

Hollow Rock FAQ's

Membership

As a member, what club privileges do I have?

All of our adult memberships offer full club privileges and access to all of our amenities. The **junior tennis membership** does not permit swimming.

How do I find out information about the Club and events/activities?

Your best resource is to view our website at www.hollowrock.com for all information. You will automatically receive weekly updates on what is happening for that week at the Club, highlighting all important Club news and information. You can also search in your member portal under "events" for any upcoming events at the club.

What if I am not receiving email communication from the Club?

Please contact alex@hollowrock.com for any communication questions.

Can I transfer my membership if I resign?

Hollow Rock Racquet & Swim Club does not offer an option to transfer your membership.

How do I cancel/terminate my membership?

Members may resign at any time, and must provide a 30-day advance written notice requesting resignation and send that by email to kateri@hollowrock.com. Members are responsible for all outstanding dues and charges, and no refund of any prepaid fees, including dues and initiation fees, will be made if a member elects to resign. If a member has prepaid their dues by paying quarterly or yearly, the member will receive a refund for the months following their written resignation. Should the member decide to rejoin at a later date, the full initiation fee, and applicable dues, will apply. Please refer to the Club's operation manual for the complete termination policy

Who owns Hollow Rock Racquet & Swim Club?

Hollow Rock Racquet & Swim Club is a 501.c.7 nonprofit. Members pay an initiation fee to belong, but do not own "stock" in the corporation. Therefore, they cannot benefit financially from the sale of the Club or any of its assets, including land.

What should I do if I have additional questions about Membership?

Please contact General Manager, Michael Polasek, at (919) 489-1550 or michael@hollowrock.com.

Am I allowed to transition to a different membership?



You can always downgrade a membership (ex. Family -> Two Person), but upgrading or adding additional family members involves going on the **Membership Waitlist**. If you are interested in joining the **Waitlist**, please contact Alex Millholland at alex@hollowrock.com.

How long is the waitlist?

Right now, we have a significant waitlist. You are not prioritized as a current member on the waitlist. It is strictly by date added.

Can I suspend my membership dues?

We do not allow you to suspend your membership dues unless it's a medical leave of absence or you are temporarily relocating (Ex. taking your holiday to Europe for 3 months does not classify as a relocation). If you do suspend your membership, you will be responsible for 50% of your dues each month for up to 6 months. After 6 months, your membership will reinstate with full dues.

If I cancel my membership or my membership is suspended, can I participate in Club activities (USTA, tennis courts, swimming etc.)?

No, you must have an active membership to partake in any Club activities.

How often can I bring a specific guest to the Club?

Per guest policy, a local guest is limited to 6 club uses in a calendar year (no more than twice a calendar month). If a non-member is on our waitlist, they may come as a guest 12 times a calendar year (no more than twice a calendar month). Any local guests cannot exceed **two visits** per calendar month. Out of town guests visiting you may visit a maximum of two weeks per calendar year. All guests must be accompanied by the member.

Can I bring my friend to the Club?

Of course! An adult guest can use the Club six times before making a decision on membership themselves. Members are financially responsible for their guests. Guests are **not** permitted to make purchases of any kind (Ex. tennis lessons, café purchases, snacks & drinks etc.).

How many guests can I bring at one time to the Club?

You may bring up to three guests to play tennis, or one guest to the lap pool, or up to five family members at the Family Pool. If you exceed that number, please notify management at info@hollowrock.com prior to coming to the Club.

Can someone use my membership while I am away?

No. You, as a member, **must** be present with your guest, at all times.

How much does it cost to bring a guest?

The guest fee is \$10 per local guest.



I have a childcare provider, am I allowed to add him/her to the Membership?

A childcare provider is only permitted to use the Club with a family member assigned on the membership, he/she may not use the Club on their own. There is no charge for a single childcare provider who accompanies children. **A childcare provider is defined as any person who looks after a child in lieu of their parents while at the Club.** Members must request a form to register the childcare provider by emailing info@hollowrock.com.

I have out of town guests staying with me, are they permitted to use the Club?

