

Bishophorpe Tennis Club

Code of Conduct and Behaviour

Introduction

Bishophorpe Tennis Club is a welcoming club that invites anyone to join who wishes to play friendly tennis in a spirit of competitiveness but mindful of the need to remain respectful of other members and guests and players of different abilities and levels.

General behaviour

As a Member of Bishophorpe Tennis Club all members are expected to treat others with courtesy and respect. Physical or verbal abuse of other members or visitors is not tolerated; any such incidents will be treated very seriously by the Committee.

All Members must play tennis within the spirit and rules of the game of tennis as adopted by the LTA.

It is expected that all members abide by the Inclusivity and Diversity policy, both in what is described in the policy and in the general spirit of inclusivity.

As a club with a significant number of members, it is inevitable that there will be differences of opinion or even clashes of personality at times. It is expected that in the first instance there will be a mature, positive conversation directly between those involved when this is required in order to resolve any issues.

Any issues that cannot be resolved locally should be escalated via email to the chair, who will

- a) Either resolve the issue locally or
 - b) Bring it to the attention of the committee in order for a resolution to be sought.
- Feedback will then be given back to those raising the concern

NB: These issues will remain confidential to the chair and committee

Any differences in opinion should not be played out through the Club whatsapp group, or any social media outlets, as these should be used to promote a positive club community.

Anyone not abiding by the club's policies or behaving in a way which does not uphold the ethos of the club should be reported to the Club Chair in the first instance. The following actions may be taken:

- Verbal warning by the Club Chair.
- If behaviour continues, or actions requested by the Chair are not adhered to, a formal warning will be given.
- If behaviour continues, or actions remain outstanding, three members of the committee, one of whom will include the Chair, will discuss the appropriate action and may remove membership from that individual.
- The excluded member has the right of appeal to the Club Committee in writing, who will consider this request.

Dress code

All Members should have appropriate clothing e.g. non-marking trainers.

Court etiquette

If waiting to use Courts 2 or 3, please do not walk over Court 1 or behind players in the middle of a game; wait until a break between points and then only cross when invited to do so by the players on court.

At specified Club Sessions, or when there are people waiting, members should be prepared to mix in with all comers, optimising court use by playing doubles rather than singles, and to invite any waiting players onto court without undue delay.

Unless it is a designated Junior session, Juniors should give court space to adults.

Club facilities

Used balls are provided free of charge for practice use, please return them to the basket in the Club House after use for other Members' benefit. Any balls beyond reasonable tennis use can be left in the box for dog training. Please retrieve any balls sent over the perimeter fencing.

Please wash, dry and put away any cups or plates used, and leave the Club House and toilet facilities clean and tidy.

The Club House and grounds are a non-smoking area.

Please park bicycles in the racks provided or if full away from the pathway.

The last person to leave the Club premises should ensure that the lights and electric sockets are switched off in the Club House and it is locked and the padlocks on the outer gates are secured.

Personal data

Personal data is collected from members by requesting that members enter it on the membership form when you join the club.

The personal data will be used only as follows:

- in order to contact members with information about the tennis activities and social events happening at the club;
- to remind members when membership renewal is due;
- to contact members in an emergency.

The Club will never share your information with any third party without members' explicit consent.

The Club may retain members' data for as long as they remain a member of the club and for a period of one year after the member ceases being a member of the club.

Under the GDPR members have the right to:

- obtain access to, and copies of, the personal data that we hold about them;
- require the club to correct the personal data we hold about them if it is incorrect;
- require the club to erase members' personal data in certain circumstances;
- require the club to restrict its data processing activities in certain circumstances;

- to object, on grounds relating to a member's particular situation, to any of the club's particular processing activities where it is felt that this has a disproportionate impact on them; and
- where the club's processing is based on a member's consent, this member may withdraw that consent, without affecting the lawfulness of the club's processing based on consent before its withdrawal.

Any members wishing to exercise any of these rights should contact the club using the contact details available on the club website. Please note that these rights are not absolute and we may be entitled (or required) to refuse requests where exceptions apply.

If any member is not satisfied with how the club is processing members' personal data, that member can complain to the Information Commissioner's Office (ICO). You can also find out more about your rights under the GDPR (and other data protection legislation) from the Information Commissioner's Office website available at: <http://www.ico.org.uk>.

Reviewed October 2021

For review October 2022