

Spalding Town Tennis Club



CODE OF CONDUCT AND CLUB ETIQUETTE POLICY

Version	Date	Author/Editor	Reviewed by
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Next Review Date	01/09/2025		

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Introduction

This Code of Conduct and Club Etiquette Policy sets out what is regarded as good practice for all members of Spalding Town Tennis Club ('the Club') to follow and has been provided to ensure every member is clear regarding expected standards of behaviour and conduct to create the right environment to enjoy being a member and playing tennis of the Club.

The ethos of the Club is reflected in both the Code of Conduct and Club Etiquette Policy, which also draws upon guidance from the LTA (Lawn Tennis Association). This policy is key in maintaining and enhancing the reputation of the Club.

The Code of Conduct sets out standards of behaviour, which all members are expected to follow to avoid any serious issues arising. The Club Etiquette Policy sits beneath the Code of Conduct and sets out a range of actions, courtesies and behaviours which are considered acceptable at the club, both on and off the tennis court.

Should a breach of the Code of Conduct or serious breach of Club Etiquette Policy occur, a complaint should be lodged with the Club Chair or a Committee member in line with the Club Complaints and Disciplinary Procedures

Aims of this Policy

The aims of this Code of Conduct and Club Etiquette Policy are to:

- Ensure that all members are treated fairly and with respect
- Advise all members of the standards of behaviour and etiquette expected from them as members, so that a pleasant environment can be maintained within which all members enjoy playing tennis and the Club can continue to flourish
- Provide a complaints and disciplinary process so that any issues can be addressed and dealt with appropriately

Rules of Tennis

An understanding of the rules of tennis underpins this area. The rules of tennis are published by the International Tennis Federation and can be found here:

- Download - <https://www.itftennis.com/media/7221/2023-rules-of-tennis-english.pdf>
- Apple App - <https://apps.apple.com/gb/app/rules-of-tennis/id1499496740>
- Android App - <https://play.google.com/store/apps/details?id=com.itftennis.rulesOfTennis&hl=en&gl=UK>

Code of Conduct

All Club members are expected to adhere to the following expected standards of behaviour and conduct:

- To treat other members, players and visitors respectfully and as you would wish to be treated
- To welcome new members and players to the Club irrespective of their tennis experience, ability or level of play
- To respect the rights, dignity and worth of all participants regardless of their age, gender, sexuality, gender reassignment status, disability, marital or civil partnership status, pregnancy, race, religion, socio-economic status or any other background
- To be fair, considerate and honest when dealing with others, respect the Rules of Tennis and follow the Club Etiquette Policy
- To maintain a safe environment for the conduct of all club related activities
- To dress, behave and use the Club facilities appropriately at all times
- Not to act in any way that may create a danger to yourself, another club member, a visiting player or club visitor
- Not to call into doubt the integrity of another member, player or visitor without justification
- Not to act in any way that may tarnish the reputation of the Club, or bring the Club into disrepute
- Not to engage in any conduct which causes physical or mental harm to any other member, player or visitor. This includes but is not restricted to, intimidation, physical aggression or violence, harassment or sexual harassment. Harassment is defined as unwanted behaviour that occurs more than once and includes bullying, stalking, cyber stalking, antisocial behaviour, uninvited contact whether this is face to face, or by phone call, letter, email, instant message or visits to home or workplace

Club Etiquette Policy

Club Etiquette covers different areas from those addressed within our Code of Conduct or the Rules of Tennis. Club Etiquette details a range of actions and behaviours which are considered acceptable at the club, both on and off the tennis court.

General Site Etiquette

- To ensure availability, all courts should be booked online in advance and where necessary, payment made for floodlight use
- When using floodlights, please switch on only the lights for your booked court and make sure they are switched off after use
- The shared car park (with the Squash Club) can be busy at times, please park considerately to maximise space available
- Dogs must be kept on a lead at all times and are strictly prohibited from courts. Any fouling must be cleaned up immediately
- Toilet, showers and changing facilities are not available within the club, these are provided in the adjacent Squash Club
- The main club gate should not be left open as this can cause damage to the gate system/electromagnet components
- Players should wear clothing appropriate for tennis/physical activity. There are not any restrictions on colour or branding
- Appropriate tennis footwear must be worn at all times on court both to promote safety and to prevent damage to the courts
- All belongings including balls, ball tubes, drink bottles and rubbish should be removed from court when you have finished
- Please do not use the acrylic courts (courts 1-3) in wet or icy conditions as these can be hazardous/slippery
- Balls belonging to the club or those no longer required should be left in the coaching shed and left in tubes where possible
- Rubbish should be placed in the appropriate bin or taken home to be disposed of
- Be aware of and respect club rules, club officials, committee members, coaching staff and volunteers at events
- Assist the coaching team abiding with any specific requirements to deliver their sessions. Talk to them if you have concerns