Out of town family or guests that are visiting with a member may utilize the Club at no charge and only for a maximum of 2 weeks per calendar year. **Out of town guests are classified as persons who are visiting the member and whose permanent residence is at least 60 miles from the Club.** Members must inform the Club and register out of town guests prior to use by e-mailing info@hollowrock.com or alex@hollowrock.com.

Can I bring my dog to the Club?

No, as much as we love “Fido” we do not allow pets of any kind at the Club.

How do I get another member’s contact information?

If you need contact information for one (or several) members, please contact info@hollowrock.com.

Cheers Club

What is the Cheers Club?

The Cheers Club is our automated beer and wine system.

How do I get a Cheers Club card?

Please stop by the Front Desk and the can preload a Cheers Club card for you. The Cheers Club card will be charged to your Hollow Rock account. Do not lose your card, you will not get the funds back from your previous card and you will be charged a \$5 replacement fee.

Why can’t my guests get a Cheers Club card?

By law we are only allowed to sell alcohol *to members* of age (21+).

How do I pour a beer with no foam?

Open the tap fully and tilt your cup at 45° angle after placing the card on the reader. If you are having any difficulties please ask a staff member for assistance.



Billing

How are the Club's dues & initiation fees established?

Monthly dues and initiation fees are established by the Board of Directors, and are based on the Club's annual operating budget and on the anticipated revenues and expenses.

How and when are statements sent out?

Hollow Rock Racquet & Swim Club does not issue paper statements. Electronic statements are sent out on the 1st day of each month. All payments are due by the 10th day of each month. We require all members to have a credit card on file. The Club charges the credit cards on the 10th day of the month.

Why is there a 10-day period between statements being sent out and your credit card being charged?

This 10-day period is an opportunity for you to review your statement and dispute any charges before your card is charged on the 10th of the month.

How can I pay my bill?

We strongly encourage members to keep an active credit card on file for automatic payments. If you do not have a credit card on file, payments can be made through our front desk during Club business hours. Automatic payments will occur on the 10th of each month. You are welcome to pay down your balance via your **Member Portal** or by calling the front desk at (919) 489-1550.

What charges am I paying for on my monthly statement?

You will be paying for all purchases (activities, clinics, food etc.) between the first and last day of the prior month, as well as the monthly membership dues for the present month. Purchases made **between** the 1st and the 10th of any month will go on the following month's statement.

What happens if my payment is late?

After 60 days of non-payment, your account will be suspended. After 90 days of non-payment, your membership will be terminated.

I have been charged for a Club activity or a purchase that I did not participate in, what do I do?

Please email kateri@hollowrock.com and we will verify that this occurred and will proceed to issue you a credit on your Hollow Rock account.

My credit card has expired or declined, how do I update my credit card information?

Please call the Front Desk at (919) 489-1550 to update your new credit card information.

I was billed for my guest's food from the café, why?



You are financially responsible for all of your guests purchases at Hollow Rock.

Can I pay for an individual Club activity instead of being charged on my account?

Yes, you are welcome to pay at the Front Desk at the time of the activity.

I have 2-person Membership, can my partner and I pay separately?

No. There is a primary member on each membership that is responsible for all payments. We cannot send separate statements and split up billing for any membership.

Someone is no longer a part of my membership, how do I remove them?

Please contact Kateri (kateri@hollowrock.com) to remove anyone from your membership.

What does it mean to have a “house account”?

Every membership has a “house account” that is linked to the primary account holders credit card on file. If you choose not to have a credit card on file you are required to pay for all services up front and will not be allowed to utilize the “house account” feature.

Why does Hollow Rock not accept cash?

As a private club, Hollow Rock is required to document that only members are able to make purchases.

Member Portal

How do I login to my profile on the website?

Please email alex@hollowrock.com for information regarding your login information to your profile. If you know your **username** and **password**, please log in via www.hollowrock.com -> “Member Portal” (in the top right hand corner of the home page). All member portals are through www.courtreserve.com

Tennis

How do I reserve a court, sign up for a clinic or register for an event?

You can do all of the above through your member portal at www.hollowrock.com, or by contacting the front desk at (919) 489-1550. Courts can be reserved up to 3 full days in advance starting at 9:00pm. For example, reservations for a Saturday will open at 9pm on a Wednesday.

How do I meet other players?



