

# **Ballantrae Tennis Club (BTC)**

## **Code of Conduct**

BTC strives to preserve a safe and inclusive environment for all of its members to use and enjoy. The principles of court etiquette, fair play, good sportsmanship and respect for others are expected from all members of BTC at home or as guests of other tennis clubs. These principles apply to all members, guests, visitors, tennis professionals and parents and include:

- Respect for all BTC property and facilities, including but not limited to courts, nets, teaching equipment, grooming equipment, furnishings supplies and appliances.
- Be respectful to all members regardless of age, gender or sexual orientation, race, culture or religion.
- Harassment will not be tolerated and is defined as any comment, conduct or gesture directed toward an individual or group of individuals which is insulting, intimidating, humiliating, malicious, degrading or offensive. It includes but is not limited to sexual harassment.
- Behaviour such as yelling, profanity, or racquet throwing are not allowed.

### **Complaints and Resolutions**

Any allegations of improper conduct or behaviour by anyone against a member, visitor, guest, parent or tennis professional shall be made in writing (email) to the President as soon as possible after the incident and shall include the following information:

- Name, phone number, email address of the member making the report.
- Date and time of Incident
- Names of any witnesses and contact information, if available
- Name of alleged offender(s)
- Full details of the incident including what led to the incident, who was involved and what happened
- Date incident report submitted  
Desired resolution

The Executive Committee shall follow procedures for handling complaints in accordance with the principles of fairness. These procedures may include, but are not limited to:

- An investigation by an ad hoc committee of the Executive Committee.
- Sending a notice of a disciplinary matter to the member involved requesting that they come before the Executive Committee. The member shall have the right to appear at the meeting to show cause why disciplinary action should not be taken.
- Where the member involved is a Junior, it is mandatory that the parents/guardian attend the meeting.

## Discipline

Members who contravene the By-laws may lose their good standing at BTC and be disciplined. The Executive Committee will determine the appropriate action which may include but not limited to:

- 1) Corrective action (warning), in writing.
- 2) Revoking membership and forfeiture of membership fees.
- 3) Non-members or visitors will be prohibited from returning to BTC.

The Executive Committee's decision in matters of discipline or policy is final.

# Rules & Regulations

## General

The rules and regulations of the club governing such items as access to the premises, allocation of courts for leagues, tournaments, special events, dress code and the closing of the courts for maintenance purposes shall be determined by the Executive Committee.

- 1) The rules and regulations of play shall be published on the website and made available to all members at the beginning of the playing season and must be observed by all members and guests.
- 2) Smoking and alcoholic beverages are prohibited on the court, grounds area or clubhouse.

## Court Regulations

- 1) Courts are for the use of members except when they are required for public hours or by permission from the Executive Committee.
- 2) Proper tennis attire is required.
- 3) To prevent court damage and personal injury, rubber soled, non-marking tennis shoes must be worn at all times.
- 4) Always enter the court by the gate closest to your court in order not to disrupt play.
- 5) For the safety of all players, wait until there is a break in play to request or retrieve a ball from another court or to return a ball to another court.
- 6) A maximum of three balls per court is allowed except if the court has been booked for a lesson with the BTC pro.
- 7) Privately owned ball machines may not be used on court. No spectators, strollers, bicycles, skateboards, dogs or other non-tennis related items are permitted on the courts, with the exception of parents of very young children taking lessons.
- 8) Remove any garbage, food, drinks, clothes, towels, cans or balls from the courts when you leave to ensure a safe and clean environment.
- 9) Players may only play on **dry** courts. In the case of inclement weather, players **must** exit the courts.
- 10) Cell phones must be turned off or on silent. Music may only be played during club events.

### Playing Times

- 1) Hours of play are from 7:00 am -11:00 pm daily, April through October.
- 2) Adult and senior members have priority after 6:00 p.m.
- 3) Lessons, social events, and intercounty matches approved by the Executive Committee shall take priority for court use. Teams and Intercounty matches require the use of all courts. Schedules are to be posted clubhouse on the website.
- 4) The last player off the court at night will turn off the overhead lights by means of the switches located in the box by the entry gate.
- 5) The last person to leave the BTC premises must ensure that the clubhouse is left clean and the door is locked and secure.
- 6) The court lights will automatically turn off at 11:00 pm, as set by the Town of Stouffville.

### Court Usage

- 1) Member who use the online booking system will have priority for use of the courts.
- 2) Allocated and designated times for open play may be amended to accommodate tennis team play, tournaments social events and round robins.
- 3) Courts rotate on the hour.
- 4) The general principle is to allow members court time of one (1) hour for singles and two (2) hours for doubles. If courts are available at the completion of the booked time, then the occupants can continue to play. Otherwise they must vacate the courts.
- 5) The hourly court rotation system is in place to ensure that all members have a chance to play and use the courts with the shortest possible wait time in a manner that is fair for all.
- 6) At rotation time, (on the hour), whoever is waiting, is entitled to use the court regardless of the amount of time the occupants have been playing or whether or not another court is available.