

TENNIS COURT STANDARDS (10-TEN)

Description - Tennis Court standards consist of outdoor or indoor tennis courts, and may include amenities such as practice walls, pro shops, and locker rooms. Food and beverage convenience items are included in the pro shop retail section of these standards; other food and beverage services are evaluated separately using the appropriate food and beverage standards.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Tennis Facility – Exterior	
1	<u>Building Structure</u> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	<u>Landscaping/Grounds</u> - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	B
3	<u>Outdoor Furniture</u> - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind. Adequate shading or heating is provided when seasonally appropriate.	C
4	<u>Parking</u> - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
5	<u>Pathways, Sidewalks, Ramps, Steps, and Stairs</u> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
6	<u>Lighting/Illumination</u> - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	A
7	<u>Public Signs</u> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B

8	Site Utilities, Equipment, and Delivery Area - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible. Delivery areas are screened from public view.	C
9	Trash/Recycling - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
10	Fences and Walls - Fences and walls are cleared of overgrowth and well-maintained.	C
11	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
12	Vending Machines - Vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and applicable notices are posted.	B
13	Smoking Policy - No smoking is permitted on the courts, inside the facility, or within 25' of any doors, windows, or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided.	B
Public Areas – Interior		
14	Entrance Area - The lobby and registration area, instruction areas, and other public spaces are clean, neat, and well-maintained. Furnishings are appropriate, clean, operational, and well-maintained.	B
15	Windows, Doors, Walls, Ceilings, Floors, and Screens - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B
16	Corridors/Ramps/Stairs - Corridors, ramps, and stairs are clean, unobstructed, and adequately lighted. Treads and landings have non-slip surfaces.	A
17	Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
18	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
19	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
20	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
21	Trash/Recycling - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B

22	Employee Areas - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
Safety		
23	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
24	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
25	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
26	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
Pro Shop		
27	Acceptable Merchandise - Tennis merchandise is appropriate and accurately labeled. Identical items may be marked by display area, rather than individually labelled. An adequate selection of other merchandise (grocery, convenience, souvenirs) as specified in the operating plan is available.	B
28	Shelving and Display Safety - Products in customer areas are shelved, displayed, or stored so they are not falling or tripping hazards. Out of reach merchandise has appropriate staff assistance signage.	B
29	Ice Packs - Ice packs (reusable or instant) are available.	B
Showers/Locker Rooms		
30	Public Restrooms - Restrooms are clean, ventilated, well-illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted. Restrooms have signage in accordance with local law.	B
31	Floors - Floors and floor coverings are appropriate, non-slip, clean, and well-maintained.	A
32	Dressing Area and Clothes Storage - Lockers or clothes hooks (minimum 2 per stall) are provided and located in close proximity to the shower stall. Lockers are rust-free, with working doors and hardware. Dressing area contains adequate seating.	B
33	Security - System for securing valuables is provided, or signs are posted stating that the concessioner is not responsible for visitors' valuables.	B
34	Shower Stalls - Shower stalls are ventilated and free of mold, mildew, and hair. Shower floors are equipped with a non-slip, mildew-free, untornd mat, or constructed with non-skid surfaces or strips that are securely fastened. Mats are sanitized daily. Showers that are out of service have computer-generated signs posted and made operational as soon as possible.	A

35	Shower Enclosures - Shower curtains are of adequate length and width to fit the enclosure and to prevent water from flowing onto the outer areas, as well as to assure privacy. Shower curtains and enclosures are free of mold and mildew.	B
36	Water Supply - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked. Fixtures are low-flow, securely installed, and properly sealed/grouted.	B
37	Soap and Towels - Soap and shampoo are obtained from bulk dispensers. Dispensers are flushed and cleaned at least once per quarter. Towels are bath size.	C
38	Mirrors - Adequate mirrors are provided for each sink. Mirrors are securely mounted, clean, un-pitted, and free of cracks.	B
39	Emergency Instructions - Information is posted with emergency assistance (fire, police, medical) and after-hours contact information.	A
Tennis Courts		
40	Spacing - Outdoor courts have at least 12' and indoor courts have at least 18' between each sideline to allow for safe overruns.	A
41	Court Surfaces - Court surfaces are appropriate, clear of obstructions, and well-maintained. Court lines are accurate and clearly marked.	A
42	Nets - Tennis nets, posts, and singles sticks are regulation size and height, and well-maintained. The net should be 3' (36") at the center strap, and 3'6" (42") at the posts.	A
43	Overhead Clearance - Space above courts is clear of obstructions, and clearances are at least 18' at the fence/eaves, 21' over the baseline, and 35' over the net, although 38' is preferred.	A
44	Dividers - Divider netting and deflection barriers are adequate and well-maintained. If divider netting does not reach the walls, floor barriers prevent balls from rolling onto another court.	A
45	Fences and Walls - Fences and walls are well-maintained and cleared of overgrowth.	B
46	Lighting/Illumination - Lighting is adequate and appropriate, and sufficient for safely using the facilities after dark. Lighting is consistent with NPS Night Sky requirements.	B
Practice Walls		
47	Walls - Practice walls are at least 10' high and well-maintained.	B
48	Lines - Lines are 3' above the ground, clear, and well-maintained.	C
49	Catchment - Fencing or netting is at least 16' high behind practice walls. Tennis balls are retrieved daily.	B
EQUIPMENT STANDARDS		
Rental Equipment		
50	Rentals - Tennis rental equipment (rackets, balls, and ball machines) are appropriate, operational, clean, and well-maintained.	B
51	Inspections - Equipment is inspected before each rental to ensure equipment is 'rent ready' (adequate, operational, stocked, etc.).	B

52	Identification - Rental equipment is identified as belonging to the concessioner, and appropriately marked with the company name and logo.	C
53	Availability - Adequate equipment is available in an appropriate variety of sizes.	B
OPERATIONAL STANDARDS		
Accessibility		
54	Accessibility - Facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A
Services		
55	Availability - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
56	Knowledge of Reservation Agent/Details on Website - Reservation agents provide accurate information about rates, access, and tennis amenities. Matching information is available on the concessioner's website.	B
57	Hours of Operation - Facilities and services are operated and provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and visible from the facility's exterior.	B
58	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
59	Walk-Ons - Reasonable opportunities are provided for players to 'walk-on' without a reserved court time.	B
60	Weather Warning System - Inclement weather warning systems (such as air horns) are appropriate and adequate to alert players of dangerous weather.	A
61	Instructional Services - Advertised instructional services are provided. Instructors have industry recognized credentials and/or certifications.	B
62	Drying - Courts are dried (squeegees, blowers, towels, etc.) as soon as possible after rain.	C
63	Ball Hoppers - Ball hoppers are sufficient, operational, and well-maintained.	C
64	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
Retail		
65	Availability - An adequate supply and appropriate selection of product types and sizes is available.	B
66	Internet Sales - Online sales are tracked and approved by the park. No park merchandise items are sold exclusively online.	C

67	ATM Machines - ATM machines are signed, stocked, operational, and well-maintained. Machines are appropriately located and do not obstruct visitor foot traffic. ATM signage is park-themed or generic. Brand information is only visible when at the machine.	C
	Personnel	
68	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
69	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
70	Employee Appearance - Employees wear apparel and a name tag identifying them as concession staff. Employees present a neat, clean, and professional appearance.	B
71	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, and NPS philosophy and policy. Training is documented.	B
72	Tennis Professional Credentials - Tennis instructors are appropriately certified by a recognized national tennis organization (USTA, ATA, etc.).	B
	Rates	
73	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.