



# Club Etiquette: Code of Conduct & Safety Guidance

This policy on Club Etiquette seeks to make clear the behaviour that is expected in order to (1) create a safe and positive playing and social environment in which everyone can enjoy their sport; and to (2) prevent any serious issues or complaints arising.

## 1. Clubhouse and Club Grounds

- The Club operates a security door system, to which all members have a key fob.
- For security of both club and personal property, the default is that the door is closed, as we do not have a manned reception desk and we have no internal CCTV. However, we are a busy Club and have non-members and parents of members who need access from time to time. (and members who have forgotten to bring their key fobs!)
- Please be helpful in opening the door in these situations but at the same time please exercise caution where necessary to whom you give access.
- We love to have children enjoying themselves in what we pride ourselves as a safe environment, but please do not leave them unattended. There should always be an adult/parent having oversight and ensuring they are not, for example, running along the squash court balcony when courts are in use.
- Well behaved dogs are welcome at the Club but must always be kept on a lead. Owners must pick up after their dog. There are poo bins at the Canal Fields car park.
- The Club is a licensed premises. As with all licensed premises, no alcohol is permitted to be brought to the Club by members whilst the bar is open. Please also respect our licensing hours, posted in the Clubhouse entrance.
- We follow Government policy regarding smoking and vaping. Therefore, smoking is not permitted in the Clubhouse or ITC. Whilst we have no specific outdoor area that we wish to make a smoking zone, please be considerate of others if you are a smoker or vaper. Do not smoke next to open doors/bifold doors. Put your cigarette butts in the available ashtrays rather than expect someone else to pick up later. Do not smoke or vape next to people who clearly object to the habit.
- Do not put feet on the furniture.
- Do not leave cushions for the outdoor chairs outside overnight or in the rain. Please return them after use to the storage containers.
- Do not ride bicycles, skateboards or roller-skates on club premises.

## 2. Club Car Park

- The Club car park is solely for the use of members and only whilst they are on site 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. It is the access route for emergency vehicles. Temporary parking for tradespeople and bar staff loading/unloading is permitted.
- Maximum time for parking is 3 hours Mon to Fri and 5 hours on the weekends. Exceptions are made for those playing long matches.
- All parking is at members' own risk.

### **3. Guests**

- All playing guests must be signed-in on the booking system and the correct guest fee paid.
- 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.

### **4. Clothing and Footwear**

- Players should wear appropriate tennis or squash clothing of any colour.
- 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.
- Men must wear shirts or tops on Club premises and not remove them during play or for sunbathing.

### **5. 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, staff, volunteers, guests, 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, member of staff, volunteer, 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 members and visitors.
- Welcome new members and players to the Club irrespective of their experience of the game and their level of play.

### **6. Resolving Differences**

- All Club members will endeavour to resolve differences between the parties involved. If this is not possible please refer to our [Complaints & Appeals Policy](#) for further guidance.

### **7. Squash Court Etiquette**

- Only non-marking, indoor shoes are to be worn on the squash courts. Black soled trainers are not permitted.
- Any shoes that have been worn outside are not permitted on court, to avoid bringing mud and dirt onto the courts. Change into your squash/racketball shoes when you arrive at the club.
- Change your racket grip regularly. Old, degraded and fraying racket grips cause colour streaks on the wooden floors which are impossible to clean off.
- Do not wipe sweaty hands on the glass backwalls.
- All our squash courts have glass backwalls. 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.
- Please switch off or silence mobile phones when on court.
- 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 are not permitted on the courts. This includes chewing gum. Water bottles are to be left on the bench outside the squash court.
- Glass is strictly prohibited on the courts.

## 8. 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.
- Please do not enter the Indoor tennis centre no sooner than 2 minutes before the start time of your booking in case of disturbance to the end of the previous bookers' game. It is fine for players coming off court to have a few minutes to gather their belongings courtside whilst the incoming bookers warm up.

### 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.

### 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.
- 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.
- Please switch off or silence mobile phones when on court.

### Spectators

- Although we encourage spectator support to create a great atmosphere at competitive events, and we recognise that this will be partisan for our own players/teams/friends/family, all matches should be played and watched in the spirit of the game and should be a pleasant experience for everybody.
- In the interests of respect and fair play for all players, for everybody but in particular when matches involve juniors or young adults, spectators should refrain from:
  - > being disrespectful to one or other player or doubles pair and, in our community club environment, should endeavour to provide balanced support, or at least not create an atmosphere that is potentially intimidating or unenjoyable for one or other player/pair;
  - > being heard by players giving their opinion on a line call, even if they believe the players may have made a wrong call; and
  - > applauding service faults.

### Food and drink

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

**End**