



## **Frequently Asked Questions**

### **Where are the outdoor camps located?**

Our outdoor camps (Junior AM Tennis Camp and High School Tennis Camps) are held at the **New Trier Northfield tennis courts** (with the exception of Week 10, when all camps will be held at NSRC):

7 North Happ Road, Northfield, IL 60093

### **How do I get approval to enter a higher level camp?**

If your child is interested in registering for **Tournament Camp or a higher-level camp** and is not already a part of Karzen tennis classes, please email [SummerCamp@NorthShoreRC.com](mailto:SummerCamp@NorthShoreRC.com).

Jerry or Brett Karzen will contact you to schedule a brief **15-minute evaluation** to help ensure your child is placed in the most appropriate and supportive level.

### **Is membership required to attend Karzen Summer Camps?**

No, membership is not required to participate in the summer tennis camps.

### **What if my child is outside the age range for a specific camp?**

If you think your child would be a good fit for a certain camp but they are outside the age range, please email [SummerCamp@NorthShoreRC.com](mailto:SummerCamp@NorthShoreRC.com) to request approval. Please specify which camp and the camp week you are applying for.

### **I can only make a portion of the week; can you prorate a week of camp?**

We conveniently offer our camps as individual weeks to allow for flexibility in scheduling. We do not prorate within camps. We encourage you to sign up for the camp week(s) that best fit your family schedule.

### **What if the week I want for camp is full? Is there a waitlist?**

Yes! If a camp week is full, you can follow the steps to register for that week of camp through Court Reserve and click “Join Waitlist.” If a spot opens up, you will be contacted by NSRC and given instructions for registration.

### **I missed a day of camp - can I do a make-up?**

We do not offer make-ups for missed days of camp. We encourage you to sign up for the camp week(s) that best fit your family schedule.

### **What is the camper: instructor ratio?**

At Jerry Karzen Tennis Camps we have a camper: instructor ratio of 4:1 or better.

### **Who are the coaches and what is their experience?**

Our camps are led by a dedicated team of experienced coaches who have spent many years working with players of all ages and ability levels—from beginners just learning the game to competitive junior and high school athletes. Our coaching staff is committed to providing high-quality, personalized instruction in a fun and supportive environment, helping each camper build skills, confidence, and a lifelong love of tennis.

### **What does my child need to bring to camp?**

Campers should bring a water bottle and a tennis racquet, and wear weather-appropriate clothing, including tennis shoes. For outdoor camps, we also recommend a hat and sunscreen.

Water is available for campers at both our indoor and outdoor locations. Please note that **food is not provided at the outdoor camps**, so campers should bring a snack if needed. Camps held at NSRC have vending machines where campers may purchase snacks and drinks.

### **Does my child need to bring their own tennis racquet?**

No, we have racquets to borrow if needed.

### **What if it rains or the weather is iffy?**

In case of inclement weather, outdoor camps will be moved inside to NSRC. When in doubt, call the club at (847) 729-0450 to confirm one hour prior to camp start.

### **What if my child is sick? Who do I contact?**

We do not offer make-ups for missed days of camp.

### **Do you offer a full day camp?**

Yes. If your child enrolls in both the Junior AM and Junior PM Tennis camps in the same week, we have an NSRC van that will shuttle them to the club for the PM Camp. Your child should pack a lunch which they will eat indoors with the other campers before the afternoon camp. Parents will drop off their child in the morning at the outdoor courts in Northfield and pick up the child from North Shore Racquet Club in the afternoon.

Another full-day option is to enroll in JKBB Basketball "Summer AM Camp" for the morning, and Junior PM Tennis Camp in the afternoon. Your child should pack a lunch which they will eat indoors with the other campers in between the two camps. In this option, both camps are held at North Shore Racquet Club.

### **Is there transportation between camps?**

If your child is attending both the Junior AM Tennis Camp and the Junior PM Tennis Camp for the same week, a NSRC van will shuttle them to NSRC for lunch and afternoon camp.

### **Do you offer post-camp childcare following the end of the afternoon camp?**

No, we do not offer child-care after the end of our camps. The Junior PM Tennis Camp ends at 3:15pm.

### **What if I need to change camps?**

Any changes or cancellations for Summer Camp must be emailed to [SummerCamp@NorthShoreRC.com](mailto:SummerCamp@NorthShoreRC.com), without exception.

1. Change requests will be addressed on a case-by-case basis, subject to availability. Note: Most camps fill to capacity. Change requests will be placed on the wait list in the order received. Enrollment cannot be guaranteed when requesting a change.
2. If the change requested is for a camp at a higher price, the cost difference will be charged to the payment method on file.

3. If the change requested is for a camp at a lower price, the cost difference will be refunded to the member's account in Court Reserve.

### **What if I need to cancel?**

Any changes or cancellations for Summer Camp must be emailed to [SummerCamp@NorthShoreRC.com](mailto:SummerCamp@NorthShoreRC.com), without exception.

1. Cancellations made MORE than two weeks in advance of the camp start date will incur a 10% cancellation fee per week of camp.
2. Cancellations made WITHIN the two weeks of the start date of the camp week will incur a 20% cancellation fee per week of camp.
3. Cancellations made on or after the start day of camp will not be refunded unless there is an emergency.
4. Any refunds less applicable cancellation fees will be credited to the member's account in Court Reserve or returned to the original payment method.