



**Dear Player,**

We are excited to host you at the USTA National Campus for Racquet War - Orlando, FL. In advance of your travel to Orlando, we would like to share with you some important information. Should you have any questions regarding the enclosed materials or about the facility, please call the National Campus at (407) 675-2500.

With the health and safety of all guests and staff as its foremost consideration, the USTA has developed a set of protocols and risk mitigation measures in conjunction with its Medical Advisory Group that is consistent with the guidelines issued by the Centers for Disease Control and Prevention (CDC), the Governor of Florida's Executive Orders, Orange County, the Florida Department of Health, and other relevant agencies and health authorities.

**Please note:** Everyone is required to wear a face cloth covering/mask while at the National Campus (except when you are active on the courts). It is also a requirement for everyone, which became effective June 24th through an Executive Order issued by the Mayor of Orange County. In addition, before access to the National Campus, everyone is required to fill out a COVID-19 symptom health questionnaire **EACH DAY** before entering the facility. **The health questionnaire can be found [here](#).**

#### **USTA National Campus Reopening Guidelines Regarding COVID-19**

The USTA National Campus, located in the Lake Nona District of Orlando, Fla., reopened to the public on June 8 following a comprehensive and systematic readiness assessment and sanitation process. Please click [here](#) for more information on our National Campus website.

#### **THE FOLLOWING ACTIONS HAVE BEEN TAKEN FOR THE HEALTH AND WELL-BEING OF OUR GUESTS AND EMPLOYEES:**

- We have included sanitizing wipes on all Har-Tru courts for your use to wipe

down your bench and chairs after your match.

- Enhanced cleaning and disinfecting with increased frequency.
- Touchless hand sanitizer stations located throughout the Campus.
- Social distancing floor markers
- Safety tips and recommendations posted throughout the site.
- Public safety announcements.
- Tennis court gates, latches, and net posts cleaned and disinfected throughout the day.
- Guests must wear a face covering/mask at all times (except when you are active on court).
- All guests will fill out a health questionnaire provided before entering the Welcome Center.
- Locker rooms are temporarily closed. Please arrive dressed and ready for play.
- Guests are responsible for managing their own equipment.
- Guests must supply their own towels.
- Guests must bring their own drinks/full water bottles.
- In the event of rain, you will be required to return to your car to ensure groups are not congregating in any areas and social distancing is maintained.
- If any guest refuses to comply with these requirements, they will be asked to depart the Campus.

**With regard to the Athletic Medicine services provided to tournament players, etc., the following guidelines will be in place:**

- Athletic Medicine (AM) team members will employ universal precautions whenever providing care.
- AM team members are required to wear multi-layer face masks/coverings, protective eyewear, and gloves when rendering care on-court.
- AM team members are required to wear multi-layer facemasks/coverings, protective eyewear & may wear gloves when performing evaluations, tapings, treatments, etc.
- With the exception of on-court first aid service, all players/participants are required to wear face coverings/masks when receiving evaluation and treatment.
- Only players receiving evaluation/treatment will be permitted in the ATR.
- A maximum of two players/participants will be permitted in the Tournament Administration ATR at one time and timing will be staggered if others need access. One player/participant in the Collegiate Center ATR.
- As a standard practice, table surfaces, etc. that a player/participant contacts will be cleaned and allowed to air dry using a sanitizing solution between individuals.

## Facility Overview:

Contact Information:

[USTA National Campus](#)

10000 USTA Blvd.

Orlando, FL 32827

(407) 675-2500

[www.ustanationalcampus.com](http://www.ustanationalcampus.com)

## Opening Hours:

Saturday - Monday: 6:30am

## Tennis Related Services:

The **USTA National Campus Pro Shop** features the newest products from Adidas, Wilson, HEAD, Babolat and more. They carry a wide assortment of National Campus merchandise. Powered by the nationally recognized distributor Fromuth Tennis, this brand new showroom has something for every tennis player. The Pro Shop hours Saturday and Sunday will be 8:00 a.m. to 5:00 pm (subject to change). [Visit the Pro Shop Website Here](#)

The **Racquet Bar** is located just outside the pro shop. Pull up a barstool and meet the team of tournament level racquet technicians working behind 5 sleek, new Wilson Baiardo stringing machines. Drop your racquet off and you will be pleasantly surprised at the quality of their customization and speed of service it is the quickest way to improve your game! [Visit the Racquet Bar Website Here.](#)

**Live Streaming** is available for the event on the “[Watch](#)” section of the USTA National Campus website Please note, this live footage is not being recorded and cannot be viewed after completion of the match.

**PlaySight** – Players can record their time on the court by using the Playsight QR Codes located near the benches on each court. The QR code is designed for you to record and save your playing time to your personal account.

•For more information including how to record and download your matches, click [here](#).

**Wifi Information** - Guests can access free Wi-Fi via the "USTA Guest" network on site. Access Wi-Fi connections in your phone's "Settings" tab, then click "Wi-Fi," and, lastly, click "USTA Guest."

**USTA National Campus Programming** - Whether you are looking for a fun, engaging program for your child, want to fine-tune your strokes with some of the best coaches in the game, test your limits with a heart-pumping Cardio Tennis class, or spend some time on court with friends or family, the National Campus

is your ultimate tennis destination! Spots in our Spring 2 Programming are still available. Register [here](#) today!

## On-Site Dining Options

The NetPost Grill will be open Saturday and Sunday from 11:00am - 2:00pm, **pending weather**. As a reminder, alcohol is not allowed on campus. We also have a few vending machines operating at this time. Those include the Welcome Center lobby, the Tournament Administration building, and the Family Zone.

While we are currently not offering water coolers on court, we strongly encourage guests to bring their own water, sports drinks, and snacks as needed. We do have water and ice machines located on both sides of the Tournament Administration building for your use.

## Guest Services

The USTA National Campus has partnered with **Tavistock Management Services** to handle all hotel accommodations for guests visiting the USTA National Campus. The website is <https://ustatravel.com/> and contains information on hotels, rates, amenities, and things to do in the Lake Nona area. For additional information please contact the office directly at 844-932-8782.

To get special discounts and other savings offers on car rentals, please go to the dedicated USTA booking page for Avis or Budget by using the special links below (your USTA National Campus discount numbers will be automatically applied):

[Avis Discount for United States Tennis Association](#)

or [Budget Discount for United States Tennis Association](#)

Or call Avis or Budget at the following numbers:

Avis: 1-800-331-1551 (be sure to use the Avis Worldwide Discount number P553000)

Budget: 1-800-526-6408 (be sure to use the Budget Corporate Discount number R986300)

**Pegasus** is the preferred transportation service provider for motor coach busses, mini-busses, and 14 passenger vans at the USTA National Campus. With a fleet of 30 busses and 5 vans (all vehicles equipped with GPS, WiFi, and wheelchair accessibility available), Pegasus will provide a premium customer service experience at discounted rates for USTA National Campus guests. To book a bus or van, email Pegasus Bus at [USTA@Pegasusbus.com](mailto:USTA@Pegasusbus.com) or call 407-812-8812 and reference "USTA" to receive a discounted rate.

**Please refrain from:**

- Bringing outside food and beverage in coolers larger than 13 gallons
- Swimming or fishing in ponds
- Smoking or using e-cigarettes

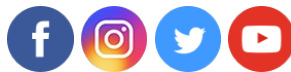
[Prohibited Items](#)

[Recording Notice](#)

We wish you safe travels and look forward to hosting you at the National Campus!

*Warmest Regards,*

**USTA National Campus Events Staff**



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