

## ***YTC Update 6/8/20***

As I sit down to draft this note, it has been **86** days since YTC closed per the Governor's Executive Order. I went back and reread all the notes to you and my staff as well as the handwritten ones to myself with a hope to gather some fresh perspective on this. March 29<sup>th</sup> I scribbled: *Club reopens soon, hopefully. Start planning our 50<sup>th</sup> anniversary season & make it about the customers and staff. They keep the bus on the road, make sure there's clean oil and air in the tires! We're going to need some fun after all this.*

Little did I, or anyone else for that matter, have an inkling that by this point we'd still be closed or that we can't get a straight answer about whether indoor tennis is part of Phase 3 or 4. Also, there's still uncertainty about what the specific reopening guidelines are.

How bad has this been as a business? A **95% drop** in sales as a result of COVID-19 compared to 2019 at the same time! *Yikes*. I, like many, feel we're in a 5 set doubles match, down 4-0 in the 5<sup>th</sup>, my partner and I are exhausted and I have doubled faulted the last 4 serves (You'd think I can find a good pro to fix that.) Just when you're ready to call it a night something unexplainable happens. You miss hit a volley and it's a winner. Serves start spinning wildly and you've got fresh legs again. It's 4-4 and there's hope at the end of the doubles alley! That hope lately has come from many of you who sent the club simple random notes of kindness and support. This is still tough stuff. Where it ends remains to be seen and we're going to keep plugging away until we can't. But I need your help.

Though I don't have a reopen date (late-June is a soft target) we want to give you the options available with regards to court time that was suspended on March 16th due to COVID-19. Attached you'll find three things: a basic ***Fact Sheet*** spelling out the details, a simple ***Q & A*** and the most important part to all of this, a ***COVID OPTION FORM***. In the next 2 weeks we're asking for 100% participation in returning the form, even if you're undecided, so we can get a sense of what we're up against. This is pretty important in the grand scheme of things. If we haven't received anything back by Week 2, we will reach out individually. Duplicates of this including the COVID OPTION FORM are available on YTC's web site.

Julie and Mary Lou have gone ahead and applied credits to all your individual accounts and for **Seasonal/SeaPro courts those credits were applied solely to the Captain's account** as the point of contact. In addition to the missed credit amount we've **ADDED a 10% YTC THANK YOU REWARD** to every account, except the Captains, until we know how they wish to proceed. It's a simple way to say thanks. We want you to stay with us in the future and help make this work as time moves forward. This afternoon we will be mailing a printed statement hi-lighting your COVID plus **10% YTC THANK YOU REWARD** along with a handwritten note. We've gone thru and rechecked all the information. **For Seasonal/SeaPro courts**

**ONLY the Captain will receive a printed statement in the mail.** Since the office isn't legally open yet we're trying to minimize the steps and make it easier for you.

You'll see on the attachments there are multiple options. For those where none of these choices are acceptable, please state that where indicated on the form. I will never question anyone's motives or attempt to assess each personal situation. Please be honest and fair with us.

Towards the end of this week Julie will send out an e-mail with instructions to access our new membership portal where you can retrieve statements and update your credit card information. Future statements will be accessed thru the portal providing more detail and ease of use. Not a bad idea to start playing around with it.

We've said on many occasions tennis is a sport but to many it's much more than that. It's about "relationships!" Relationships are hard work and take both parties working towards a common goal. After 49 successful years YTC has created an environment and culture with our players and staff, not to mention our communities. This is pretty cool when we step back and view it all. We're hoping we can dig out of this hole together and in the not foreseeable future get back to double faults!

On behalf of everyone associated with YTC, past and present, we appreciate your support. It means a lot to us!

Be safe and be hopeful,

Joe Curto  
President

A handwritten signature in black ink, appearing to be 'Joe Curto', written over a horizontal line.

