

RULES AND REGULATIONS

A. GENERAL

1. Persons using the Club premises do so at their own risk.
2. The courts are for the use of members and their guests.
3. All players are required to wear appropriate tennis attire and non-marking tennis shoes.
4. In winter players must not enter the bubble until the buzzer sounds and must leave the bubble promptly at the end of their playing period.
5. Fire regulations do not permit more than 20 persons to use the bubble at any one time.
6. In summer night play under the lights must stop and lights be turned off not later than 10:00 pm.

B. COURT BOOKINGS

1. Court reservations may not be made more than seven days in advance of the date of play.
2. **Members must book courts in their own name.** If you are the owner of the court and you cannot play, you must release the court. The owner of a court cannot be changed.
3. You may have two current prime time bookings in your name, per 7 day period. This does not stop you from playing in groups booked by others. If there are available courts, members may call and make a same day booking.
4. *(a) Telephone bookings:*
Members may book courts **7 days in advance** by calling **922-9722** from **8:30 am**.
- (b) On-line bookings:*
Members may also book courts 7 days in advance at **8:30 am**. Go to

the club website www.wvtc.ca and select “Book Courts”.

5. All members **must check in** with the desk clerk before play starts.
6. A member wishing to cancel a reserved court must do so at least **24 hours** before the start of the reserved period **or be liable for a \$25.00 penalty**. **No shows** will also be liable for a \$25.00 penalty which will be charged to the member who booked.
7. Members may not book in someone else’s name, (with the exception for parents booking for their “in school” son or daughter). Only one booking can be made per phone call.

C. JUNIOR & INTERMEDIATE MEMBERS

1. Junior members may play **Monday to Friday from 8:00 am - 5:30 pm** and from **8:30 pm - 10:00 pm**. (5:30 pm & 7 pm time slots are reserved for adult play only). On weekends, juniors may only call for same day bookings. (A junior member accompanied by and playing under a Senior Member’s booking, shall be treated as a Senior Member and may play at any time).
2. Intermediate members may play **Monday - Friday 8:00 am - 5:30 pm** and from **8:30 pm - 10:00 pm**; **Saturday & Sunday 5:30 pm - 10:00 pm**; and same day bookings 8:00 am - 5:30 pm Saturday and Sunday.
3. At age 25 Intermediates must transition to become a Senior Member. A 50% loyalty discount off the adult initiation fee is offered to those who have had a membership for at least 5 years. Initiation for Intermediates who have been members for 10 years or more will be waived.

D. GUESTS

Guests **must play with their hosts** and must **sign the guest book**. The host member is responsible for payment before play begins. **Hosts of unregistered guests may be liable for a penalty**. Guest fees are \$ 15 for 1.5hr session and \$10.00 per 1 hr session. A member may only bring 10 guests per season.

E. ABSENTEE MEMBERS

An absentee membership is reserved for those members who have applied in writing to the manager for absentee status based on an inability to use the Club's facilities due to illness or injury. An absentee membership must be approved by the Manager and shall not be granted for less than one full membership year.

F. OUT OF TOWN MEMBERS

An out of town membership is reserved for those members who reside outside of the Metro Vancouver area and who apply in writing to the manager for non-resident status. This status must be claimed for not less than one full membership year and the member may book courts and play a maximum of 8 times during the year.

G. COURT ETIQUETTE

1. As **sound** is a problem in the bubble, players are asked to keep noise, including shouting, to a minimum.
2. Balls should be retrieved from neighbouring courts only when play is not in progress. Balls should be returned to neighbouring courts promptly.
3. If you are coming onto the courts after play has begun, please wait until a point is played out before walking past a playing court.
4. Friction between people on the courts should be resolved on the spot. However, if assistance is needed a Director should be contacted. A serious matter may be placed before the Board of Directors.
5. A member wishing to use the ball machine, or more than 4 balls for practice, must do so on a designated coaching court only. Court 1 & 2 in the winter and 4 & 5 in the summer. Rental fee is \$10/hr. and \$15/1.5 hr.

H. BEHAVIOR

Ordinary rules of etiquette shall be observed at all times on the Club premises. Conduct deemed harmful or detrimental to the best interests of the Club includes but is not limited to: unnecessary noise, rowdy behaviour, audible swearing, misuse of Club property and incivility to other members, management or staff, and this conduct is strictly forbidden. Examples of serious infractions would include but not be limited to: physical or verbal abuse, sexual harassment, bullying, threats, vandalism or theft of Club property or the property of other members.

