



MEMBERSHIP TERMS & CONDITIONS

- 1) Ross Tennis Centre CIC (Community Interest Company), hereafter referred to as the Centre, is administered by a Board of Directors, and a Management Committee.
- 2) Membership packages are for a minimum term of 12 months. Monthly payments are made on the basis of the minimum 12-month term.
- 3) Membership fees should be paid on or before the due date and no later than one month after that date in order to receive all the benefits of continuous membership, including any discounts that may apply.
- 4) Members should ensure they renew their membership package to reflect any change in their circumstances eg. a change from Junior to Adult.
- 5) Members should keep their online ClubSpark profile up to date or, if they do not use the online facility, inform the Membership Secretary of any change in their personal details that the Centre holds.
- 6) Members may use RTC facilities for social tennis, internal league matches and H&WLTA county league matches only. Members cannot use the facilities for any sort of commercial activity, fundraising or any form of activity for which they would receive a payment, without prior consent from the committee.
- 7) Members should not play tennis against medical advice. The Centre will not be held liable for a member's illness or injury that arises where such advice has been ignored.
- 8) Members of Ross Tennis Centre should respect all other members and non-members in accordance with the Diversity & Inclusion Policy of the Centre and adhere to the rules of the Centre at all times.
- 9) The Centre is affiliated to the Lawn Tennis Association and H&WLTA, complies with their codes and rules and uses their services for club management, competitive opportunities, and general information useful in the running of the centre.
- 10) The Centre complies with data protection regulations and will not distribute any information about any member without their consent whether it is held electronically or in other form.
- 11) Guests of members are welcome to use the Tennis Centre facilities but must pay the appropriate fees and adhere to the Rules of the Centre when using the courts and other facilities.
- 12) Only persons who are members of Ross Tennis Centre shall be invited to represent RTC in a match.
- 13) Members selected to represent the Centre at League Matches, tournaments or who use the Centre name when entering an event, should adhere to the rules of the competition and Principles of Fair Play as laid down by the LTA in its Code of Conduct.
- 14) Any member who is found to be acting outside the Centre rules to the detriment of other members and/or any member bringing the Centre into disrepute whilst representing it or using its name may have their membership terminated.

- 15) The Management Committee will hear any complaint a member may have with regard to the running of the Centre or the actions of any other member(s) at any time. Such complaint will be considered at the next Committee meeting following receipt of a complaint and the member informed of any decision in relation to that complaint within a week of that meeting. A member may bring a complaint to the Committee in writing or in person.
- 16) The Committee will make best efforts to keep members informed of any activities organised at the Centre that they may wish to take part in, or which may affect their ability to use the courts or the pavilion, via email, the court booking system and notices displayed at the centre. Text messages may be used occasionally in special circumstances.
- 17) The allocation of Wimbledon tickets is now done solely by the AELTC and any member interested in entering a members' ballot must be a registered LTA Advantage member and have 'Opted In' to the ballot by the date notified by the LTA to eligible members.
- 18) The Directors and Management Committee will periodically convene meetings of members at which attendees will be presented with information about the Centre's activities, achievements and plans for the future. Members will be given appropriate notice of such meetings and be invited to contribute items for the agenda, and to raise questions at the meeting itself. Where such meetings cannot take place due, for example, to Government restrictions on gatherings, the Centre will endeavour to provide members with as much relevant information as possible by email.
- 19) **Internet & Social Media Use.** The online world provides everyone with many opportunities; however, it can also present risks and challenges and therefore RTC has two policies which aim to ensure that all members are aware of how RTC uses the Internet and Social media, and the procedures for doing so. They also outline how we expect coaches, volunteers, players, and parents/carers, to behave online and communicate with players.
The two policies are Internet and Social Media and the Acceptable Use Statement for U18's Internet and Social Media Use. Members should familiarise themselves with these policies before joining. Parents/guardians of children U18 should make their child/ren aware of the contents of the Acceptable Use Statement and explain that the measures are there to ensure the safety of all children and the RTC Coaches.
By joining Ross Tennis Centre, you are agreeing that you will abide by these policies.
- 20) RTC will try to ensure that any 1-2-1 sessions with children involve the parents/carers. Parents of children U12 will be required to attend and parents of those over 12 will be encouraged to attend to be able to supervise their child or alternatively another coach/member of staff will be present.
- 21) By becoming a member of Ross Tennis Centre, you agree to all the above Terms and Conditions, and agree to abide by the 'Court Guidelines' which are set out in a separate document on the Ross Tennis Centre website.

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