

Sir Winston Churchill Park Tennis Club 2020 Season: A Year in Review

Overall club rating:



Keeping members safe during pandemic:



Access to play:



Courts and location:



Lighting:



Head Pro and coaching staff:



What can we do better?

- More socials to bring members together
- More clinics for all different skill levels
- Provide indoor options to members in the winter

Online Court Booking

83% "Very satisfied" or "Satisfied" with online court booking system

Ideas for improvements to online booking:

- Allow more than one booking per day
- Extend booking horizon to seven days
- Improve system to find other players



Membership opened to the public on June 12 and sold out within 24 hours.



Court utilization for the year was about 78%.



About 87% of online bookings were completed by members.



Over 95% rated clubhouse staff as "Excellent" or "Good" in each of the following categories:

- Communication
- Resolving issues
- Dealing with check-in and court management

Opening day = May 26, 2020

- May 26 (6 courts)
- Jun 5 (8 courts)
- Jun 12 (10 courts)

Closing day = Nov 29, 2020

Note: City of Toronto allowed tennis clubs to open on May 25, 2020

Total membership = ~1,350

Adult membership = ~860
Senior membership = ~160
Junior membership = ~300
Hold membership = ~35

Note: Current waitlist has approx. 1,000 people