

More Than Pickleball (MTP) – Policies, Terms & Conditions

Effective Date: May 1, 2025

Welcome to More Than Pickleball (MTP) — Buford's premier indoor pickleball facility. Please take a moment to carefully review our policies, terms, and conditions. These guidelines are essential for maintaining a safe, respectful, and inclusive environment for all players, guests, and staff.

By entering the facility, using our courts, or participating in any program, you agree to adhere to these terms. All policies apply to members, non-members (drop-ins), guests, spectators, and anyone who has signed an MTP waiver. Policies are subject to change at any time. MTP reserves the right to enforce, amend, or introduce new rules as necessary.

For questions or concerns, please contact us at info@morethanpball.com.

General Facility Rules

- Anyone violating facility rules may be removed immediately without refund and may be permanently banned from future access.
- All players and spectators must check in at the front desk upon entering the facility. Non-members who are found playing without check-in will be charged a \$100 penalty — no exceptions.
- The facility is designated strictly for pickleball and table tennis. Use of the space for any other recreational or non-sanctioned activity is prohibited.
- Proper non-marking athletic footwear and appropriate attire must be worn on courts. Flip-flops, sandals, and attire displaying conflicting brand logos may be restricted.
- Children under 14 must be supervised at all times. Children under 7 are not permitted in playing areas, including courts and table tennis zones.
- No food or drinks are allowed on the courts or in exposed play areas. Outside food is not permitted anywhere in the facility.
- Smoking, vaping, alcohol, chewing gum, weapons, or illegal substances are strictly prohibited on MTP property.
- MTP is not responsible for injuries, lost or stolen belongings, or property damage incurred while on the premises.

- Misuse, vandalism, loitering, or inappropriate behavior in or around the facility will result in expulsion and may be subject to legal action.
 - Please avoid stopping or idling vehicles near the entrance to drop off players — this causes congestion and safety hazards.
 - Parking must not block others. ADA spaces require proper documentation. Staff may request vehicles be moved if improperly parked.
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Membership Policies

- All memberships require signed waivers and a valid government-issued ID.
 - Family memberships apply only to immediate family (spouses and children).
 - A one-time initiation fee is required upon membership activation.
 - Members must notify MTP of any changes to contact or billing information to avoid disruption.
 - MTP reserves the right to adjust membership pricing with prior notice.
 - Memberships auto-renew unless cancellation procedures are followed.
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Non-Members (Drop-Ins)

- Drop-in access is permitted only during staffed hours unless specified under an eligible membership (e.g., Elite or Platinum).
 - Members bringing guests must ensure they purchase the appropriate pass. Unauthorized guest play will result in a \$100 penalty for both the guest and the member.
 - Only individuals listed on the membership agreement are recognized as official members.
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Member Check-In

- Members must scan their MTP ID at the front desk each visit. Sharing or misusing credentials will result in membership termination and possible legal action.

- Members with accounts on hold or suspension cannot access the facility. Attempted access may result in immediate cancellation of the hold and full monthly charges.
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Court Usage & Conduct

- A maximum of 4 players per court is permitted during any session. No exceptions.
 - No coaching is permitted unless authorized by MTP. Informal training among players is allowed, but structured sessions must be arranged through MTP.
 - Members must keep personal items outside of the court and remove all personal items, balls, caddies, and equipment after use. Courts must be left clean and clear for the next group.
 - No singles games or private drills when other players are waiting. Please share courts courteously and follow on-site rotation rules posted near entrances.
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Equipment Rentals

- Equipment (e.g., paddles, shoes) is available for rental at the front desk. Players are responsible for returning all rented items in good condition. Do not leave rental equipment unattended on the court.
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Dress Code

- Players must wear attire suitable for court sports. Clothing with inappropriate language, offensive graphics, or branding in direct conflict with MTP may be restricted.
 - Non-marking athletic shoes are required. Black soles or other damaging footwear are not permitted.
 - MTP staff reserves the right to deny court access to anyone not in compliance with dress code.
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Conduct & Behavior

- Players must follow all instructions from MTP staff. Disrespect, harassment, or argumentative behavior toward staff or other patrons will not be tolerated.
 - Commercial activity or solicitation within the facility without MTP's written approval is prohibited.
 - Complaints should be directed to management discreetly and respectfully.
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Payments & Refunds

- All memberships are billed monthly or annually and are auto-renewed unless canceled in writing.
 - A \$25 fee will be charged for each failed payment attempt.
 - Refunds are limited to the previous two payments made within the last 30 days prior to the refund request.
 - All merchandise and services are sold "as-is." Used paddles are final sale. New paddles may include a manufacturer's warranty — claims must be made directly to the manufacturer.
 - No refunds or exchanges will be offered for pro shop items.
 - Any pending payments after cancellation will be charged to the card on file.
 - Refunds, if applicable, will take 10–15 business days to process.
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Tournaments & Camps

- Tournament and camp fees are non-refundable, non-transferable, and do not count toward memberships or other services.
 - No discounts apply to tournament or camp registrations.
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Violations & Fines

- Unauthorized use of courts without a pass or membership will result in \$100 fines and removal.
- Members assisting unauthorized access will also be fined.

- Repeated violations may result in permanent banning or legal action.
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Cancellation & Suspension

- Membership cancellations require 30 days' notice in writing. No partial refunds are issued. Pending charges will be processed during the final billing cycle.
 - Memberships may be placed on hold twice per year, for up to 2 months total, with a \$10/month hold fee. Requests must be submitted at least 10 days prior to the next billing date.
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Drop-In Passes

- Valid only for the date and time of purchase.
 - Wristbands must be worn visibly during play. Players may be asked to show them upon re-entry.
 - MTP members have priority over drop-ins if space is limited.
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Lost & Found

- Report unattended items to the front desk immediately.
 - MTP is not responsible for lost or stolen belongings.
 - Items left unclaimed for two weeks will be discarded.
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Pet Policy

- No pets are allowed inside the facility. Unauthorized animals may incur a \$100 fine and cleaning fee.
 - ADA-compliant service animals are permitted and must be clearly identified.
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Health & Safety

- All players should consult a physician before participating in physical activities.

- MTP staff are not trained to diagnose or treat medical conditions.
 - Players with visible open wounds, illness, or hygiene concerns may be restricted from play.
 - Public health guidelines (if applicable) must be followed at all times.
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Waiver & Liability Release

By entering the facility or participating in any activity, all players agree to the following:

- Use of MTP facilities and participation in programs is at your own risk.
 - You release and hold harmless MTP, its staff, affiliates, and management from any liability for injury, illness, loss, or damage to personal property.
 - You acknowledge that you have reviewed and understand the terms of the waiver and voluntarily accept all associated risks.
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Thank you for being part of the More Than Pickleball community. Your cooperation helps us maintain a welcoming and safe environment for everyone.

For assistance or more information, contact:

info@morethanpball.com

(470) 323-7997