



Welcome to the Oasis Facility at Canyon Club!

MEMBERSHIPS

We offer 4 different ways to play, all memberships & player accounts are managed through Court Reserve.

- **Canyon Club Member (full access):** Already a Canyon Club golf or sports member? Come out and enjoy the new facility updates with free court reservations, socials, and organized play, discounts on clinics and special events, as well as access to the tennis courts and ball machine!
 - *NOTE: When registering (step by step provided on the last page), please select “existing canyon club member” as your membership.*
- **Guest players (pickleball only):** a free account that allows players to sign up and pay for clinics, camps, and special events. Guests do not have access to court reservations, organized play, or socials.
- **Community players (pickleball only):** Community players have 2 “punches” a month, that can be used as a court reservation or organized play. Community players get free monthly socials.
- **Social players (pickleball only):** enjoy free unlimited organized play, 4 court reservations a month, free socials, and discounts on clinics and special events.
- **PRO players (pickleball only):** the best option for the pickleball enthusiast player, with free socials and organized play, free pickleball court reservations, discounts on clinics & free special events.

More information on memberships can be found on our website prosportsnm.com

HOURS OF OPERATION

Monday – Sunday | 6:00 am – 9:00 pm

- Access
 - The facility will be locked automatically outside of the hours of operation.
 - During hours of operation where one of our staff/managers is present, the sliding gate may be open. If so, no gate codes will be needed.
 - Gate codes
 - **Canyon Club & Pro Players** will receive a member specific gate code after becoming a member via an email from one of our staff.
 - **Guest & Community Players** will have newly generated codes provided through Court Reserve after registration of any paid court time, clinics, etc.
 - Holiday Hours
 - Members will still be able to access the courts during standard operating hours including Holidays.

FACILITY POLICES

- Players are to wear appropriate clothing and tennis shoes. (Please wear shirts if courts are busy or asked to by another player). No swimsuits please.
- During lessons, clinics, camps, and tournament play, parents and spectators wishing to view the activity are to use the benches and chairs outside the courts.
- For safety and distraction reasons, only children who are playing tennis or pickleball are allowed on the courts.
- Playing sports other than tennis and pickleball, such as soccer, is not permitted on the courts unless given permission by PRO Sports.
- Please do not allow your children to climb court fences or play on any part of the surrounding golf course.

PLAYER POLICES

- **Code of Conduct**
 - Players found breaking the code of conduct will be grounds for immediate dismissal.
 - Players are expected to conduct themselves in a sportsmanlike manner, this includes, but is not limited to the following types of poor conduct: no loud shouting or inappropriate language, no racket or paddle throwing, no abuse of the courts, nets, wind screens, trash receptacles, or bathrooms.
 - Music is allowed but must be kept at a reasonable volume and must be turned down at the request of other players.
 - No food or glass containers may be carried onto the court.
 - Smoking and vaping are not permitted on or near the courts.
 - Canyon Club is a private club with its own liquor license. No outside alcoholic beverages are permitted. Alcoholic beverages may be ordered from the club. More info to come Summer of 2024
 - Children under the age of 16 are required to be accompanied by an adult when playing on the court, and must be wearing close-toed non marking shoes.
 - Please report any issues or concerns about other players or the state of the courts to the General Manager. info@prosportsnm.com | 505-709-4445 ext.1
- **Termination of Membership(s) and/or Account(s)**
 - 2 strike policy – we all make mistakes! However, to make the community safe and inviting for everyone we have a 2-strike policy when rules are broken.
 - The 2-strike policy goes towards guest policies, code of conduct, reservation abuse, etc.
 - Pro Sports Members | If a member gets 2 strikes, their membership will be terminated. Monthly memberships will receive no refund and annual memberships will be cancelled with up to 50% refund for remaining months.
 - Canyon Club Members | If a member gets 2 strikes, you will not be permitted to use the pickleball or tennis courts until further review by Canyons Clubs GM
 - Any verbal or physical abuse will be grounds for immediate termination with no refund.

- We have a simple approach: if we see you're not happy at the facility, no hard feelings! We will happily cancel your membership.
- *NOTE: There are 24-hour surveillance cameras outside and inside the facility.*

COURT RESERVATIONS

- **Teaching Courts**

- **Pickleball courts 1 & 12** are teaching courts and reserved for PRO Coaches only. However, feel free to play on courts until PRO Coach needs the use of said court.

