



## General Code of Conduct

*This General Code of Conduct, agreed to by all members when joining/rejoining, sets out what the Club regards as good practice to help create an inclusive environment where everyone can enjoy playing tennis. It reflects the friendly and cooperative spirit the Club is known for, which is in all our interests to maintain.*

*Note: Where used, "everyone" and "anyone" include all club stakeholders – e.g. members, coaches, staff, contractors, visitors, neighbours, etc.*

### Aims

The aims of this Code of Conduct are to:

1. Ensure all members, guests, and staff ("all concerned") are treated fairly and respectfully.
2. Inform members of the expected behaviour and court etiquette so we can all enjoy our tennis and the club can continue to flourish.

### General Conduct

Everyone is expected to be courteous and considerate to members, coaches, visitors, Committee members, staff, neighbours, and contractors.

Everyone must:

1. Respect others regardless of age, gender, sexual orientation, race, culture, religion, disability, or other normal human qualities.
2. Respect all club property and facilities, including courts, nets, teaching equipment, furnishings, supplies, and appliances.
3. Respect fellow players' and competitors' talent, potential, and development.
4. Recognise the valuable contribution made by the Management Committee (MC) and other volunteers. They give their time and resources freely to enable the club to function for all.
5. Respect the club's staff, the MC and their decisions which are taken to benefit the club and its members.
6. Refrain from conduct that could be regarded as harassment. Harassment is an unwanted comment or conduct that violates an individual's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the complainant's perception and not on the perpetrator's intent. This includes but is not limited to aggressive, discriminatory, harassing, belittling, manipulative, or bullying behaviour towards anyone. It also includes making comments at the expense of a person or a group – such as a particular sex, sexual orientation, race, nationality, religion, or disability. Such comments are unacceptable, and action will be taken by the Management Committee (MC) where appropriate.
7. Refrain from making unprofessional, disparaging, inflammatory remarks or written comments about the club, the Management Committee (MC), its employees, members, or



## General Code of Conduct

other stakeholders. This does not mean there is no room for criticism, but it should be constructive and respectful.

8. Refrain from any conduct that negatively impacts the health and safety of anyone.
9. Avoid giving instructions, reprimanding, or making personal comments to employees or contractors working for the club.

### On court

1. Talk quietly when others are playing.
2. Welcome new members and players to the club irrespective of their experience and level of play.
3. Line calls: There should be no disputes over line calls. The player(s) on the side the ball lands have the call. If a player cannot call a ball out, then the point is given to the other side. The other side can offer to play the point again.
4. Wait until a suitable break in play to walk behind a court.
5. Do not intentionally hit a ball hard directly at another player from close range in social tennis.
6. No foul language during play.
7. Turn phones to silent when on the court.
8. Before leaving, sweep if playing on the clay courts. Please help by removing any litter which has blown on the courts or that others have inadvertently left behind.
9. Players should wear recognised tennis clothing together with tennis footwear. Tennis footwear is required to promote safety and prevent damage to the courts. Unsuitable footwear can provide insufficient grip.

### Subscriptions

Members will pay their membership fees on time and preferably by bank transfer. Visitor fees should be paid before play on the day of playing.

### Booking

Members will arrive on time to use their courts, and if they have booked and cannot play, they will delete the booking at least two hours before play so that others can use the court.

If a member is 15 minutes late for their booked court, they will lose the court, and others can use it.

### Waste and recycling

Please help the club by taking your own waste home where possible. There are recyclable bags for this purpose hung up around the club, which can help. If you must use the bins, there are three locations outside, each with one bin for recycling and one for general waste.



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### Complaints

There is a separate Complaints Procedure accessible on our website (See the “Policies” section), which outlines how complaints can be dealt with effectively and in a timely fashion.