

Winton Tennis Club (WTC) - Members Code of Conduct

WTC has adopted a code of conduct to be followed by all members of the club. This is seen as good practice for a club such as ours and sets out the behaviour expected by all members and visitors to the club.

The aim of this policy is to:

1. ensure that everyone is treated fairly and with respect;
2. inform members about the standards of behaviour and etiquette expected so that the right playing environment for individuals and the club is created;
3. outline the complaints procedure so that, where there is a shortfall in behaviour, this can be addressed.

Standards of Behaviour and Etiquette

- All Club members should endeavour to protect and further the Club's good reputation at all times.
- All members must respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background, religious beliefs or sexual identity. There must be no inappropriate actions, behaviour, comments or physical contact, which may cause offence i.e. mental or physical anxiety or hurt to an individual.
- Inappropriate actions include:
 - Racquet throwing;
 - Swearing;
 - Being abusive or aggressive;
 - Intimidating behaviour;
 - Questioning another person's integrity over line calls or other actions;
 - Causing danger or harm to other players through your play.

Respect and courtesy

- Opponents, partners, and others on or near the courts should always be shown respect and consideration.

- Criticism of partners' or opponents' play should be avoided. Encouragement is far more constructive.
- Members must not walk behind players whilst a game or a rally is in progress.
- If a stray ball comes onto your court, don't knock it back immediately, wait until the owners are ready and then hit it to the server's end.

Line calls

- Lines calls can sometimes be a problem.
- Only call the lines on your side of the net.
- Call clearly, immediately and firmly what you see and what you honestly believe to be correct.
- If a player is not absolutely certain or didn't see the ball clearly, the ball was IN and must be given in the opponents favour. When a player genuinely doubts an opponent's call, the player may ask: "Are you sure of your call?" If the opponent reaffirms that the ball was out, the call shall be accepted. If the opponent acknowledges uncertainty, the opponent loses the point. There shall be no further delay or discussion. Ultimately those players on the side of any disputed call have the final say.
- However, if in social friendly matches there is some doubt over a line call, it is polite to offer to play the point again rather than cause undue aggravation and time wasting.

Social Media

- While the committee positively encourages social networking among members, we are mindful of the need to ensure that all content is suitable for publication and does not breach any laws or common decency. It is not acceptable to post, amongst others, items that may include reference to a person's ethnic origin, colour, race, nationality, faith, gender, sexual orientation or disability, and any member found to have posted such items will be subject to disciplinary action. Comments of this nature may attract civil or criminal action against the author(s).
- The information posted to social media platforms can be public and viewed by anyone. The club committee encourages members to only post information they are comfortable sharing with strangers and to apply common sense.

- We have a number of social media sources which we take advantage of: these are examples of what we currently use and does not constitute an exhaustive list:
 - Facebook group
 - Website
 - WhatsApp groups (different sections or teams in the Club)

- The club committee asks members to respect the rights and confidentiality of others.

- The club committee expects members to conduct themselves appropriately on social media sites when making comments, remarks or allegations which involve Winton Tennis Club, WTC committee members, other WTC members, other tennis clubs or members of other tennis clubs. This applies to non-official social media used by members as well as official WTC sources.

- The club committee asks members to not re-post inappropriate content as it will be seen to be representing and an endorsement of that content and can be actionable.

- Club web pages are public and should be used to post general information only and should not encourage personal conversation.

- Information posted should not contain any personal facts or details and should be positive in nature.

- Cyberbullying will not be tolerated in any way and will be dealt with through the appropriate disciplinary channels. This includes but is not limited to:
 - harassing, teasing, intimidating or threatening another person via electronic means.
 - sending or posting inappropriate digital pictures or images, e-mail messages, instant messages, phone messages, text messages, or website postings (including social network sites e.g. Facebook or blogs) and is irrespective of whether the page could be viewed by the wider public or not.
 - sending, receiving and/or possessing naked or sexually explicit images of a person.
 - sending repeated and unwanted messages to a member who does not wish to take part in any social media.
 - direct criticism of another person.

- All reports of cyber-bullying and other technology misuses will be investigated fully.

- Should an administrator deem that an article, post or comment contradicts the guidelines above it will be taken down at the earliest possible opportunity.

Guests

- In accordance with our club rules, non-members may attend 4 club sessions before requiring to join as a tennis club member.
- Please welcome all new players of all standards but each guest must be able to hold a baseline rally.

Balls

- All tennis balls are provided by the club and are kept in a bucket
- The ball bucket is brought to each session by a club member as WTC has no storage facility. Please be prepared to take your turn at taking the balls home after a session and bringing them promptly to the subsequent session.
- We ask all members to have at least two tennis balls with them at each session just in case of unforeseen circumstances whereby the ball carrier is unable to attend.

Fees

- Members are asked to renew their membership when notified, preferably before it expires, and team players should settle match fees promptly at the end of each season, once notified.

Rubbish Collection

- Empty cans, old tennis balls or other items of rubbish should be removed from the court when play has finished.
- Rubbish should be disposed of in the bins outside the courts.

Dress

- Members should wear appropriate sports clothing and footwear when on court.

Dorset League

- When representing the Club in Dorset League matches, all players should observe the principles in this Code of Conduct.

Complaints

- WTC Complaints Policy is available on our website. The policy tells you how to make a complaint at Winton Tennis Club. This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

Tennis in the Parks

- All adult WTC members are also members of the 'Tennis in the Parks' scheme. Their rules and terms of use can be found on this link:
<https://www.tennisbournemouth.co.uk/court-booking-rules-and-terms-of-use/>

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