

# Woolpit Tennis Club

## MEMBERS' HANDBOOK – April 2024

### Access to the Club's courts

Primary access to the club is through the gate next to the car park. There is an alternative gate on the cricket ground. Both gates are padlocked and require the access code to be entered, which is published on the Members Page of the website under Members Access.

Once you have paid the membership subscription and completed the Welfare Induction (see page 6 below), you can access the Members Page of the website and book courts.

### Accidents/Incidents

All accidents causing injury and all near misses should be notified to the Welfare Officer by email ([wtcwelo@gmail.com](mailto:wtcwelo@gmail.com)). This includes playing and non-playing incidents. The club's Welfare Officer reviews all incidents to identify action required to prevent recurrence. The Welfare Officer is responsible for ensuring that the confidentiality of members' data is maintained. The club maintains an up-to-date defibrillator suitable for use on adults and children, which is located in the covered area outside the entrance to the clubhouse. The defibrillator is the type which 'talks' the user through the correct usage process thus no special knowledge is required.

### Recycling tennis balls

Used tennis balls are recycled, the club being paid a small amount per ball. A bin for this purpose is provided just inside the door of the clubhouse. Frayed or dirty balls, or those marked with a pen cannot be recycled.

### Booking a court

Courts must be booked in advance. They are booked via the website (Booking tab). To book a court you should sign in to Clubspark via your LTA login. Check the website for detailed instructions about how to make a booking.

Please ensure that you cancel any bookings if you no longer require the court. Please do not book courts for longer than required to ensure they are available to other members.

Junior members aged under 16 cannot book courts; their bookings must be made by a parent or responsible adult. This is primarily to ensure that a parent/guardian knows where their child is as they are accountable for their child's safety and conduct at the club.

### Captains

The club fields Men's, Ladies and Mixed teams in the Winter and Summer leagues, each of which is run by a team captain. Details will be notified to members by email through Clubspark from time to time. Team members are selected by the team captains.

### Children

Junior members are the future of tennis and are important to the club. We aim to provide a safe and welcoming environment for them to develop and enjoy all aspects of tennis and our club.

In line with LTA guidance, if your children are under the age of 13 you must remain on site and actively supervise them at the club (exclusive of any coaching sessions, lessons or camps).

Active supervision of children on site includes being mindful of any risks, including at courtside (unless the child is being coached).

### **Club sessions for adults**

There are club sessions held on Sunday and Monday mornings (between 09.00 to 12.00 on Sundays and 10.00 to 12.00 on Mondays. Members can check timings via the Social Tennis Group's WhatsApp chat). These are sessions where members may turn up and play without booking a court or coming with a partner.

Club sessions are designed to be enjoyable social tennis and practice. They provide an opportunity to meet and play with different members with varying levels of tennis skill and experience. The only requirement is that those attending should be able play a set to a level that provides consistency and a reasonable game for others. Please get in touch with a member of the Committee if you are not sure whether you should attend club sessions.

### **Coaching**

Details of the club's coaching options can be found on the website (Coaching tab).

### **Codes of Conduct**

The club has Codes of Conduct by which all members, coaches, volunteers, visitors, guests and contractors must abide. A copy of the Codes of Conduct can be found on the website (Club Policies tab).

### **Clubhouse**

The clubhouse is for use by all members. Facilities include a WC.

There are tea and coffee making facilities and a fully equipped kitchen, which must be left clean and tidy after use.

The code for the padlock on the clubhouse door and the ball machine store is the same as for the gates. Please ensure that the clubhouse is locked when you leave and that the door to the WC is fully closed.

### **Clubspark**

Clubspark is the LTA's digital platform, use of which is included in the club's annual subscription to the LTA. The Club uses it to host its website, for court bookings and as a membership database. To access your account on Clubspark, you must log on using your LTA username and password. If you have any difficulties, please contact [wptcmembers@gmail.com](mailto:wptcmembers@gmail.com) or the Clubspark help facility online.

