

# Club Etiquette

This policy on Club etiquette seeks to make clear the behaviour that is expected in order to create a positive playing and social environment in which everyone can enjoy their sport and to prevent any serious issues or complaints arising.

## Clubhouse & Club Grounds

- The Club operates a security door system.
- The default is that the door is closed however, we are a busy Club and have non-members and parents of members who need access from time to time.
- Please be helpful in opening the door in these situations but at the same time please exercise caution where necessary to who you give access to.
- Do not leave children unattended at the Club. Children are not permitted to run around the Clubhouse or on the court surfaces when not playing tennis or squash.
- Well behaved dogs are welcome at the Club but must always be kept on a lead. Owners must pick up after their dog.
- The Club is a licensed premise. Do not bring your own alcohol to the club.
- No smoking is permitted in the Clubhouse, ITC or near the outdoor tennis courts.
- Do not put feet on the furniture.

## Club Car Park

- The Club car park is solely for the use of members and visiting team players, only whilst they are on site playing at the Club.
- Do not park in the marked disabled bay unless you have a disabled badge.
- Do not permit entry to non-members.
- Parking in the main Club driveway or main entrance is strictly prohibited.
- Maximum time for parking is 3 hours Mon – Fri and 5 hours on the weekends. Exceptions are made for those playing long matches.

## Guests

- All guests must be signed in on the booking system and the correct guest fee paid (Tennis - £6, Squash & Squash57 - £4 and all juniors £2).
- The same guest may play at the Club up to 6 times a year.
- Only full senior playing members and older juniors can bring guests. Younger juniors wanting to bring guests will need prior approval from the Club Manager.
- Guests and their conduct at the Club are the responsibility of their accompanying member at all times.

## Clothing and Footwear

- Members are encouraged to wear recognised sportswear.
- The correct tennis or squash footwear is required both to promote safety as unsuitable footwear can provide insufficient grip, and to prevent damage to the courts.
- Shirts or tops to be worn at all times.

## Tennis Court Etiquette

### **Do not walk onto another court during play**

- Refrain from crossing another court or player's path mid-point.
- When sending balls back to a neighbouring court, send over to the back of the court. Never send them back while play is in progress.
- Make every effort to retrieve balls hit out onto another court, but only when there is a break in any play on that court.

### **Line calls**

- Make line calls clearly and promptly on your side and give opponents the benefit of the doubt if you are unsure.
- Only call the lines on your side of the net and let your opponent hear the call. Call clearly and firmly what you see and what you honestly believe to be correct.
- If you are not absolutely certain or didn't see the ball clearly, the ball was IN and must be given in the opponent's favour.
- Always respect the line calls of your opponent.
- If there is a disagreement, offer a let. In other words, replay the point, even if it was a second service.

### **Keeping score**

- The server should announce the score before each point.
- If the server forgets or does so inaudibly, the receiver should request the server to make an audible announcement of the score.
- If you disagree on the score, go back to the last score on which you both agree.

### **Showing respect and being courteous**

- Respect others on nearby courts as well as your opponents by keeping your voice down and confined as much as possible to your court and talk quietly when standing near tennis courts that are in use.
- Do not criticise your partner or opponent, be positive and offer encouragement instead.
- Ensure you leave your court promptly at the end of your session unless it isn't booked straight after your game.
- Clay courts must be swept after finishing play for others
- Sand from the courts must be brushed off shoes using the shoe brushes provided before coming in the Clubhouse. Do not clean the sand off your shoes in the changing rooms.
- Switch off or silence mobile phones when on court.

### **Food and drink**

- Food and drink (with the exception of water or sports drinks in bottles) is not permitted on the courts. This includes chewing gum.
- Glass is strictly prohibited on the courts.

## Squash Court Etiquette

- Only shoes with non-marking soles are to be worn on the squash courts.
- Any shoes that have been worn outside are not permitted on court. Change into your court shoes once you are inside the club.
- Do not walk behind courts when a point is in progress to avoid causing a distraction.

- During play and particularly between games keep the amount and volume of conversation to a minimum to avoid distracting players on other courts.
- Switch off or silence mobile phones when on court.
- No swearing.
- No banging of rackets in anger against either the floor or the walls.
- Ensure you leave your court promptly at the end of your session unless it isn't booked straight after your game and you want to extend your time via the court side fob reader.
- Food and drink is not permitted on the courts. This includes chewing gum.
- Glass is strictly prohibited on the courts.

## **Respect and Behaviour**

- All Club members and Club officials must show tolerance, courtesy, good manners, fairness, honesty and integrity in their dealings with Club members, officials, Club members' guests, playing and social visitors.
- The Club will not accept any aggressive or abusive behaviour which may cause any physical or mental harm to any other member, player or visitor
- Swearing, racket throwing, or calling into doubt the integrity of another member or player are not acceptable at any time.
- The Club is opposed to discrimination in any form. All Club members have a responsibility to make everyone feel welcome and to ensure that membership of the club is a positive experience
- All Club members will act responsibly and look to protect and ensure the safety of everyone at the Club at all times and particularly to consider the well-being and care of junior member and visitors
- Welcome new members and players to the Club irrespective of their experience of the game and their level of play.

## **Resolving Differences**

All Club members will endeavour to resolve differences between the parties involved. If this is not successful then the matter should be referred onto the Club Managers or relevant section committee. For any safeguarding issues, the Club Welfare Officer should be immediately informed.

[Contact details \(link to club website contact us page\)](#)