

Members code of conduct

CLTC has adopted a code of conduct to be followed by all members of the club. The code sets out the behaviour expected by all members and visitors to the club and works alongside other club policies such as our Diversion and inclusion policy.

The aim of this policy is to:

1. ensure that everyone is treated fairly and with respect
2. inform members about the standards of behaviour and etiquette expected so that the right playing environment for individuals and the club is created
3. help create a welcoming and friendly environment for members and visitors
4. outline the complaints procedure so that, where there is a shortfall in behaviour, this can be addressed.

Standards of behaviour and etiquette

CLTC is responsible for setting standards and values to apply throughout the club at every level. Tennis should be enjoyed by everyone who wants to play the game.

This policy is fully supported by the CLTC Committee.

All members must treat other members, visitors, employees, coaches and officials with respect. There must be no inappropriate actions, behaviour, comments or physical contact, which may cause offence – mental or physical anxiety or hurt to an individual.

Inappropriate actions include:

- racquet throwing
- swearing
- being abusive or aggressive
- intimidating behaviour
- questioning another person's integrity over line calls or other actions
- causing danger or harm to other players through your play

- ignoring the club's order of play.

Tennis etiquette covers those actions and behaviours which are traditionally considered acceptable on and around the tennis court.

Respect and courtesy

- Opponents, partners, and others on or near the courts should always be shown respect and consideration.
- Criticism and or coaching of partners' or opponents' play should be avoided. Encouragement is far more constructive.
- During periods of social doubles, players taking part in social doubles are expected to mix in and take into consideration the level of the other players on the court.

Walking onto or behind courts, balls and turning off floodlights

- Members should wait for players to finish a game, or minimally a point, before walking onto a court where play is taking place.
- When crossing a court to reach another court or when leaving the courts, players should wait until a game is finished and then cross as quickly as possible.
- If a stray ball comes onto a court, before returning it, players must wait until the owners are ready and then hit it to the server's end. If your point is interrupted a let should be played.
- Members should walk around the perimeter of the club and avoid using the hard courts to reach the clay courts in order to reduce disruption to coaching sessions and tournament matches.
- When finished using a court, unless another member is coming on to use your court, floodlights should be turned off to save energy and reduce local light pollution.
- At the end of playing on the clay courts, the courts should be swept.
- Club balls should be collected and returned to the clubhouse. Old balls should be put in the recycle box (by the clubhouse).

Line calls

- Only call the lines on your side of the net.
- Call clearly, immediately and firmly what you see and what you honestly believe to be correct.
- If a player is not absolutely certain about a line call or didn't see the ball clearly, the ball was in and must be given in the opponent's favour. When a player genuinely doubts an opponent's call, the player may ask: "Are you sure of your call?" If the opponent reaffirms that the ball was out, the call shall be accepted. If the opponent acknowledges uncertainty, the opponent loses the point. There shall be no further delay or discussion. Ultimately those players on the side of any disputed call have the final say.
- If in social friendly matches there is some doubt over a line call, it is polite to offer to play the point again rather than cause undue aggravation and time wasting.

Mobile phones

Unless absolutely vital, all mobile phones and other communication devices should be switched off or set to silent mode as these can disrupt play.

Use of members' emails

Members' emails that are provided by the club to other members, should only be used to arrange tennis games. Any other use of members' emails is not allowed and will not be tolerated by the club.

Keeping the clubhouse and courts clean and tidy

Members should always tidy up their dishes and cups and not leave these for others to do. Please do not leave any food behind after matches. Empty cans, can tops, old tennis balls or other items of rubbish should be removed from the court when play has finished.

Rubbish should be disposed of in the bins outside or inside the Clubhouse.

Car park

Members should always respect the club's 5mph speed limit and be aware that a large number of children are often on site.

When parked, car engines should be turned off to protect members and visitors from unnecessary fumes.

Who to contact to make a complaint?

Complaints will usually be handled by senior staff and officials. Complaints or concerns about members' conduct should be made to the club's Tennis Manager Teresa Catlin or a member of the committee. Their emails are on display in the clubhouse.

Disciplinary process

When members or guests fail to meet the required code of conduct the following stages will be followed:

Stage 1: Informal verbal discussion with Club Chair, Tennis Manager or delegated committee

member.

Stage 2: Formal written warning

Stage 3: Suspension and review by CLTC committee

Stage 4: Possible expulsion (reverts to CLTC's constitution expulsion process)

Note: Stages may be skipped if warranted by the inappropriate behaviour and committee members will be asked to abstain if any personal involvement to ensure a fair hearing.