



HEYES GROVE CODE OF CONDUCT

We try to run the club on a friendly and informal basis; however, some basic rules need to be applied to ensure the club runs smoothly. The General Principles are:

Fair Play

Fair play in tennis has always been an important value and the LTA and Tennis Foundation are committed to ensuring that the tennis environment is fair, open and inclusive at every level in the sport.

These values apply equally to players, parents, coaches, officials and volunteers and cover all tennis activities, whether it is a competition, a friendly hit at a local court or a match you're watching. Supporting the values are individual Fair Play pledges for each group of people in the sport.

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.

Equality

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. Please see the Equality, Diversity and Inclusion Policy for further details.

Safety and Responsibility

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 players and visitors.

Club Reputation

All Club members should endeavour to protect and further the Club's good reputation at all times. When representing the Club, all players and officials will observe the principles in this Code of Conduct.

CODE OF CONDUCT

All members of staff and volunteers agree to:

- Prioritise the well-being of all children and adults at risk at all times
- Treat all children and adults at risk fairly and with respect
- Be a positive role model. Act with integrity, even when no-one is looking
- Help to create a safe and inclusive environment both on and off court
- Not allow any rough or dangerous behaviour, bullying or the use of bad or inappropriate language
- Report all allegations of abuse or poor practice to the club Welfare Officer
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between professional and personal life, including on social media
- Have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. handshake / high five)
- Refrain from smoking and consuming alcohol during coaching sessions
- Ensure roles and responsibilities are clearly outlined and everyone has the required information and training

- Avoid being alone with a child or adult at risk unless there are exceptional circumstances
- Refrain from transporting children or adults at risk, unless this is required as part of a club activity (e.g. away match) and there is another adult in the vehicle
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- Not have a relationship with anyone under 18 for whom they are coaching or responsible for
- Not to have a relationship with anyone over 18 whilst continuing to coach or be responsible for them
- Leave the courts free of litter and take rubbish home. Do not chew gum or smoke on the courts.
- Wear appropriate footwear when entering the courts. Shoes should be clean, have flat soles and no studs. We do not enforce any colour code for clothing but request that members do not play in jeans and that tops are worn at all times.
- Members must adhere to any Government restrictions on tennis activity and are advised to check the latest Covid-19 information on a regular basis via the LTA and Sport England websites.
- Smoking is not permitted either within the confines of the clubhouse or on the tennis courts.
- Members may sign in a maximum of 3 guests at any one time, such guests being restricted to 3 visits in any 12 month period.

All children agree to:

- Be friendly, supportive and welcoming to other children and adults
- Play fairly and honestly
- Respect club staff, volunteers and Officials and accept their decisions
- Behave, respect and listen to your coach
- Take care of your equipment and club property
- Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, culture, religion or sexual identity

- Not use bad, inappropriate or racist language, including on social media
- Not bully, intimidate or harass anyone, including on social media
- Not smoke, drink alcohol or drugs of any kind on club premises or whilst representing the club at competitions or events
- Talk to the club Welfare Officer about any concerns or worries they have about themselves or others

All adults agree to:

- Positively reinforce your child and show an interest in their tennis
- Use appropriate language at all times
- Be realistic and supportive
- Never ridicule or admonish a child for making a mistake or losing a match
- Treat all children, adults, volunteers, coaches, officials and members of staff with respect
- Behave responsibly at the venue; do not embarrass your child
- Accept the official's decisions and do not go on court or interfere with matches
- Encourage your child to play by the rules, and teach them that they can only do their best
- Deliver and collect your child punctually from the venue
- Ensure your child has appropriate clothing for the weather conditions
- Ensure that your child understands their code of conduct
- Adhere to your venue's safeguarding policy, diversity and inclusion policy, rules and regulations
- Provide emergency contact details and any relevant information about your child including medical history
- Parents/Guardians are responsible for the supervision of their children when using the club changing rooms

Court Etiquette

- Please always close gates to the courts upon leaving, along with doors to the changing rooms, and floodlight box.
- Please try to keep noise to a minimum on the courts, and when leaving the premises.
- If no-one is waiting to use the courts after you are ready to leave – please slacken the nets slightly to reduce the pressure on the posts. This is done by turning the handle on one of the posts 2 rotations anti clockwise.
- If the surface is dry, please drag the court after play.
- Please do not walk behind players whilst a game, a rally or coaching is in progress, this is to avoid distracting other members and most importantly to avoid any potential accidents on court.
- If you are trying to cross a court please wait until you are invited to and it is safe to do so.
- 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.

Club House Etiquette

- Please always close and lock doors to upon leaving.
- Please turn off lights and close window shutters upon leaving.
- Children must not be left unsupervised in the Table Tennis Room.
- Children must not play darts.
- It is illegal for under 18s to be served alcohol or for adults to be served alcohol for the use of U18s for consumption anywhere in the clubhouse or grounds. The club operates a challenge 25 policy meaning anyone who looks under 25 will be asked for ID and failure to provide this ID will result in the individual not being served.
- When leaving the premises, particularly late in the evening, all members should respect our neighbours and talk in subdued voices when shutting the clubhouse door and gate, including whilst walking up the drive
- Members should ensure that no cups, glasses or bottles are left outside on club premises

The Club cannot accept responsibility for loss or damage to tennis equipment or other personal property or for damage or injury to members or their guests whilst on club premises.

Club Welfare Office

Our volunteer Club Welfare Office, Richard Odell, is responsible for promoting safeguarding at Heyes Grove Tennis Club and helping to ensure that we have a safe and inclusive environment. Richard's contact details can be found in our Safeguarding Policy.

Club Policies

The following Club policies are available on the Club website

- **Club Rules**
- **Heyes Grove Code of Conduct**
- **Safeguarding Policy and Welfare Officer Information**
- **Equality, Diversity and Inclusion Policy**
- **Online Safety and Photography**