



## CODE OF CONDUCT & ON COURT ETIQUETTE POLICY

### INTRODUCTION

Both the code of conduct and the on-court etiquette policy reflect the friendly, inclusive and co-operative spirit of the Club, as well as advice from British Tennis. Both policies sets out what the Club regards as good practice for all members so that every member is clear as to what is expected of them in order to create the right playing environment in which everyone can enjoy their tennis.

The Code of Conduct sets out the minimum standards of behaviour and seeks to avoid any serious issues arising. The On-court Etiquette policy then sits alongside the code of conduct and sets out a range of actions and behaviours which are considered acceptable or unacceptable on and around the tennis court.

### AIMS OF THE CODE OF CONDUCT AND ON-COURT ETIQUETTE POLICY:

- Ensure that all members, adult and juniors, are treated fairly and with respect;
- Advise all members of the standards of behaviour and On-Court Etiquette which they are expected to meet so that an environment is created within which all members can enjoy their tennis and the club can continue to flourish;
- Provide a complaints and sanctions process so that any issues can be addressed.

## 1. CODE OF CONDUCT – STANDARDS OF BEHAVIOUR

All members are expected to treat all other members, staff, volunteers and guests respectfully over all forms of communication including and any social platforms. The Club will not accept any behaviour which may cause any physical or mental harm to any other member, player or guest.

Unacceptable actions include:

- Being abusive or showing aggression towards another member or player;
- The use of bad or inappropriate language, shouting and rough or dangerous behaviour;
- Racket throwing;
- Intimidating or bullying another member or player;
- Creating a danger to another member or player;
- Calling into doubt the integrity of another member or player such (as by repeatedly querying line calls).

As a Club we expect all our members, staff, and volunteers to:

- Prioritise the well-being of all children and adults at all times;
- Be a positive role model, acting with integrity at all times, even when no one is looking;
- Help to create a safe and inclusive environment both on and off court and promote the Fair Play values: ENJOY; RESPECT;
- Value and celebrate diversity and make all reasonable efforts to meet all individual needs.
- Be respectful to each other and the property of the Club.
- Adhere to the venue's safeguarding policy, diversity and inclusion policy, rules and regulations.



## 2. ON COURT ETIQUETTE POLICY

Tennis etiquette covers different areas from those addressed within the rules of the game. Etiquette covers a range of actions and behaviours which are considered acceptable on and around the tennis court. British Tennis provide advice on etiquette which can be found here:

<http://www.britishtennis.com/newtotennis/rules/etiquette.shtml>

At Cuffley we have always had a set of club rules regarding the way we behave on and around the courts that show respect and good manners to others whilst playing. The policy on etiquette covers these areas:

### On Court

- Before crossing a court to get to yours, wait for the conclusion of the point or if the match is a competitive one wait until the change of ends, or until you are invited to cross, and do so as quickly as possible and **all** at the same time;
- Close the gate behind you, as you would on your own court;
- Do not walk behind courts when a point is in progress to avoid causing a distraction;
- When changing ends please use the outside edge of the court.
- If a ball from an adjacent court strays onto yours do not hit it back immediately but do so when the players on that court are ready and return to the server's end if possible;
- If one of your balls goes on to the adjacent court, please wait for those on the court to return it, do not cross the court to retrieve it.
- All members playing tennis and their guests must wear appropriate sports attire and non-marking trainers.
- Welcome all new members and players to the Club irrespective of their experience of the game and their level of play.
- Show respect and courtesy to your partner, your opponents and others on or around the courts.

### Line calls

- Only call the lines on your side of the net;
- Call clearly on the basis of what you honestly believe to be correct;
- If you are not certain, or did not see the ball clearly, the ball was good and the doubt must be given in favour of the opponent;
- If occasionally you have serious doubt over a line call, ask your opponent's politely if they are certain as to the accuracy of their call, and if they are, move on and play the next point;
- If there is doubt over a line call, consider offering to replay the point.

### COMPLAINTS AND SANCTIONS

If any member believes that they have experienced either a serious breach of the code of conduct or on court etiquette policy and have not been able to resolve it between themselves, then they should contact the Club Secretary, or Welfare office if they feel it is a safeguarding issue. If necessary, all complaints will be dealt with in accordance with the club rules.

Contact can be made via the Club email address at: [northawandcuffleytennisclub@gmail.com](mailto:northawandcuffleytennisclub@gmail.com)