

Our Club Rules are mandatory for all Members, guests, and visitors. Failure to comply with them will be addressed without delay and may ultimately result in cancellation of Membership in accordance with our Disciplinary Policy and Procedure which is available on our Website.

Our Club Rules do not form part of any contract, and we can amend them at any time.

These Club Rules adopt the definitions set out within our Terms & Conditions.

## 1. General Health and Safety

1.1 To protect the safety of our staff, Members, and their guests, you must pay particular attention to all signs and notices relating to health and safety in the Club and on its premises. If you do not understand a sign or notice, please ask a member of staff.

1.2 You warrant and represent that you are in good physical condition and that you know of no medical or other reason why you are not capable of engaging in active or passive exercise, and that such exercise would not be detrimental to your health, safety, comfort, or physical condition.

1.3 You should not use any of our Facilities while suffering from any infectious or contagious illness, disease or other ailment, or suffering from any physical ailment such as open cuts, abrasions, open sores or minor infections where there is a risk that such use may be detrimental to the health, safety, comfort, or physical condition of any other person.

1.4 Dogs are allowed in the Club House if they are on a lead.

## 2. Appearance and Behaviour

2.1 While you are at the Club, we expect you to behave appropriately, respectfully, and politely. We will not tolerate profane or abusive language; vexatious behaviour or complaints (please see paragraph 4 of our Complaints Policy and Procedure for more information on what constitutes 'vexatious'); or inappropriate behaviour, abuse, or harassment of our staff or Members in accordance with our Disciplinary Policy and Procedure. We reserve the right, at our sole discretion, to refuse entry to the Club and its courts, or to ask you to leave if we think your behaviour or appearance is unsuitable.

2.2 Appropriate sports clothing and footwear must be worn at all times.

2.3 Only food and drink purchased in the Club may be consumed in the Club House except for summer camps and festivals.

2.4 No mobile phone or other electronic device is to be used in the Club or on its courts in a way which causes a nuisance to any other person.

2.5 Smoking (including e-cigarettes) is not permitted anywhere on the Club Premises, except in the designated smoking area.

2.6 No person may sell or supply goods or equipment of any nature on the Club's Premises without our prior written consent.

## 3. Photography

3.1 We reserve the right to use any individual or group photographs of Members and/or their guests taken by us on the Club's Premises for press or promotional purposes. If you do not wish to have your photograph taken, please contact us by email on [info@bournemouthgardenstc.co.uk](mailto:info@bournemouthgardenstc.co.uk).

3.2 Please refer to our Photography and Filming Policy for all children (anyone aged under 18) and adults at risk, which can be found with our safeguarding policies on the Club's Website.

3.3 All Personal Photography and filming is strictly prohibited on Club premises and grounds, by Members and visitors without prior written approval by the Safeguarding Officer.

## 4. Guests

4.1 Members are responsible for ensuring their guests pay the appropriate guest fee.

4.2 The Member who signs the guest in must always accompany their guest. The Member's Membership could be suspended or cancelled if their guest's behaviour is unreasonable, or if the guest fails to adhere to our Club Rules.

4.3 All guests will be charged at the listed Tariff Charges.

4.4 If a rackets player is playing in an official Club team match, no guest fee will be charged for their opponent.

4.5 All guests warrant and represent that they are in good physical condition and that they know of no medical or other reason why they are not capable of engaging in active or passive exercise, and that such exercise would not be detrimental to their health, safety, comfort, or physical condition.

## 5. Visitors (Non-Members)

5.1 All visitors will be expected to adhere to the Club Rules.

5.2 Non-Members will be charged at the listed Tariff Charges.

5.3 All playing visitors warrant and represent that they are in good physical condition and that they know of no medical or other reason why they are not capable of engaging in active or passive exercise, and that such exercise would not be detrimental to their health, safety, comfort, or physical condition.

5.4 Non-playing visitors may use the cafeteria facilities of the Club.

## 6. Coaching

6.1 Coaching on court is only permitted by our coaching team.

## 7. Under 18's

7.1 Parents and legal guardians are responsible for their child/ren's behaviour at all times during a visit to the Club. Children who abuse the Club and our Facilities may jeopardise their entire family's Membership. They must not put themselves or other people in danger or prevent others from enjoying the Club or our Facilities. If your child is behaving unreasonably, we reserve the right to speak to you or your child about this. If your child continues to behave unreasonably, whether on one visit or several visits to the Club, we will try to resolve the issue by meeting with you. If we cannot resolve the issue during the meeting, we reserve the right to suspend or ban the child/ren from the Club.

7.2 All young people under 12 years of age must be accompanied by a parent or legal guardian on the court at all times. However, this does not apply if they are at an activity organised by us which the parent or legal guardian do not need to attend.

## 8. Courts

### 8.1 General

8.1.1 The Club's staff have exclusive retailing and coaching rights for the Club unless there is a Third-Party Contract in place.

8.1.2 Multiple bookings for the Clubs and groups must be sent to the Centre Manager.

### 8.2 Members' Advance Bookings

8.2.1 All bookings are made online via ClubSpark, in person at reception or over the phone by calling 01202 298570.

8.2.2 Your log in details are not to be passed onto other households under any circumstances.

8.2.3 Refunds for courses will be given at our sole discretion.

8.2.4 Refunds for courts are issued if 6 hours' notice is received prior to the court booking.

### 8.3 Court bookings:

8.3.1 We may reserve the courts for coaching, tournaments, matches, or exhibitions.

8.3.2 Members may only use courts declared fit for play.

8.3.3 Members may advance book courts online 7 days in advance.

8.3.4 Members may book one court per day. If you wish to play for longer and a court is free and not booked, then you can continue to play on that court.

8.3.5 Non-Members may advance book courts 6 days in advance.

8.3.6 Members may only book courts in their name or for a member of their household.

8.3.7 If play has not begun between at least two people within 15 minutes of the commencement time on a booked court, the court shall be deemed 'vacant' and may be used by other Members or Club Coaches.

8.3.8 The Club's decision is final in all matters arising out of the availability, playability (e.g. adverse weather), allocation, and booking of courts.

8.3.9 If two people think they have booked the same court, please go to reception and the persons name that appears on the reception computer will be the person allowed to play.

### 8.4 Court Etiquette

8.4.1 Only tennis or pickleball is to be played on the courts. Football or any other activity is forbidden.

8.4.2 No glass drink containers are to be taken on court.

8.4.3 The maximum number of players allowed on one court is four for general play and eight for coaching sessions.

8.4.4 Players may use up to four balls per court, tennis centre coaches may use more.

8.4.5 Do not walk behind another person's court whilst a rally is in progress. Please wait for the rally to end and for the players to signal that you can cross.

8.4.6 If your ball goes onto another court, please wait for them to return it; do not run onto their court unless permission is given.

8.4.7 Please ensure you close the gate on entering and leaving the courts.

8.4.8 Courts should be left clean and tidy at the end of every playing session.