

## OPLTSC USER ETIQUETTE GUIDANCE

### BEHAVIOUR

Oakleigh Park Tennis & Squash Club (OPLTSC) is fully committed to safeguarding and promoting the well-being of all its members and users. The Club believes that it is important that members, coaches, administrators and parents/guardians associated with the Club should, at all times, show respect and understanding for the safety and welfare of others. Therefore, members are encouraged to be open at all times and to share any concerns or complaints that they may have about any aspect of the Club with the Club manager or a main committee member.

- All members are expected to abide by the rules of OPLTSC.
- All players must abide by their governing body rules and respect the decision of the official when present.
- All members must wear suitable attire for the activity they are participating in.
- Members must pay any fees for training or events promptly.
- All users must be polite, respectful and courteous. OPLTSC will not tolerate personal attacks, abuse or harassment in any manner.

### SQUASH/RACKETBALL ETIQUETTE

- Squash and Racketball should be played according to Squash England published rules and regulations.
- Courts are to be booked for playing Squash or Racketball only.
- It is mandatory to wear non-marking shoes on court and use the correct equipment. Do not wear your court shoes outside the club.
- Juniors (under 19s) should wear eye protection on court.
- Cancel a court no less than 24 hours before the booking to claim a refund.
- Members can bring as many visitors as they like, but each visitor can only attend up to 6 times. Every visit must be registered in the visitor's book.
- Members are responsible for their visitors and children's behaviour.
- Respect people playing on court by not making noise or disturbance behind the court. With the glassbacks, don't walk behind the court whilst a rally is in progress.
- At club nights, squash is best of 3 or 20 minutes, whichever sooner, racketball 2 games.
- Under no circumstances open the court door whilst play is in progress. Knock on the door to attract their attention and await acknowledgement.
- Take all reasonable measures to protect your own safety and the safety of others on and around the court.

### GYM ETIQUETTE

- Put everything back where it belongs.
- Be respectful about your routine if the gym is crowded and others are waiting to use the equipment.
- Wipe down the equipment after use.
- Bring your own towel.
- Clean up after yourself and put litter in the bins provided.
- Do not eat in the gym.
- Keep noise to a minimum and chat outside the gym.
- If you are the last to leave please turn off the light and make sure the door is locked behind you.
- Be respectful of all gym users and be polite and courteous at all times.

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### TENNIS ETIQUETTE

- Never walk behind a court when a point is still in play. Always wait until the point is over and then cross as fast as possible.
- If to get to your court you need to cross over a court where people are already playing, wait at the net for the players to tell you when to cross.
- Always shut gates between courts so no-one runs into them.
- When you play, put racket covers, ball cans, jackets etc. out of everyone's way.
- If a ball from an adjoining court lands on your court during a rally call for a 'let' and replay the point.
- When sending balls back to a neighbouring court, roll them on to the back of the court. Do not send them back while play is in progress.
- Retrieve balls both for your partner and opponent.
- Call the score before each point, then there can then be no argument.
- Call your own lines and let your opponent hear the call. If the ball is good – say nothing and play on.
- Do not call close balls out before they hit the court.
- If you are not sure whether your opponent's shot is in or out – it is in!
- If there is a disagreement offer to replay the point.
- Do not return serves that are obviously out.
- Talk quietly when standing near tennis courts that are in use.
- When watching, never applaud double faults or errors.
- Do not call out during a rally. This could put your opponent off and they may claim the point.
- During social tennis follow the established procedure and do not attempt to pick and choose games!
- Do not let the frustrations of the game make you an unpleasant person to play with.
- If floodlights are required and you are the last on court, please turn off the floodlights and shut all doors and lights.
- Leave the courts free of litter.

### ETIQUETTE FOR ONLINE COMMUNICATION AND USE OF SOCIAL MEDIA

- Conduct yourself in a polite, respectful and courteous manner on social media.
- Think twice before posting. If you would not want your employer, parents, friends, colleagues or future employer to see your post, do not post it!
- Be respectful. Be positive. Treat others the way you would like to be treated.
- DO NOT send emails, text messages or post messages on social media that are offensive, nasty or derogatory in any way. This includes personal attacks, abuse, harassment in any form regardless of tone or nature.
- DO NOT partake in or incite xenophobia, racism or any other form of personal abuse including sexism and homophobic remarks.
- DO NOT post other members personal details. If you have to pass on an address or contact details of another member do this directly and not in an open forum.

### CORONAVIRUS

- Please be respectful of everyone and their feelings.
- The Club will implement the guidance set out by the government, the LTA and Squash England and we expect members to adhere to this guidance/law.
- The coronavirus guidance for sports clubs changes regularly and members are expected to keep themselves up to date by reading the weekly Newsletters and reading the posters around the Club.