

LEGEND TENNIS ACADEMY

Member & Parent Code of Conduct and General Participation Agreement

1. Purpose and Commitment

Legend Tennis Academy (“Legend,” “Academy,” “we,” “us,” or “our”) is committed to providing a safe, welcoming, respectful, and positive environment for children, adults, families, coaches, staff, members, guests, and visitors.

Participation in any Legend Tennis Academy program, lesson, clinic, camp, tournament, league, membership, event, or use of the Academy's facilities is conditioned upon compliance with this Member & Parent Code of Conduct and General Participation Agreement (“Agreement”).

The purpose of this Agreement is to establish clear expectations for conduct, communication, sportsmanship, facility use, dispute resolution, and respectful interaction among all members of the Legend community.

By registering for, participating in, or continuing to participate in any Legend program or membership, the participant and, where applicable, the participant's parent or legal guardian agree to comply with this Agreement.

2. Respectful Conduct

All participants, parents, guardians, members, guests, coaches, employees, contractors, and visitors are expected to treat one another with courtesy, professionalism, and respect.

The following conduct is prohibited:

- Verbal abuse, profanity directed at another person, insults, intimidation, bullying, harassment, or threatening behavior.
- Aggressive, hostile, or confrontational behavior toward coaches, staff, members, parents, children, guests, or other players.
- Physical aggression, fighting, threatening gestures, or behavior that creates a safety concern.
- Discriminatory or hateful conduct.
- Repeated disruption of lessons, clinics, camps, tournaments, leagues, or other Academy activities.
- Intentionally interfering with a coach's ability to conduct a program.

- Entering courts or program areas without authorization.
- Refusing to follow reasonable instructions from Academy staff relating to safety, court use, program participation, or facility operations.
- Any conduct that, in the reasonable judgment of the Academy, materially interferes with the experience, safety, or enjoyment of other participants.

Parents and guardians are expected to model the same sportsmanship and respectful behavior expected from junior players.

3. Parent and Guardian Conduct

Parents and guardians play an important role in creating a positive tennis environment.

Parents and guardians agree to:

- Support coaches rather than undermine coaching decisions during programs.
- Allow coaches to coach without unnecessary interference.
- Address concerns privately and respectfully with Academy management rather than confronting coaches, players, or other parents during programming.
- Avoid coaching their child from outside the court during a lesson, clinic, camp, tournament, or team practice unless specifically permitted by the coach.
- Avoid criticizing or humiliating players, coaches, officials, or other families.
- Respect court assignments, program schedules, player levels, and Academy policies.
- Follow all check-in, pickup, drop-off, and supervision requirements.
- Communicate concerns through the Academy's designated communication channels.

Parents should remember that disagreements regarding playing time, court assignments, player levels, coaching decisions, tournament decisions, or program structure do not justify disrespectful or disruptive behavior.

4. Adult Member Conduct

Adult members agree to:

- Treat coaches, staff, junior players, adult members, guests, and other participants respectfully.

- Follow court reservations and facility-use rules.
- Use courts only for their intended purpose.
- Respect assigned clinic levels and skill requirements.
- Avoid monopolizing courts or disrupting scheduled programming.
- Cancel reservations when they are unable to attend whenever reasonably possible.
- Follow all guest, reservation, payment, and membership policies.
- Follow reasonable instructions from Academy management regarding court availability, safety, facility use, and programming.

Adult members may not use their membership or relationship with the Academy to intimidate, pressure, harass, recruit, interfere with, or improperly influence Academy employees, coaches, members, or families.

5. Communications With Coaches and Staff

Legend encourages open communication and welcomes constructive feedback.

However, all communications with Academy employees and coaches must remain respectful.

Members and parents should not:

- Yell at, threaten, insult, or verbally attack Academy employees or coaches.
- Confront coaches during an active lesson or program regarding a disagreement.
- Send repeated, excessive, threatening, or harassing communications.
- Attempt to pressure a coach into changing a player level, court assignment, playing decision, or program decision through inappropriate means.
- Contact a coach through personal channels regarding Academy disputes when an Academy management channel is available.

If a concern cannot be resolved directly with the appropriate coach or program lead, the matter should be escalated to Academy management.

6. Complaints and Constructive Feedback

Legend Tennis Academy welcomes good-faith complaints, suggestions, reviews, and feedback.

Members and parents are encouraged to communicate concerns directly to Academy management so that the Academy has a reasonable opportunity to investigate and address the issue.

Good-faith feedback may include:

- Concerns about coaching quality.
- Concerns about program organization.
- Billing or membership concerns.
- Scheduling concerns.
- Safety concerns.
- Concerns regarding another participant's conduct.
- Suggestions for improving programs or facilities.

The Academy will make reasonable efforts to review legitimate concerns in a professional and timely manner.