## Fact Sheet for COVID-19 Sessions 3/16-6/8/20

*Upon reopening ( still pending ) , the following sessions are available due to the COVID-19 government shutdown.*

### **Program:**

- Try Tennis Yes!- 3 sessions
- Try Tennis Again- 8 sessions
- Ladies Match Play- 6 sessions
- Men's Match Play- 8 sessions
- Permanent Private Ct's- 8 sessions
- Adult Clinics- 8 sessions
- Seasonal & SeaPro Ct's- 8 sessions
- " CCC Tennis"- 11 sessions
- Jr. Clinics- 11 sessions ( JV/Squad Wed&TH- 8 sessions)

### **YTC HOUSE CREDITS:**

YTC House Credits will be applied to your house account ( available thru your Aptus member portal or on hard copy ) based on the above. The credits can be used towards future spending on any lessons, court time, programs or future registration(s). They will not expire . Note, all " auto-pay" plan credit card installments scheduled after 3/15 were not processed ( your net house credit equals the value of the cancelled sessions less A/R to YTC )

### **The 10% YTC THANK YOU REWARD:**

As a means to **thank you** for your support thru the pandemic & encourage you to keep your credits in the club. YTC will apply an added 10% credit to your account based on the open **COVID-19** credit amount. *The 10% YTC THANK YOU REWARD* can be used the same way as the missed sessions credit. *The 10% YTC THANK YOU REWARD cannot* be applied to refund requests where applicable.

### **MAKEUPS:**

- \* Seasonal & SeaPro Ct's can schedule the cancelled sessions thru the summer as well as thru the end of the upcoming 2020-21 season at your convenience
- \* Seasonal & SeaPro Ct's can book sessions based on court and/or Pro availability.
- \* Same day/time/frequency or Pro is not required: ultimate flexibility

**NOTES: for Seasonal & SeaPro Ct's each " CAPTAIN" must complete an options form on behalf of the entire group. Those reservations are group based not individual. All forms and correspondence are on [yonkerstennis.com](http://yonkerstennis.com)**

## **COVID-19 FACT SHEET: Q & A**

***I realize YTC didn't cause the pandemic & were forced to close by the government since March 16<sup>th</sup>. We want to help you out if possible. What's the easiest way we can help & play at same time?***

*Submit the "options form" & when we reopen go out and play, often !*

***This all sounds very reasonable & orderly. Honestly, I wasn't expecting as much given the situation. My credit amount is available on my Aptus membership portal or on the hard copy coming in the mail right ?***

*Correct. The hard copy we sent in the mail has handwritten notes to help you or log into our new portal & you'll see your credit amounts. We said all along while closed we would do the right thing, this seems fair & honorable*

***I'm on a seasonal court but not the Captain. I will not receive a hard copy statement until our group decides what to do right?***

*Correct. The Captain will receive the total credit and you can decide how to apply it. Once the Captain tells Mary Lou we can break it out individually. There's too many scenarios from the outset.*

***I'm kind of liking this " 10% YTC THANK YOU REWARD CREDIT " concept. What's the catch ?***

*Ok, you got us! Honestly, Since March 16<sup>th</sup> you all have been very supportive & what anyone would ask for in a customer base. Enjoy the perk & use it*

***My kid was in clinics , he can't wait to play again & missed his Coach! Can we schedule periodic private lessons over the summer & chip away the balance then apply what's left to fall enrollment?***

*Absolutely! Your credits can be used for any program including court time. We expect to commence Fall Jr registration in early July, feel free to use it for that.*

***Can we just roll our credit into a summer camp@ YTC, I need to get them out of the house☺ ?***

*Summer camp as of now is up in the air, we're awaiting the Governor's guidelines. We'll keep all posted via our e-blasts but our Jr. NET GEN summer program will be great!*

***We've been playing seasonally at YTC for over 40 yrs . God willing, can our group just apply a lump sum credit to renewals for 2021-22 next Jan.?***

*Sure thing. Complete the "options form" and return. Mary Lou will keep track of it so when the time comes you'll be reminded*

