

**Credit Valley Lawn Tennis Club (CVLTC)** is a volunteer-run, not-for-profit community-based corporation, committed to promoting the growth and development of tennis on an inclusive basis, by providing quality clay courts, a range of programming, and maintaining a healthy/safe environment for all to participate. Members are required to respect Club facilities, equipment, session facilitators and to embrace the values of good sportsmanship. It is essential that players and spectators exhibit respectful behavior, show self-control, not disrupt other players on the courts in any way, and lead by example.

***The Board has the following Responsibilities to the Club Membership:***

- Investigate incidents brought forward, deemed to be in breach of the Code of Conduct.
- Take actions towards any Member in breach of Code of Conduct, Club Rules, or By-Laws.
- Allow an appeal process to ensure thorough investigation.
- Amend / update / adjust this document as necessary and re-distribute to members.

**CODE OF CONDUCT**

***Every Member pledges to abide by the following:***

1. Follow the rules of Tennis and the Club Booking Rules. When appropriate, act to correct or prevent practices that are unjustly discriminatory, bullying or unsportsmanlike or that are disruptive to member enjoyment of play.
2. Members who manipulate or abuse the online booking system/rules, thereby preventing others from booking or limiting their access to the courts, will receive a written warning. Persistent abuse will result in an automatic 14-day suspension of booking privileges or termination of membership.
3. Demonstrate respect for every person regardless of physical characteristics, athletic ability, age, ancestry, colour, race, citizenship, ethnic origin, creed, disability, family, economic or marital status, gender identity or expression of sexual orientation.
4. Do not engage in any aggressive behavior, whether verbal or physical, towards another member, employee, volunteer, official or spectator. Focus comments and use appropriate language. Disrespectful communication (shouting, arguing or fighting) will NOT be tolerated, and will automatically result in a two-week suspension from the Court Booking System and Club's Facilities.

**DISCIPLINARY ACTION**

**First Level Warning:** For a first-time infraction, a warning will be sent by email to the offending member stating the concern and reminding them of their obligations as a member. All warnings will be recorded in the member's file.

**Second Level Warning:** For a second infraction or anything that requires repeated attention, a Letter of Warning will be issued, and will result in a 14-day suspension from the Club's Facilities and Court Booking System. *Maintaining a respectful and professional*

*environment is crucial. Harassment, disrespectful language, intimidation, and excessive yelling are detrimental to the well-being of members and the overall atmosphere of the club and will not be tolerated.*

**Third Level Warning:** For a third infraction or a serious violation, a Letter of Intention outlining the incident, will be issued. At any time after a Third Level Warning, the Board may consider a seasonal termination of membership without refund.

## **CLUB RULES & REGULATIONS**

### **BOOKING RULES:**

1. Members may only book a court which they themselves will play on the entire duration of the booking.
2. The names of all people playing on the court must appear on the booking, including guest players. Spectators must remain on the outside of the fence.
3. Using another member's name instead of a guest player's is strictly prohibited. The guest's full name (both first and last) must be provided at the time of booking and the \$15 guest fee must be paid. Failure to comply will result in a penalty fee of \$15 on top of the guest fee and may lead to suspension of membership.
4. No outside coaching allowed. The CVLTC Director of Tennis (the 'Club Pro'), or their designates have the exclusive right to provide tennis lessons and coaching at the Club.

### **BOOKING INFORMATION:**

#### **1. Prime Time Hours:**

Weekdays: Monday-Friday : 6pm to 10pm

Weekends: Saturday-Sunday: 8am to 12noon

2. **Two Day Advanced Booking:** You can book a court two days in advance. Bookings open at 7am. For example: on Monday morning at 7am, you will be able to book for any time on Wednesday.
3. **Prime Time Booking:** You will only be able to make one Prime Time Booking in advance, within any two-day period. The system will not allow 'back-to-back' Prime Time Bookings, unless an available court is booked on the 'day of play'.