Nothing in this Agreement is intended to prohibit a participant from making a good-faith complaint, reporting misconduct or safety concerns, communicating with a governmental or regulatory authority, or exercising any rights that cannot lawfully be waived.

7. Disparagement, Defamation, Harassment and Public Communications

Legend respects the right of members and families to express opinions and provide honest, good-faith feedback.

At the same time, participants agree not to engage in communications or conduct intended to maliciously harm the reputation of the Academy, its owners, employees, coaches, or members.

Participants shall not knowingly or intentionally:

- Publish or communicate false statements presented as facts concerning Legend, its owners, employees, coaches, programs, or members.
- Make knowingly false allegations of criminal, unethical, immoral, abusive, or fraudulent conduct.
- Create or spread rumors that the participant knows or reasonably should know are false.

- Engage in targeted harassment or intimidation of Academy personnel, coaches, members, or families.
- Organize or encourage others to engage in harassment or coordinated attacks against Academy personnel or members.
- Use social media, text messaging, email, online forums, group chats, or other communication channels to threaten, harass, intimidate, or knowingly disseminate false information about the Academy or members of the Academy community.
- Impersonate the Academy or Academy personnel.
- Misrepresent statements made by Academy employees or coaches in a manner intended to create a materially false impression.

The Academy does not prohibit legitimate criticism, honest opinions, good-faith reviews, or good-faith complaints.

Nothing in this section prevents a person from reporting suspected unlawful conduct, child-safety concerns, discrimination, harassment, or other matters to an appropriate governmental, regulatory, law-enforcement, or professional authority.

8. Social Media and Online Conduct

The same standards of conduct apply online as they do inside the Academy.

Participants should understand that posts, comments, screenshots, recordings, group messages, and other online communications can materially affect members of the Academy community.

Participants agree not to use social media or online platforms to:

- Harass or threaten another member of the Academy community.
- Publish private or confidential information about another person without authorization.
- Target junior players or minors with inappropriate communications.
- Spread knowingly false information about Academy personnel or programs.
- Encourage others to engage in harassment or disruption of Academy activities.
- Misrepresent themselves as an Academy representative.

The Academy reserves the right to take appropriate action when online conduct materially affects the safety, operations, reputation, or orderly functioning of the Academy or its community.

9. Recording, Photography and Privacy

Participants may not photograph, record, livestream, or otherwise capture another participant, coach, employee, or minor in a manner that violates Academy policies, privacy expectations, or applicable law.

Recording a lesson, clinic, conversation, dispute, or Academy employee for the purpose of intimidation, harassment, public shaming, or creating misleading content is prohibited.

The Academy may establish reasonable restrictions regarding photography, video, livestreaming, and recording during programs and events.

10. Junior Player Protection

The safety and well-being of junior players is a priority.

Adults participating in Academy activities agree to maintain appropriate boundaries with junior players and to avoid inappropriate communication or conduct.

Any concern regarding suspected abuse, inappropriate conduct, harassment, or safety involving a minor should be reported promptly to Academy management and, where appropriate, the relevant authorities.

Nothing in this Agreement limits a person's right or obligation to report suspected abuse or other unlawful conduct to the appropriate authority.

11. Facility and Equipment Use

Participants agree to:

- Use Academy facilities and equipment responsibly.
- Follow posted facility rules.
- Keep courts and common areas clean.
- Dispose of trash properly.
- Respect Academy property and the property of other participants.
- Report damage, hazards, or safety concerns to Academy staff.
- Use equipment only for its intended purpose.

A participant may be responsible for damage caused by intentional or negligent conduct, subject to applicable law.

12. Membership, Registration and Payment Obligations

Members and program participants agree to comply with all applicable Academy policies relating to:

- Membership fees.
- Program fees.
- Registration.
- Court reservations.
- Cancellation policies.
- Guest policies.
- Refunds and credits.
- Program transfers.
- Membership suspension or cancellation.
- Use of promotional offers or discounts.

Failure to make required payments may result in suspension or termination of participation or membership.

13. Authority of Academy Management

Legend Tennis Academy reserves the right to take reasonable action when a participant violates this Agreement or otherwise engages in conduct that negatively affects the safety, operations, employees, coaches, members, or participants of the Academy.

Depending on the circumstances, the Academy may:

- Provide a verbal or written warning.
- Require a meeting with Academy management.
- Remove a participant from a lesson, clinic, camp, tournament, league, or event.
- Suspend participation or membership temporarily.
- Restrict access to certain programs or facilities.

- Require that a participant communicate only through designated Academy representatives.
- Require a parent or guardian to attend a meeting before a junior participant returns.
- Terminate a program registration or membership.
- Decline future registration or renewal.
- Take other reasonable action permitted by law.

The Academy may take immediate action when it reasonably believes conduct presents a safety risk or significant disruption.

