valid ID** (driver's license or state issued id) by request of the other party.
5. Matches should be played according to [USTA tournament rules](http://assets.usta.com/assets/1/15/Introduction%20to%20Tennis%20for%20Adults%203%20-%2020216.11.pdf). Or, copy <http://assets.usta.com/assets/1/15/Introduction%20to%20Tennis%20for%20Adults%203%20-%2020216.11.pdf> into your browser.

Scoring for Challenge Matches

6. For Challengers, all **Challenge Matches** are best two of three sets. (For Players, regular match sessions could be done in more or less sets and the scores are not recorded.)
 - A set is completed when one player wins 6 games by a margin of 2 games. If the set score reaches 6-6, a 7-point tiebreaker (first to 7 by 2 - see below) is played to determine the winner of that set. If you agree, you may play a tiebreaker in lieu of a 3rd set. In this case, record the 3rd set score as 7-6.
 - Reporting scores: Scores for all Challenge Matches must be reported by the Tennis Care Pro by midnight of the match date. Record the actual set scores. Tiebreakers are recorded as 7-6. If the score is not reported, the match will be shown as won by the Challenger, and the Tennis Care Pro will be charged a no show fee. Another match will be scheduled by the Challenger within a week from the last match time so the Challenger can go through the verification process smoothly.

A "Retired" win is reported by the Tennis Care Pro when a match cannot continue due to injury, illness, and personal reasons. To record a Retired match, enter the score in our score boxes.

7. Tiebreaker Rules for Challenge Matches. The first player to win seven points shall win the game and the set provided the lead is at least two points. If the score reaches six points all, the tiebreaker shall be extended until this margin has been achieved. Numerical scoring shall be used throughout the tiebreaker. The player whose turn it is to serve shall be the server for the first point which is delivered from the right court (deuce court). His opponent shall be the server for the second and third points to be delivered from the left (ad) court, the right (deuce) court, and thereafter each player shall serve alternately for two consecutive points (left court, right court) until the winner of the game and set has been decided. Players shall change ends after every six points and at the conclusion of the tiebreaker. Note that after any change of ends the server will be serving his second serving point.

Weather conditions

6. Inclement Weather. In the event of rain, the challenger must contact the opponent as soon as it is apparent that the match will not be played at the scheduled time. The Player or Challenger should never assume the opponent knows it is wet at your courts and the Tennis Care Pro should never assume that a match is canceled due to weather at Challenger's courts.

Always contact your opponent when the weather is questionable. In the case of a Challenger match, if the Challenger shows up at the courts to play at the scheduled match time/day, and our Pro does not show because he or she assumes the match is unplayable due to weather (without making contact with the Challenger), the Challenger may take the win by forfeit. Our Pro will be charged a no show fee, and the Challenger will play another match on his home court within a week scheduled by him.

7. Rescheduling due to weather: If weather dictates that you reschedule your match, you should do so before the match. If players have assembled to play and the match is delayed or interrupted by rain or wet courts, players should be prepared to wait a ½ hour to determine if the court is playable. If after ½ hour, or if forecasts indicate that a long delay is inevitable, players are free to leave and reschedule. If the match had begun, players should resume the match at the exact game and point as they stood when play was interrupted.

8. Extreme temperatures. If the temperature is above 98 degrees or below 32 degrees (Fahrenheit) before the match has started, it is the option of the players to reschedule the match. Do not force an opponent to play in temperatures that can pose a health risk.

Court Issues

9. Home Court Not Available: If your home court is not available for your match, you may play at an alternate site. It is the Player's / Challenger's responsibility to secure a court.

10. Restroom Not Available: If your bathroom facilities are not operational, you must offer to play the match at an alternate court.

11. **Court Lights:** If your facility does not have lights and the match will continue into darkness, you must offer to play at another court.

12. **Injury/Replacement**

- **Substitute Players: Substitutes are not allowed.** If you become permanently injured and cannot finish the match, please call or email us immediately.
- **Injury:** If you become injured and are unable to complete the match, please email our Team immediately.
- **Withdrawing from Play:** You must notify the Tennis Care team if you need to withdraw from play.
- There are NO REFUNDS or CREDITS for withdrawals after challenge matches are scheduled!

No-Shows and Cancellations

13. A **no-show fee** occurs when the Player or Pro is not on the scheduled court at the date and time of the reservation. A no-show fee will be given to the party who is physically on the court (whether Player or Pro), only if a phone call has been made within 15 minutes of the match time by reservation. The no-show fee equals one hour worth of fees for the respective match level to the benefit of the player who is on the court. If the reporting player is the customer, he gets a full refund plus the no-show fee for this level. If the Tennis Care Pro is making the call and he is on the court, he gets a one-hour credit on his account which will be debited from the customer's deposit for this particular practice session.

14. **Cancellations.** Cancel your match 24 hours in advance if necessary online or by email or phone, please. Call or email us ahead of your match time in case of an emergency. We value everybody's time and will not tolerate cancellations within 24 hours of the agreed match time that occur on a regular basis. If you cancel ahead of time, allow 24 hours for the refund to be processed or simply schedule another match at a more convenient time for you. (Tennis Care is working on "reschedule a match" option without refunds, but at this time every cancellation will result in a refund.)

15. **Level maintenance.** If a Pro's skills have not been challenged in 6 consecutive months on our site, we will require him to play a NTRP tournament and send the record to us in order to maintain his level in our company. However, if the Pro has a current record in a singles league or has played challenge matches with us, he doesn't have to do anything in order to keep his skill level current.