- **Reserving Courts**

- Members reserve courts through PRO Sports online Player Portal or the Court Reserve app.
- ALL players are required to book a court for specified time on courts. This includes all attending players. See more details regarding Guest players below. All attending players must be listed on the court reservation. If a member chooses to bring guests, they must include the guest's name in the reservation.
- Maximum reservation time is 2 hours if courts are full. Maximum reservation time for singles play is 1.5 hours and for doubles play is 2 hours when courts are full.
 - *NOTE: Players will still need to follow the same 2hr block time if other players are waiting.*
- Members may reserve no more than one court at the same time. Players are not permitted to attend consecutive reservations if the courts are busy.
- A reserved court is deemed an open court after 15 minutes of tardiness by the players on the court reservation.
- Facility lights will be turned off sharply at 9:15pm every night, giving players time to exit the facility before lights shut off. Please note that unless you feel like carrying a flashlight in your bag, be mindful of the time.
- If the courts are full, players have the option to register for a court waitlist. The player on the waitlist will get notified via email if a court opens.

- **Guests**

- ***Members found to be taking advantage of the guest policies may forfeit all future court reservation privileges!**
 - PRO players and Canyon Club members may invite six guests to the club per year.
 - All guests must be added to the court reservation and must create a guest player account. If guests play without a Court Reserve account, the member and the guests will assume all risk and liabilities.
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- If you have family coming into town and are interested in more court time, please contact us for more information and options. Contact info@prosportsnm.com | 505-709-4445 ext.1

PROGRAMS & LESSONS POLICES

Please understand that spots available for clinics/lessons/camps are limited. We understand that sometimes, unexpected events can occur, making schedule adjustments necessary. If you need to cancel your registration, we respectfully request at least 48 hour notice. Thank you for valuing our time! We appreciate you!

- **Cancellation Policy**
 - Any cancellation or reschedule made 48 hours in advance will receive a full refund.
 - Any cancellation or reschedule made less than 48 hours in advance will not receive a refund.
 - In the case that you no-show, you are still responsible for the amount of the session. You will not be refunded.
 - We understand that life happens, in the event of an unavoidable emergency please contact us and we will do our best to help you reschedule. Contact prosportsnm.com or (505)709-4445 ext. 2
- **On Court Policy**
 - Players are to be grouped based on skill level to create the best environment possible for everyone's training.
 - PRO Sports reserves the right to remove any player(s) from a program/event if they are not following our Code of Conduct.
- **Additional Policies**
 - At the end of the month, any unused clinics are nonrefundable unless you have contacted us in advance.
 - Clinic/lessons/camps cancellations and updates will be listed on the player portal and an email will be sent.

ORGANIZED PLAY POLICIES

Organized Social Play is an opportunity to join new friends or play with old friends for 2 hours of organized matches with alternating players that are randomly assigned. **Players must register in advance for all organized play.** Any players that show up without registering do not have a guaranteed spot to play and will be considered subs if needed.

- Our social play is organized by rating. To create the best experience for all players, please be sure to register for the appropriate rating.
- NOTE: Players may be asked to move to another social play level by one of our staff. If you are unsure of your level, please contact info@prosportsnm.com and we can help give you a rating.

- If you choose to play down a skill level, please be mindful of the playing level of the others in the group and tone down your game to match that of your opponents. No one enjoys being slammed upon during a social play event. Thanks in advance!

BENEFITS & FINANCIAL POLICY

Guest, Community and PRO players will be billed and paid according to payment terms with PRO Sports. See Court Reserve details for additional information.

Any unused clinics at the end of the month are nonrefundable. For special circumstances contact PRO Sports in advance. Refunds are at the discretion of Pro Sports. For more detail on refunds, see Termination Policy and Cancellation Policy.

COMMUNICATION POLICY

Report any issues or concerns about other players or the state of the courts to the General Manager. All communication regarding cancellations and updates will be listed in Court Reserve app and a notification will be emailed.

Contact Information

PRO Sports

Address: 911 Four Hills Road (Four Hills Village)

Phone: 505-709-4445

General Manager: info@prosportsnm.com | 505-709-4445 ext.1

Reservation Issues: info@prosportsnm.com | 505-709-4445 ext.2

Rating Determination: info@prosportsnm.com

HOW TO REGSITER

Via Desktop

[Event List | powered by CourtReserve \(www.prosportsnm.com\)](#)

Create an account using the button in the top right corner

Via Phone App

Download the CourtReserve App

Create an account

When prompted for "organization", search for Pro Sports

COURT DIAGRAM