14. Termination of Membership or Participation

Legend may terminate or suspend a participant's membership or participation for material violations of this Agreement, Academy policies, or facility rules.

Examples include, but are not limited to:

- Threatening or violent conduct.
- Harassment or bullying.
- Repeated disruptive conduct.
- Serious misconduct toward an employee, coach, member, child, or guest.
- Knowingly spreading materially false allegations intended to harm another person or the Academy.
- Repeated violations after receiving a warning.
- Conduct that creates a significant safety or operational concern.
- Failure to comply with payment obligations.

Unless immediate action is reasonably necessary, the Academy may, in its discretion, provide an opportunity for the participant to address the issue before termination.

15. Dispute Resolution

Legend prefers to resolve disagreements professionally and directly rather than through confrontation or public disputes.

Step 1 — Direct Communication

A participant with a concern should first contact the appropriate coach, program lead, or Academy management representative and explain the concern in good faith.

Step 2 — Management Review

If the concern is not resolved, the participant may request review by Academy management.

The Academy may request that communications be submitted in writing so that the issue can be properly reviewed.

Step 3 — Good-Faith Mediation

Before initiating formal legal proceedings regarding a dispute arising from this Agreement, the parties agree to make a good-faith effort to resolve the dispute through mediation, unless mediation is impractical or prohibited by law.

The parties will attempt to mutually select a neutral mediator.

Unless otherwise agreed, mediation shall take place in the Austin, Texas metropolitan area.

Step 4 — Formal Proceedings

If the dispute cannot be resolved through the above process, either party may pursue any rights and remedies available under applicable law.

Optional Arbitration Provision: If Legend elects to include mandatory arbitration in its final agreement, the arbitration provision should be separately reviewed by Texas counsel and presented conspicuously to members and parents. Any arbitration provision should be mutual and provide for a fair, neutral process.

16. No Waiver of Legal Rights

Nothing in this Agreement is intended to waive or restrict rights that cannot legally be waived.

Nothing in this Agreement prohibits a participant from:

- Reporting suspected criminal activity.
- Reporting suspected child abuse or neglect.
- Reporting discrimination, harassment, or other unlawful conduct to an appropriate governmental authority.
- Cooperating with a governmental or regulatory investigation.

- Exercising rights protected by applicable law.
- Seeking emergency assistance when necessary.

17. Confidentiality and Respect for Other Families

Participants may become aware of personal information about other players and families through Academy programs, tournaments, teams, or social activities.

Participants agree to respect the privacy of other members and should not unnecessarily publish or distribute another person's private information, including contact information, family circumstances, financial information, medical information, or personal communications.

18. No Interference With Academy Operations

Participants agree not to intentionally interfere with Academy operations or attempt to disrupt relationships between the Academy and its employees, coaches, vendors, members, customers, partners, or community organizations.

This includes attempts to:

- Disrupt programs.
- Prevent coaches from performing their duties.
- Encourage participants to violate Academy policies.
- Intimidate Academy personnel.
- Organize disruptive conduct at Academy facilities.
- Misrepresent Academy policies to other members.

Nothing in this section prevents legitimate organizing, advocacy, complaints, or other activities protected by applicable law.

19. Parents Are Responsible for Their Children

A parent or legal guardian registering a minor participant agrees to communicate the expectations of this Agreement to the minor participant and to make reasonable efforts to ensure the minor follows applicable Academy rules.

Parents and guardians acknowledge that junior players are expected to demonstrate age-appropriate sportsmanship and respect.

A parent or guardian's violation of this Agreement may independently result in action concerning the parent's access to the Academy, even if the junior participant was not involved in the conduct.

20. Assumption of Risk and Release

Participation in tennis, fitness activities, camps, clinics, tournaments, leagues, and other physical activities involves inherent risks, including but not limited to falls, collisions, equipment-related injuries, physical exertion, weather conditions, and injuries caused by the actions of other participants.

To the extent permitted by applicable law, participants voluntarily assume the inherent risks associated with participation.

Any separate Academy waiver, release, assumption-of-risk agreement, or registration waiver applicable to a particular program remains in effect and is incorporated into the participant's registration.

21. Governing Law

This Agreement shall be governed by and interpreted in accordance with the laws of the State of Texas, except to the extent federal law or another mandatory applicable law requires otherwise.

22. Severability

If any provision of this Agreement is determined to be invalid or unenforceable, the remaining provisions shall remain in effect to the fullest extent permitted by law.

23. Amendments to Academy Policies

Legend Tennis Academy may update its policies and procedures from time to time to address changes in programming, facilities, safety requirements, membership structure, or applicable law.

Material changes to this Agreement will be communicated through reasonable means.

Continued participation after the effective date of an updated Agreement may constitute acceptance to the extent permitted by applicable law.