

## HLTC WhatsApp Community

One of our biggest challenges as a club is keeping our members informed, in real-time, of things which affect them. For example, how do we inform members that the courts are closed or that there is an event which will restrict their ability to play? How many members turn up for a knock and then find out there isn't a court free because there is a tournament going on?

Email has, until now, been our main option to reach all members quickly but that has its own issues and is difficult to manage and insecure. We publish news on our Social Media feeds (Instagram and Facebook) but many of us avoid social media and so don't get the news. We also publish on our website but how do you know when there is a new announcement to read?

We have, therefore, chosen WhatsApp as our preferred real-time method of communication and would like to invite you to join our HLTC Community. By joining the community, you will automatically get announcements and can ask to join the many other WhatsApp groups that members use to share and play.

Now, we know that some of us, for several reasons, don't like WhatsApp so, to make it acceptable, here's our commitment.

- If you join the community, you will, by default, only receive club announcements
- Only the community admins can post club announcements to everyone
- We will only post announcements which affect you, e.g. court closures and availability, changes etc
- There will be no holiday chat, jokes (even if they're funny), or general conversations
- Anyone can ask the admins to post an announcement, but they will need to meet the published guidelines
- You can leave and join the community at any time

Please note that these policies apply only to the Community announcements. If you choose to join other groups, the owner of that group will set the policies. You can also opt in to a general chat group where anyone can post.

We have made this an "opt-in" community rather than simply add everyone for whom we have a phone number. You can join by clicking on the link below or by contacting us at [social@heswalltennis.co.uk](mailto:social@heswalltennis.co.uk) and asking to be added.

<https://play.heswalltennis.co.uk/whatsapp>

If you are the owner/admin of a group and would like it to be added to the community list, please either WhatsApp Nic or email her at [social@heswalltennis.co.uk](mailto:social@heswalltennis.co.uk).

As an admin you will need to choose whether you make your group open to everyone or restrict membership to invitation only. We can tell you how to do this if you're not sure.