



**2024 MEMBERSHIP AGREEMENT**  
**NEPC RYE & NEPC MIDDLETON**

## **Overview**

New England Pickleball Club, Rye is located at 6 Airfield Drive, Rye NH 03870. New England Pickleball Club, Middleton is located at 329 N Main St, Middleton, MA 01949. This document outlines the relationship and agreements between members and owner/management.

## **Offerings**

The club offers memberships with no court fees (“Burgundy Members”), memberships with reduced court fees (“Blue Members”), and non-member access with non-reduced court fees. Members will have the ability to book private courts before non-members. See website, <https://newenglandpickleball.com/>, for detailed information on membership pricing and benefits. The courts will be utilized primarily by private bookings and group play organized by the club. In addition, lessons, clinics, leagues, tournaments, and private parties & corporate events will be offered.

## **Membership Dues**

All membership dues and fees must be paid in full upon joining the club and are non-refundable. The club reserves the right to adjust membership dues annually. Members will be notified of any changes at least 30 days in advance.

## **Guest Policy**

Members are welcome to bring guests (“non-members”) to the club. Each guest must register at the front desk and pay the applicable non-member court fees. Members are responsible for the conduct of their guests and ensuring they adhere to the club’s policies and code of conduct.

## **Liability**

Members and their guests shall use the club's facilities at their own risk and shall assume sole responsibility for their belongings. NEPC is not responsible for any injuries sustained while using the club facilities. Members and guests waive any potential claims against NEPC related to injuries.

## **Transferability**

Memberships may not be sold, gifted, or otherwise transferred to another person. Players who purchase annual memberships understand they are committing for a full year, paid upfront.

## **Pausing Your Membership**

Members may place their membership on hold for a minimum of 2 months and a maximum of 6 months per year, with a limit of one hold per year. This can be done for any reason, including but not limited to medical conditions, injuries, or extended travel. No advance notice is required to initiate a hold. When the member decides to reactivate (again, no advanced notice required), the total number of inactive days will be calculated, and the member's next annual renewal date will be extended by a period equal to 50% of the days the membership was on hold. For example, if a member pays for a Blue annual membership starting March 1st, over the summer puts their membership on hold for 60 days (July and August), and reactivates on September 1st, their membership renewal date will be extended by 30 days to April 13th (instead of March 1st). Membership pauses are only allowed for annual members and not for summer members. member's accounts when a membership is put on hold.

## **Annual Membership Renewal Process**

- **Notification:** Each year, you will receive an email reminder 30-60 days before your membership renewal date.
- **Cancellation:** If you wish to cancel, please notify us via email before your renewal date.
- **Automatic Renewal:** Your membership will be automatically renewed if we do not hear from you.

## **Membership Cap Update**

Unlike some private pickleball clubs that have an over-subscribed memberships, leading to difficulties in securing court bookings, NEPC is dedicated to maintaining a premium member experience over maximizing revenue.

We continually monitor member court utilization and reserve the right to adjust the membership cap to enhance the member experience further.

To help us maintain low membership numbers while maximizing court usage, we greatly appreciate members spreading the word to their non-member friends. Encouraging non-members to play and fill the courts when members are not using them supports our model and contributes to the best possible experience for everyone at the club. We also offer summer memberships to sustain healthy participation levels for events and classes during the warmer months.

## **Court Booking Restrictions**

See our [FAQ](#) page for the most up-to-date court booking restrictions which are subject to change.

## **Facility Usage**

Members and their guests must adhere to the scheduled hours of operation and respect court booking times. The club reserves the right to close the facility for maintenance, special events, or other reasons. Notice of such closures will be provided in advance whenever possible.

## **Privacy Policy**

The club is committed to protecting the privacy of its members. Personal information collected during membership registration and throughout the membership term will be used solely for club-related purposes and will not be shared with third parties without member consent.

## **Media and Photography**

Members and guests consent to being photographed or recorded during club events and activities. If a member or guest sees their photograph or video used in promotional or other materials and wants it removed, they may submit a written request to the club. The club will promptly address and remove the content as requested.

## **Complaints and Feedback**

The club values member feedback and is committed to addressing any concerns or complaints promptly and effectively. Members can submit feedback or complaints to the management via email or in person at the club.

## **Avoiding Last-Minute Event Cancellations**

Cancellation fees apply to limit late cancellations for all bookings. Please refer to our [FAQ](#) page for the most up-to-date cancellation policies. These policies are also provided when you confirm each of your reservations.

NEPC's events are designed to have zero or a minimal number of substitutes. The drawback of this approach is that when a player cancels last minute, our front desk has to scramble to find another player to fill the spot.

We understand that sometimes last-minute cancellations are unavoidable. Your cooperation is essential for the benefit of our management, front desk staff, and your fellow members. All of our staff and members are also incredibly grateful for the players who sub-in last minute to fill spots where we need players last minute.

## **Skill Ratings & Matchmaking**

For all events run by the club, NEPC staff retains the right to determine player pairings. We assess skill ratings and handle matchmaking in-house, leveraging our expertise in understanding our players and managing a pickleball club. Our goal is to ensure a fair and enjoyable experience for all members through informed and equitable decision-making.

## **Conduct, Sanctions, and Termination**

Members and their guests are expected to adhere to the club's code of conduct, which promotes respect, courtesy, and sportsmanship to all players and staff. The club reserves the right to suspend or terminate a member or guest from the club at any time for reasons including but not limited to: violation of club policies or disruptive behavior, the use of a membership by another person to whom it was not issued, ongoing non-payment of invoices, acts detrimental to the best interest of the club, including the welfare, safety, harmony of the other members and the staff. Suspended or

terminated members may or may not be eligible for a partial refund of their membership fees: this will be determined at the sole discretion of management.

### **Amendments**

Club management may, from time to time make changes in the club operations, membership agreement, rules, and policies.

### **Agreement to Terms**

By signing this membership agreement, members acknowledge that they have read, understood, and agree to abide by all the terms and conditions outlined herein. This agreement constitutes the entire understanding between the member and the club.

Sincerely,

David Velardo, Owner

Krista Trefethen, General Manager