Any cited infraction will be subject to By Laws 3.04 and 3.05 and the member or guest may be liable to disciplinary measures that include but are not limited to: suspension of booking/playing privileges and suspension or expulsion from the Club. Repeated or multiple infractions will be responded to with elevated disciplinary action.

I. SECURITY AND CARE OF THE PREMISES

1. The clubhouse is open from 8:00 am - 10:30 pm.
2. Court lights must be turned off at 10:00 pm in summer.
3. Small children & pets are the sole responsibility of the member.
4. Cellular phones must be turned off while on the courts.
5. Food and drinks are not permitted on the courts (except water).
6. Smoking is not permitted on the Club property.
7. The team captain or member in charge of a special event is responsible for seeing that the premises are left tidy after the event.

J. LOST AND FOUND

After 30 days all lost and found items will be disposed of as Club Management sees fit. The responsibility for finding and retrieving lost items is solely that of the member and the Club has no responsibility for safeguarding, retrieving, or returning such items.

West Vancouver Tennis Club - Infraction Process

General guidelines:

Sections 3.04, 3.05 and 3.06 of the West Vancouver Tennis Club (WVTC) Bylaws outline the Club's position regarding conduct infractions. Additional rules are identified under Rules and Regulations. For more information regarding the Club's Bylaws and infraction process, please visit our website at www.wvtc.ca.

West Vancouver Tennis Club Waitlist Policy and Procedures

The West Vancouver Tennis Club (WVTC) welcomes new members and acknowledges the vital role they play in ensuring a vibrant, sustainable member population. WVTC adds new members to its roster on a first come, first served basis in numbers that reflect the importance of providing adequate access to courts for all members and ensuring that, as much as possible, courts are fully utilized.

The WVTC Board has the full authority for decisions about the number of new members admitted to each class of membership in each operating year.

Procedures

1. Applicants for membership will complete the Waitlist Application Form and submit it to the Club Manager along with the appropriate non-refundable waitlist fee.
2. The Manager will add the applicant's name to the waitlist and advise the applicant of their position on the waitlist and the approximate wait time until an offer of membership will be made.
3. The Board determines annually (normally in June) the number of new members that will be added to the roster from each class of membership.
4. The Manager will extend written or e-mailed offers of membership in accordance with the Board's direction. Those accepting must

confirm their acceptance and pay the necessary fees within two weeks.

Notes:

*Names of prospective members are placed on the waitlist in the order in which their applications are received, and invitations to join are extended in waitlist order.

*Names of applicants declining invitations to join will normally be removed from the waitlist. In exceptional circumstances the Club Manager may, for compassionate reasons and at the applicant's request, place the applicant's name at the bottom of the list.

Approved by the Board of Directors June 8, 2009

Membership Communication Policy

This policy provides direction for the use of the Club's platforms for communication with the Membership.

Email

This refers to the mass distribution of messages to the entire Membership or sub-group using an email campaign service, e.g. *MailChimp*.

1. The email content must satisfy one or more of the following criteria:
 - It relates directly to Club operations and events, e.g. bubble up/down, tournaments, coaching programs, court booking/usage, maintenance, hours of operation, AGM, dues.
 - It is tennis related, e.g. outside tournaments, professional events (e.g. Odlum Brown Van Open).
 - It relates to the Club's involvement in our Community Outreach initiative.
 - It is an announcement regarding a member, e.g. a death. Must be pre-approved by a family member.
 - For borderline content, the Board is to be consulted for approval.

2. In general:
 - Emails are to be kept to a minimum to maintain readership.
 - Emails are to be kept brief with links to a webpage or an attachment for more detailed information.

- Reminder emails are to be kept to a minimum, unless of critical importance.
- Ideally, emails are to be channelled through a designated person for editing and standardization prior to distribution.

Website

Content as per Email point 1.

Notice Board - Lobby

1. In addition to content as per Email point 1:
 - Members may post lost and found items relating to items lost/found at the Club.
 - Members may post searches for players or playing opportunities.
 - Other postings to be pre-approved by the Communications Director, other Board member or Club Manager, e.g. charitable or community undertakings by members.
2. Member advertising is not permitted.