### **Competitions**

The club participates in the Ipswich and District League and the Norfolk and Suffolk League. The club enters teams in the Summer and Winter League tournaments.

More details can be found on the website on the Teams tab, which includes contact details for the team captains.

Players are picked for all teams by the team captains, based on their knowledge of players' skills and your availability. Members will be notified of the arrangements via the teams' WhatsApp groups.

### **Committee**

The club is run by a Committee of members on a non-remunerated, volunteer basis. The Club does not employ any staff. The Committee is elected each year at the AGM. Details of the current Committee can be found on the website (Committee tab).

### **Complaints**

If a member has a complaint about conduct or behaviour of other members or their guests, the club's facilities and services or the Committee's decisions and/or failure to act, they should refer to the Complaints Procedure included on the Club Policies tab. Complaints may be made to any member of the Committee, but will usually be handled by the Welfare Officer.

### **Courts**

The club has 4 hard courts, all with floodlights. Floodlights are turned on and off at the posts on the courts. The main floodlight switches in the clubhouse should only be used to reset the lights if they are tripped out.

### **Data Protection**

The club has a GDPR policy which sets out the way in which the club may collect and use data about its members (to be found on the Club Policies tab).

### **Disciplinary matters**

By joining the club or renewing their membership, all members are agreeing to the club's values, constitution, Codes of Conduct and key policies. The club takes complaints about misconduct seriously and will deal with them fairly and openly, whilst maintaining the confidentiality of those involved.

Misconduct includes mismanagement of the club's affairs by Committee members or captains; intentional wrongdoing, including illegal activity (where a risk to the club or its members); serious or repeated breaches of the Codes of Conduct; unreasonable failure to pay money owed to the club; and conduct that would be a serious risk to the safety of others.

### **Diversity & Equality**

The club has a Diversity and Inclusion Policy (to be found on the Club Policies tab) which sets out the club's commitment to ensuring that:

- Tennis is diverse and inclusive
- Diversity and inclusion are embedded in our club's culture
- We create a culture where inclusive leadership thrives
- We take a pro-active approach to ensure that communities and individuals are valued and able to achieve their full potential.

## **Dress Code/Equipment**

Members have discretion as to what to wear whilst playing at the club. There are however some rules which are:

- Players must wear suitable trainers in good condition on court to protect their health and safety. It is recommended that adults wear tennis shoes rather than general trainers. Running shoes should not be worn as these may damage the court surfaces.
- No other footwear may be worn which might damage the court surfaces.
- Clothing can be any colour.
- Trip hazards and clothing that can obscure vision should be avoided.
- Players must wear a shirt or some form of top.
- Players must avoid wearing clothing that is likely to cause offence to other members and guests or which might damage the reputation of the club.

## **Etiquette**

Playing etiquette is designed to help everyone enjoy the game of tennis. Please ensure that you:

- Talk quietly if you are near tennis courts that are in use.
- Do not walk across or behind courts when play is in progress.
- Do not criticise your partner or opponent.
- Call an opponent's shot 'in' if you are not sure whether it was 'in' or 'out'.
- The server should keep the score and call it out clearly after each point/game.

## **Fees**

Membership subscriptions are set by the Committee on an annual basis based on the projected income required to maintain and develop the club's facilities. The club operates a Sinking Fund to ensure that maintenance of the courts and club facilities are fully funded over time. Membership subscriptions may increase year-on-year due to the financial requirements of the club and inflationary pressures.

Membership subscriptions are paid annually in April via the Clubspark website. Members will be notified in advance of the annual membership subscription, which must be paid before 1st April each year. Members not renewing their subscription will have their membership cancelled.

## **Fire safety**

Fire safety audits are conducted regularly. In the event of a fire at the club, the person discovering the fire should raise the alarm (by shouting "FIRE"). The fire brigade should be contacted quoting the postcode (IP30 9QP) and the 'What 3 Words' address which is: gold.arming.fluctuate'.

All play should cease immediately; everyone should leave the club and assemble in the car park.

