**COURT RESERVATION ISSUES AND SOLUTIONS**

**From: Chris Horne, GM**

**To: MTC Board of Directors**

***ISSUE:***

***Groups are reserving back to back reservation blocks in order to have extended play beyond the hour and half allocation time per block. This is a disservice to other members who are trying to book courts at the same times. The system limits players to only hosting one reservation per day but to get around this booking rule, groups will flip flop the host when booking the second reservation block. Same four players.***

***SOLUTION:***

***Prior to the COVID Era, Court Reservation Rules for courts 8 and 9 were very specific in addressing this issue and preventing double booking. Her is the excerpt from the rule: “On the day of the reservation, no member of the group may play prior to the reservation time or two hours after finishing, unless in the judgement of the General Manager there are sufficient courts available. No more than one reservation per day is allowed for a single member.”***

***There was never an issue with double booking prior to COVID Era as this rule was followed and enforced.***

***Action:***

* ***MTC members received a communication from my desk this week addressing the Double-Booking (DB) issue and sharing the existing rule stated above. I informed them that double-booking is not permitted.***
* ***Staff Monitoring: Effective immediately, the staff will start monitoring the reservations effective next Tuesday and any double booking that is made, the Host Member will be contacted and asked which time they would like to release as DB is not permitted.***
* ***Groups will be allowed to continue playing if they wish only if their court is not reserved following their reservation. Court monitors will notify courts of this option on the hour and half.***
* ***Groups, whose court is reserved following their reservation, may check with the desk to see if there is an open court in the next reservation block. If so, they can sign up for that court with the desk staff.***
* ***Starting the weekend of October 3 & 4, the reservations will go to a staggered system where the even number courts will be reservable starting at 8am and continue every two hours on the even times. The odd number courts will be reservable starting at 7am and continue every two hours on the odd times. The Ball machine will not be available to reserve till 2pm on weekends which leaves court 4 for open play.***