***Our SeaPro group is a nightmare to schedule, not sure how we got this far to be honest. If I split the remaining 8 weeks equally amongst all & they agree does that make sense & issue credits?***

*Speak with your players & to be honest this is the easiest way to handle it. There's too many other headaches going on right now !*

***I'm the Captain of a Seasonal Ct, we just want to play together & resume our relationships which is the best part of tennis for us. That sounds like a makeup right?***

*Sure does. Many groups have asked this, they just want to regroup & have fun again. Complete the " options form" & we'll take care of the rest*

***I'm going away for the summer, will I lose the credit balance when I return?***

*Just complete the " option form" stating that . The credits will remain on your account & can be viewed from your member portal*

***My financial situation has changed to be honest. I want to help but I just can't at this time. Can I just request a refund?***

*Complete the form & contact Mary Lou directly. The extra " 10% YTC THANK YOU REWARD" won't be included in the refund. Refunds will be processed by check & mailed within 4 weeks of reopening . We have a limited back office which you can understand.*

***This sounds like a hefty undertaking process wise! Isn't it just easier to write everybody a refund check & call it a day?***

*Easier is all relative. YTC, like most indoor tennis clubs, is very cash flow driven. The busier months help subsidize the slower ones though our expenses remain fairly constant. Capital/ fixed exp, payroll& benefits are the bulk of it. The period of the government shutdown is our busiest time. This hurt bad as it has for most clubs and small businesses in general.*

***I'm not sure what to say about all this to be honest?***

*We don't either , this whole situation for many reasons is awful. We're going to do our best as we all have tried to do. Stay safe and remain hopeful!*

**ONCE AGAIN, THANK YOU FOR YOUR SUPPORT!**



# 2020 Covid-19 Option Form

- Junior     Adult     Seasonal     Seapro

Date: \_\_\_\_\_

### Program Information

**Player Name or Captain's Name:** \_\_\_\_\_

Program (Clinic, Permanent Private, Seasonal, Seapro) \_\_\_\_\_

Scheduled Day: \_\_\_\_\_ Time: \_\_\_\_\_

### Additional program:

Program (Clinic, Permanent Private, Seasonal, Seapro) \_\_\_\_\_

Scheduled Day: \_\_\_\_\_ Time: \_\_\_\_\_

### Covid-19 Options (check all options that apply):

#### **Individual Registrations for Jr/Adults Clinics, Try Tennis Programs, CCC Tennis, Ladies/Men's Match Play and Permanent Private Court:**

- YTC House Credit & **10% Thank You Reward** to be used for summer open court time or lessons
- YTC House Credit & **10% Thank You Reward** to be used for future program enrollment and/or fall deposit.

#### **Seasonal group program:**

- We would like to schedule our 8 make up sessions
- YTC House credit. Make ups are not an option for our group. As Captain, I will submit the breakdown for each players house credit amount to be used for future program enrollment, open court time, lessons, fall deposit or installment plan. YTC will calculate players individual **10% Thank You Reward credit** based on their net credit.

#### **Seapro group program:**

- We would like to schedule our 8 make up sessions.
- YTC House credit. Make ups are not an option for our group. As Captain, I will submit the breakdown for each players house credit amount to be used for future program enrollment, open court time, lessons, fall deposit or installment plan. YTC will calculate players individual **10% Thank You Reward credit** based on their net credit.

Note: Seasonal/Seapro courts are based on **group** registration, the final option must be a **group decision**. One Covid-19 Option form is to be submitted by the Captain on behalf of the Seasonal or Seapro group court.

#### **I'm not ready to make a decision:**

- I'll address this next month
- I'll address this in September, for the Fall season.

**My circumstances have changed drastically, when you re-open I will contact Mary Lou Cummings at [mlcumings@yonkerstennis.com](mailto:mlcumings@yonkerstennis.com) to discuss.**

Signature (Parent to sign if player is under 18): \_\_\_\_\_

Notes: \_\_\_\_\_

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