The Pavilion

The Club expects all members to follow good basic housekeeping rules when using the pavilion, including:

- Appropriate use of the rubbish bin(s) for disposal of waste
- Not to use the Club Pavilion as a changing room, these are available to use in the adjacent Squash Club
- Any cups, glasses, plates, cutlery etc. used should be washed up, dried and put away in their respective storage places
- The kitchen area is to be left clean and the floor swept after use
- Food and drink should be removed from the fridge before expiry of the use by date
- All personal belongings to be removed and the Committee to be notified of any lost property found
- All lights, heaters and any other electrical equipment (excluding the fridge) to be turned off and unplugged after use
- Ensure the pavilion is locked securely and the key is returned to the keysafe locker in the coaching shed

Court Etiquette

Court 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. The following are all examples of good etiquette:

- Showing respect and courtesy to your partner, opponents and others on or around the courts
- Recognising and acknowledging good play whether it is your own team or the opposition
- During play and particularly between games endeavouring to keep the amount and volume of conversation to a minimum so as not to distract players on other courts
- Instead of criticising your partner or opponent, offering them encouragement instead
- If a dispute occurs during a match, taking it off court and away from other players on adjacent courts
- Avoid walking behind courts when a point is in progress to minimise distraction to other players
- If your ball rolls onto an adjacent court, waiting for a break in play on that court before politely requesting its return
- If a stray ball from an adjacent court comes onto your court, politely return it during a break in play on that court
- Do not walk across another court whilst a game is in progress
- Courtesy to your opponents should include a handshake at the end of the match and leaving the court together
- Winning with grace and losing with dignity
- Playing by the rules and enjoying your tennis
- If mobile phones are taken onto court, these should be switched off, or put on silent, to avoid creating a distraction. Calls should not be made or received on court

Court Access

- Court 1-3 can be accessed by the gate closest to the pavilion and by the gate in the central walkway
- When Court 1 is in use, Courts 2 and 3 should only be accessed by means of the gate in the central walkway
- Courts 4-6 are accessed via the gate closest to the coaching hut
- Before accessing any courts, consider any games in play and wait for the conclusion of the point in play, or the end of game, or until you are invited to cross. Pass behind the courts as quickly as possible to reach your court
- Similarly, if you need to pass behind a court in use to reach a free court, wait until there is a suitable break in play (as above)
- Be aware if you are already playing that others may wish to cross behind your court in order to access their own court
- Please ensure gates are closed and secured shut behind you

Line Calls

- Only make lines call on your side of the net and call clearly on the basis of what you honestly believe to be correct
- If uncertain, or did not see clearly, the ball should be called good and the benefit of the doubt given in favour of the opponent
- If you have serious doubt over a line call, ask your opponent politely if they are certain as to the accuracy of their call, and if they are, move on and play the next point.
- Where agreement cannot be reached over a line call, offer to replay the point

Keeping Score

- The server should announce the score audibly before each point
- If the server cannot be heard, the receiver should ask the server to make a more audible announcement of the score
- If the score is forgotten, good practice is for all parties involved in the match to agree upon a score

Specific Guidance for Parents and Guardians

- Remember that children should participate in sport for their enjoyment, encourage them to participate, but do not force them
- Focus on the child's efforts and performance rather than winning or losing
- Encourage children to play according to the rules and to settle disagreements without resorting to hostility or violence
- Never ridicule or shout at a child or child's opponent for making a mistake or losing
- Remember that children learn best by example
- Appreciate good performances and skilful play by all participants
- Support all efforts to remove verbal and physical abuse from sporting activities
- Respect club official's decisions and requests and ensure your children do likewise
- Show appreciation for volunteer coaches, officials and administrators. Without them, your children could not participate
- Do not interfere with the progress and/or conduct of a game.

For breaches of the Code of Conduct or serious breaches of Club Etiquette, refer to the Complaints and Disciplinary Procedures