

Lowlands Club – Tennis Section Code of Conduct

This code of conduct sets out the expected behaviour for all members, visitors, parents/guardians, coaches, volunteers and staff.

1. General Principles

All individuals involved with the club must:

- **Safety First:** Prioritise the safety and well-being of all members and visitors, particularly children and adults at risk.
- **Safeguarding:** Be familiar with and abide by the club's safeguarding policy and report any concern about the welfare or safety of any child or adult at risk.
- **Respect Others:** Treat all members, visitors and coaches with courtesy, respect, and fairness, regardless of age, gender, ability, background, race, religion or sexual orientation.
- **Appropriate Language:** Refrain from using foul, abusive or discriminatory language, gestures or behaviour. This includes in person, phone and digital communication.
- **Responsible Use of Facilities:** Treat the club's property, equipment and courts with care. Report any damage or maintenance required or safety hazards immediately.
- **No Harassment or Abuse:** Verbal, physical, or emotional abuse, bullying, harassment, intimidation, or discrimination of any kind will not be tolerated.
- **Social Media:** Ensure all online communication and social media posts relating to the club, its members and coaches are positive, respectful and accurate.
- **Club's Rules and Policies:** Be familiar with and abide by the club's rules and policies.

2. Sportsmanship and Play

- **Good Sportsmanship:** Adhere to the rules of tennis and demonstrate good sportsmanship at all times, both on and off the court. This includes playing fairly, being gracious in victory and accepting defeat gracefully.
- **Acknowledge Calls:** Respect the line calls and decisions made during social and competitive play. If there is a dispute in social play, the rule is generally to replay the point.
- **Prioritise Safety:** Ensure your actions do not pose a danger to yourself or others. Report any safety hazards immediately to a club official.
- **Dress Code:** Wear appropriate proper tennis attire and non-marking tennis shoes when on court.
- **Court Reservation and Usage:** Follow the established rules for court bookings, time limits and rotations during open/section sessions to ensure fair access for all members. Vacate the court promptly at the end of your session.
- **Court Entry and Exit:** Wait until the current point is finished before entering a court or walking behind one. Minimise disruption and retrieve stray balls quickly and quietly.
- **Condition of Courts:** Help maintain the clay courts by dragging them after use. Remove all personal belongings, rubbish and containers when leaving the court.

3. Specific Expectations for Working with Children (Coaches/Volunteers)

- **Appropriate Physical Contact:** Physical contact should only be used where necessary and appropriate for coaching/safety (e.g. a high-five, emergency first aid). It must be open, transparent and non-exploitative.

- **Supervision:** Children must be supervised appropriately during coaching sessions and club activities.
- **Changing Rooms/Toilets:** Adults should not be alone with a child in a changing room or toilet area unless it is their own child or there is a justified medical reason (e.g. emergency first aid).
- **Mobile Phones/Photography:** Use of personal mobile phones/devices to film or photograph children is strictly prohibited unless explicit, written consent has been obtained from the parent/guardian and the photo is taken by an approved club representative for club purposes.

4. Specific Expectations for Parents/Guardians

- **Positive Support:** Encourage your child and all other participants in a positive manner. Never ridicule or belittle a child for making a mistake.
- **Cooperation:** Support the coach's decisions and authority. Address any issues through the appropriate club channels (e.g. the Welfare Officer).
- **Responsibility:** Ensure your child is dropped off and collected on time for sessions.
- **Medical Information:** Ensure the coach has up-to-date and accurate emergency and medical information for your child.
- **Supervision:** Ensure primary aged children are supervised at all times when at the club

5. Guests and Visitors

- **Registration:** Members are responsible for ensuring their guests are signed in and any applicable guest fees are paid prior to play.
- **Compliance:** Members must ensure their guests are aware of and follow this Code of Conduct.

5. Enforcement and Discipline

- **Reporting:** Any breach of this Code of Conduct should be reported promptly to the tennis captain. All reports will be taken seriously and handled confidentially. Breaches may be referred to the Conduct Committee (3 members) for investigation and review, taking into account any adjustments required.
- **Disciplinary Action:** The Conduct Committee reserves the right to take disciplinary action against any member who breaches this Code. Actions may include, but are not limited to:
 - Attending a guidance and support meeting (informal)
 - Verbal warning (time limited)
 - Written warning (time limited)
 - Final written warning (time limited)
 - Temporary suspension of club membership
 - Termination of club membership
- **Appeal:** Any member subjected to disciplinary action will have the right to appeal the decision in writing to the Conduct Committee within 10 working days.

By joining Lowlands Club Tennis Section, all members agree to uphold and abide by this Code of Conduct.