Hollow Rock Racquet & Swim Club offers many avenues to meet new players through club-sponsored events. Our tennis staff is the best resource to help you find players, and we are more than happy to help introduce you to the community. Please contact alex@hollowrock.com.

How do I know if courts are playable?

Courts are always playable unless we inform you. Everyone listed on a court reservation will receive a “Rain Out” update email if your court has been rained out. Therefore, it is important to keep your contact information current and to make sure all players are booked on the court reservation. You can also check our Twitter account for updates, you do not need a twitter account to see our updates. Simply google Twitter and Hollow Rock.

How do I sign up to play on a USTA league team or participate in any tournaments?

To sign up for a league team or any questions about USTA leagues or tournaments, please contact info@hollowrock.com.

What time do courts open and close?

Standard court times are open 7 days a week from 8:00am to 10:00pm. You must have a reservation to play. Please keep informed through are Weekly Updates for updated times.

When can I make a court reservation?

You can make a court reservation two days in advance by booking online in your **Member Portal** or by calling the front desk at (919) 489-1550.

How many court reservations can I make in one day?

You can make one reservation in the AM and one reservation in the PM. Each reservation can be up to 90 minutes in duration. Please refer to the Club’s *Operations Manual* (located on your online profile) for a complete description of the tennis rules and regulations

How do I schedule a lesson?

To schedule a lesson, please contact the pro directly. You can get their contact information from our **Meet the Staff** page of our website, www.hollowrock.com/staff, or you can call the front desk at (919) 489-1550 for their information.

Swimming

How do I get access to the lap pool?

You can obtain a key fob from the front desk during regular Club hours or contact Alex at alex@hollowrock.com.

What time does the lap pool open and close?



The lap pool is open 7 days a week from 5:00am to 10:30pm. Please note that this is not a lifeguarded pool and that a lap lane reservation is **required** for 6 of our lanes. Two lanes are marked for Open Swim and any member can drop in with no reservation to swim.

Can my kids swim in the lap pool?

Children ages 16 and up can use the lap pool alone. Children under 16 years of age, may use the lap pool with a parent or adult supervision for lap swimming only. Please remember the lap pool is not guarded.

Do I need to reserve a lane to swim?

Yes. You can make one reservation in the AM and one reservation in the PM. Each reservation can be up to 60 minutes in duration. If a lane goes unreserved, anyone is open to use it.

When does the family pool open and what are the hours of operation?

The family pool typically opens mid-May, and hours of operation vary throughout the summer. Please check the summer pool calendar under the swimming section of our website at www.hollowrock.com. The family pool typically closes after Labor Day.

How do I schedule a swim lesson?

To schedule any type of swim lesson, please contact info@hollowrock.com.

How do I join the Piranhas Summer Swim Team?

Please contact our Parent Rep, hrstpiranhas@gmail.com, for details about swim team and registration.

Fitness

How do I gain access to the fitness center?

The fitness center is open during regular Clubhouse hours. Please see the front desk to obtain the door code to the fitness center. The fitness center is closed during group fitness classes. Please visit www.hollowrock.com to obtain the fitness center schedule. Children must be 13 years or older to use the fitness room without supervision of an adult.

County Line Café

Do you accept cash at the café?

No, Hollow Rock is a cashless facility. You can put café orders on your “house account” if you have an active credit card on file.



I don't want my kids to charge café items onto my account, what do I do?

The only way we are able to stop automatic charges on your account is to stop "house charging" privileges. This will affect the entire account. Please contact kateri@hollowrock.com if you would like house charging privileges stopped.

Can guests purchase food?

No, if you have guests at the Club you are financially responsible for all of their purchases.

Board of Directors

Who are the Board of Directors?

The nine-member Board of Directors shall have the power to make and amend regulations and rules pertaining to the operation of the club, and shall have the responsibility for the entire management of the affairs of the club. Members of the Board of Directors shall serve without pay. Board terms are three (3) years with three (3) positions expiring each year. Please refer to the By-laws of Hollow Rock Racquet & Swim Club, Inc.

What are Committees? How do I get on a Committee?

The Board may establish committees as it may deem advisable from time to time. Each committee shall have such duties and responsibilities that are determined by the Board of Directors. Please contact michael@hollowrock.com if you are interested in volunteering for a committee.