## **First Aid**

The club has a defibrillator and first aid kit. The club maintains an up-to-date defibrillator suitable for use on adults and children, which is located in the covered area outside the entrance to the clubhouse. The defibrillator is the type which 'talks' the user through the correct usage process thus no special knowledge is required. The First Aid kit can be found in the cupboard by the refrigerator.

### **Gate access**

Each existing and new member may find the access code for the gate padlocks on the Members Page of the club website (Members Access) once they have paid their annual membership subscription and confirmed that they have completed the Welfare Induction.

Members leaving the club when there are no others present are responsible for ensuring that the gates are locked.

### **Guests**

Members may play with one or more guests at a cost of £5 per guest per session. A guest playing more than 3 times during the year is expected to take up membership and pay the appropriate membership subscription. Payment of guest fees must be made via the Clubspark website.

### **Health & Safety**

The club is committed to providing a safe working, coaching and tennis playing environment for all members, contractors, and other site users. It undertakes risk assessments and mitigates foreseeable risks. All site users are nonetheless personally responsible for acting in a manner that avoids accident and injury (including illness) to themselves and others. This includes wearing suitable footwear for playing tennis and considering whether court surfaces are safe to play on.

Risk events, including near misses and accidents causing injury, should be notified to the Welfare Officer, whose contact details can be found in the covered area of the clubhouse - (see Accidents/Incidents above). The Health and Safety policy is available on the website (to be found on the Club Policies tab).

### **Insurance**

The Club purchases appropriate property and public liability insurance.

### **LTA**

All members are encouraged to become LTA Advantage members. It is free to join and provides several benefits including entry to the ballot for Wimbledon tickets. It also allows you to generate your ITF World Tennis Number. Join at <https://www.lta.org.uk/member>

### **Ownership of the Club**

The Club is a not-for-profit organisation, owned by the membership. The club leases the ground on which the courts are located from the Woolpit Recreation Ground Charity.

### **Photography**

Please ensure that consent has been obtained before taking photographs/videos or making any recordings at the Club. This is mandatory where those under the age of 18 are involved. Please see the club's Recording and Photography Policy (Club Policies tab).

### **Policies**

The club has a range of policies, all of which are available on the website (all to be found on the Club Policies tab). The club's policies cover safeguarding, complaints, disciplinary matters, health and safety, playing standards and GDPR.

## **Safeguarding**

‘Safeguarding’ is the action taken to promote the welfare of individuals and protect them from harm. The club aims to ensure that all children, young people and vulnerable adults are safeguarded from abuse and have an enjoyable tennis experience.

DBS checks are carried out for roles at the club that involve working or engaging with children and vulnerable adults. The coaches are LTA-accredited, the criteria for which include a DBS check, Safeguarding training and a First Aid qualification.

As Safeguarding is everyone’s responsibility, all club members must read the Club’s Safeguarding Policy which explains, among other things, how to raise a concern about a child or adult at risk at the Club – for example because of the behaviour of other club members, coaches or volunteers. Unless there is an immediate danger or risk of harm (in which case call 999), concerns should be reported to the Welfare Officer at [wtcwelo@gmail.com](mailto:wtcwelo@gmail.com).

The Safeguarding Policy can be found on the website (on the Club Policies tab). Contact details for the club’s Welfare Officer are also displayed in the clubhouse.

Please visit <https://www.lta.org.uk/about-us/safeguarding/> for further information concerning Safeguarding, welfare and wellbeing in tennis.

## **Suggestions**

If you have any suggestions relating to this handbook or any other aspect of the club’s activities, please make them known to a member of the Committee.

## **Welfare Induction**

All members (and parents of junior members) are required to complete a Welfare Induction when they join or renew their membership. This is a requirement of the Club’s affiliation to the LTA. Welfare Induction involves:

- reading the Codes of Conduct.
- reading the Safeguarding Policy.

In paying the annual subscription for 2024-2025 you are confirming that you have read these documents and are agreeing to abide by their terms.

**Published by the Committee of Woolpit Tennis Club**

**April 2024**