



GREENHILLS
COUNTRY CLUB

2023/2024

MEMBERSHIP PACKAGE

*Subject to change.
All pricing goes into effect January 1st.*

PICKLEBALL MEMBERSHIP

UNLIMITED

\$265^{+HST}
YEAR (12 MONTHS) + COURT FEES

BENEFITS:

Unlimited Court Access
+ Court Fee \$9.90^{+HST}/2 hrs of Play

Court Booking 7 Days in Advance

Access to Pickleball Programs, Lessons &
Clinics

Guest Fees:
\$18.60^{+HST}/2 hrs of play
(Includes Court Fee)*
**All guests must be with a member*

Access to Clubhouse

Access to Special Events (Christmas Lunch,
Mother's Day Brunch etc.)

Personal Charging Account Privileges

Food & Beverage Minimum:
\$240^{+HST} & Gratuity/year



ADDITIONAL INFORMATION

PAYMENTS & GUEST FEES:

Membership fees are automatically billed annually according to your chosen payment method, as specified on your registration form. All memberships will automatically renew on an annual basis beginning January 1st, 2024. Account charges (including food & beverages and court fees) are processed on the 10th of every month. If you wish to make any changes to your membership, please email pickleball@greenhillslondon.com.

Guest Fees: \$18.60^{+HST}/2 hrs of play (Includes Court Fee) **All guests must be with an active member.*
A single guest is permitted a maximum of 5 times/calendar year.

BOOKING:

Once you are registered as a member, we will send out logins and information for our booking system, Salix. You will have access to booking your courts 7 days in advance.

ADDITIONAL INFORMATION & FAQ'S

Can I pay each time at the desk or is everything on account?

Payments will be placed on your membership account, and you will receive a receipt alongside a monthly statement.

Can I cancel my membership at any time?

Memberships can be cancelled at any time with a minimum of 30 days' notice. If you cancel your membership, you will not be eligible to rejoin (or join the waitlist) until a full year from your resignation date. There will be no refunds/credits for all payments that have been processed.

Holds: We do not offer any holds including medical leaves.

Is there a limit to how many times I can bring the same guest out?

A guest can only play a maximum of 5 times per year

Do you allow drop in players, or do they have to be with a member as a guest?

All guests must be with an active member.

What payment types do you offer? Do these have additional fees?

Membership Fees: PAP (no additional fee) or credit card (will incur a 3% additional fee).

Monthly house account charges: PAP (no additional fee) or credit card (no additional fee).

What is the cancellation policy for court bookings?

Beginning January 1st, 2024, all cancellations require 24 hour notice, any cancellations and/or no shows within the 24 hour period will be charged a fee. All players/guests listed on the booking will be charged to the booking member's account.

How do I find the information regarding clinics and programs? How do I sign up?

Please visit greenhillslondon.com for information on clinics and programs.

How do I book court times?

Booking instructions in regard to the booking system (Salix) will be emailed out to all registered members. You will have access to booking your courts 7 days in advance.

What is a Food & Beverage Minimum?

A food & beverage minimum is a specific dollar amount of food and beverage that you must spend by the end of the current year.

What happens if I don't spend it by the end of the year?

If you do not spend the minimum amount by the end of the current year, the remaining amount is then charged to your account via your preferred payment choice.

How do I use it?

- Purchase any food & beverage
- Participate in food & beverage events i.e. Prime Rib Night, Brunches, Christmas Events etc.

What doesn't apply:

- Pro shop merchandise
- Clinic/lesson/court fees & membership fees
- Cash payments for items will not be applied to your minimum.

Note: Taxes & Gratuities do not count towards your minimum.

Once a Food & Beverage purchase has been made on your membership account number, your minimum total will be reduced and visible on your next statement.

