

City of Surprise Tennis & Racquet Complex FAQ

Is the Tennis and Racquet Complex open? Yes, effective May 15, 2020, the complex will open 14 of its courts for TENNIS only. No Racquetball, Table Tennis or Paddleball is available at this time.

Are reservations required? Yes, courts must be reserved in advance and pre-payment for all players is required by the player making the reservation. No on-site cash handling will be accepted at this time.

Who may enter the tennis center? Only individuals who have a reservation should be entering the tennis complex. No extra players, spectators or walk-ins will be accepted. Group reservations of more than one court are not available at this time.

Can only residents reserve tennis courts and for how long? Surprise Residents can make reservations up to 48 hours in advance for one court for 90 minutes per day, while Non-Residents can call 24 hours in advance for one court for 90 minutes per day. Please call 623.222.2400 to make your reservation. We will begin taking reservations on 5/13 for Residents from 7-11 a.m. and on 5/14 from 7-11 a.m. for Non-Residents. Discover, MasterCard and Visa are the accepted forms of payment.

What are the fees to play? For 90 minutes, the A.M. fees-per-person are \$2 for Residents / \$3 for Non-Residents; the P.M. fees-per-person are \$3 for Residents / \$4 for Non-Residents. Full payment for the entire party is due at the time of reservation. Individual payments by players will not be accepted. No cash or credit card payments will be accepted at the counter.

What hours can courts be reserved for play? Courts can be reserved for 90-minute sessions only at the following times:

- Monday – Sunday mornings 7-8:30 a.m. & 9-10:30 a.m.
- Monday – Friday evenings 5:30-7 p.m. & 7:30-9 p.m.

Players are allowed one reservation per day and that includes all players in your party. To assist in compliance with CDC guidelines for social distancing and group limitations, please arrive no sooner than 10 minutes prior to play and leave immediately when you are finished.

Will I be able to purchase cold drinks or snacks? No, the Pro Shop will not be open during this time. Beverages, ice, snacks, apparel, racquets and stringing services will not be available for purchase. **CDC & USTA Guidelines recommend that each player bring their own clean full water bottle.**

Can I purchase tennis balls? In accordance with CDC and USTA guidelines, it is recommended that players use their own “numbered” balls. These can be purchased for \$3 per can only at the time the court reservation is made. No balls will be sold at the counter. [See USTA recommendations for players.](#)

Will there be clinics, drop-in, lessons or tournament play? At this time, there will be no clinics, drop-in programs, small group or private lessons or tournaments.

Can I rent the ball machine or the hitting wall (backboard)? No, the ball machine and the hitting walls (cts 23 & 24) are not available for rent at this time.

Can I rent baskets of balls, demo racquets or loaners? At this time, ball baskets, demo or loaner racquets are not available to rent. In keeping with compliance of the CDC and USTA guidelines, each player must bring their own clean equipment and wipe down after each use. Gloves are recommended.

Can I shower in the locker room after I play? No, in accordance with CDC and USTA Guidelines, the locker rooms will not be open at this time. Restrooms will be for emergency use only.

Can we play doubles? In compliance with CDC and USTA Guidelines for social distancing and group limitations, players should be playing singles and with family member that reside in the same household.