4. **Non-Prime Time Booking:** You will be able to book in advance, an unlimited number of Non-Prime Time courts, as long as there is at least 1 hour from the end of play to the next booking.
5. **Day of Play:** You can book any open court at any time on the 'day of play'. Above booking rules apply.
6. **Maximizing Court Usage:** The system will not allow 30 minute gaps left behind your booking. For example, if members have a court booked from 9-10pm and you try to book from 7:30-8:30pm, the system will give you an error message that your booking can not be completed because it will leave a 30 min gap. You will have to either book from 7:00-8:00 pm or 8:00-9:00 pm.
  - The Club reserves the right to move bookings with 30 minutes up or back in order to create space for others to play. If a change is made, members will be notified in advance by the system through an e-mail.
  - The club also reserves the right to move bookings to other available court to avoid 30 minute gaps. The system will send an email to all members that appear in the booking.
7. **Booking Times:**
  - 1 person is only allowed to make a 30 minute booking if using the court by themselves. If a 30 minute booking is made for more than one person, all names must appear in the booking.
  - 2 or 3 people can book a court for either 30 minutes or 60 minutes.
  - 4 people are allowed to book a court for 30, 60 or 90 minutes.
8. **Guest Players:** When booking with a guest, write the words 'GUEST PLAYER' in the player slot, then further down in the booking, the system will ask for the guest's first and last name. All Guest Fees (adult or junior) must be paid online at the time of booking or will be auto-deleted by the system after 15 minutes.

***Using another Member's name instead of a Guest Player is strictly prohibited!***

The Guest's full name (first and last) must be provided at the time of booking and the Guest Fee must be paid. Failure to comply will result as follows:

1. Member whose name was used for the Guest will be charged a 'No-Show' Fee (\$10)
2. Member who brought the Guest will be charged the Guest Fee (\$15) + Penalty Fee (\$15)
3. Both Members will receive a First Level Warning.
4. If a Member books a court solo and brings a Guest, the Member will receive a First Level Warning. and will be charged the Guest Fee (\$15) + Penalty Fee (\$15)

5. If the same Member breaks this rule again, they will receive a Second Level Warning and 2-week suspension from the Court Booking System and Club's Facilities.
9. **Unexpected Circumstance:** If courts are closed due to weather or other emergencies, all reservations will automatically be cancelled by the club staff. An e-mail notification will be sent to members scheduled on the booked courts. There will be no penalty to the Members. Paid guest fees will be refunded to the Member's account in the form of a 'Club Credit', which can be used at a later date.

### **CANCELLATIONS, EDITS & NO-SHOWS:**

1. Court Bookings can only be canceled or edited by the individual who initially made the booking.
2. **Courts must be claimed within 20 minutes** of the booking start time or a 'No-Show' Fee (\$10) may be applied to Member accounts that appear on the booking, especially during Prime Time.
3. **Non-Prime Time Bookings** can be edited or canceled right up to the playing time without a penalty fee. If a discrepancy in the booking is noted, a 'Late Edit' (\$5) or 'No-Show' Fee (\$10) may be applied.
4. **Prime Time Bookings** can be edited or canceled up to the start of play. Any changes made to the within 24 hrs of the booking start, will result in an automatic 'Late Edit/Cancellation' (\$5) Fee. Please note that Prime Time Bookings that are not cancelled or modified accordingly prior to check-in, will result in additional fees.  
*\* Unfortunately, there are **no refunds** of late cancellations/edits made within 24 hours, which includes any modifications made by the Court Monitor at check-in). Members will not be allowed to make another court booking until outstanding balances are paid in full online.*

### **COURT RULES:**

1. Please be respectful and mindful of others. Respect the members, staff, executives and the common rules of tennis etiquette.
2. No more than six (6) tennis balls are allowed on each court.
3. Baskets for serving and ball machines are only allowed on courts 7 and 8. Baskets are to be used for service practice only, no coaching of any kind of feeding allowed.

4. Organized tennis programs (with more than 8 participants) such as teams, ladders, round robins etc. must be authorized by the Executive Committee.
5. On a daily basis, certain booking times will be blocked off for watering and court maintenance. Members are NOT to be playing or on court during these times.

**DRESS CODE:**

1. Appropriate tennis attire is required.
2. Proper tennis shoes must be worn, absolutely no running shoes, basketball shoes or cross trainers allowed on court. You will be asked to leave the court.