



# Rules and Regulations

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# Rules and Regulations

## VERSION HISTORY

February 8, 2024	Bubble capacity, dog policy, and waitlist application procedure updated.
August 15, 2023	Version History and Personal Information Privacy Policy sections added. The Personal Information Privacy Policy was approved by the Board at its meeting on August 15, 2023.
May 10, 2023	Combination of multiple scripts into a single comprehensive document, incorporation of a more encompassing code of conduct, improved infraction process, and modernized presentation and navigation. Approved by the Board at its meeting on May 16, 2023.

## INTRODUCTION

To ensure maximum enjoyment of Club facilities by all members, the Board asks every member to observe these rules and regulations, and to assist in seeing that others do likewise.

Agreement to abide by these rules is a condition of continuing membership at this Club.

Suggestions for the Board may be given in writing to the Manager or any Director.

### OUR MISSION STATEMENT

*The long-established, not-for-profit West Vancouver Tennis Club will provide a Centre of Tennis Excellence available to junior and adult members of the community where enjoyment of the game of tennis is enhanced through skilled coaching, recreation, and competitive play in a social atmosphere of friendship, encouragement, and respect.*

## 1. GENERAL RULES

1. Persons using the Club premises do so at their own risk. Members are required to sign a waiver as a condition of membership.
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 **100 persons** to use the bubble at any one time.

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6. In summer night play under the lights must stop and lights be turned off no later than 10:00 p.m.

## 2. 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 the Front Desk at **(604) 922-9722** from **8:30 a.m.**

- (b) Online bookings:*

Members may also book courts 7 days in advance at **8:30 a.m.** Go to the Club website [www.wvtc.ca](http://www.wvtc.ca) and select 'Bookings'.

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.

## 3. JUNIOR & INTERMEDIATE MEMBERS

1. Junior members may play **Monday to Friday from 8:00 a.m. - 5:30 p.m.** and from **8:30 p.m. - 10:00 p.m.** (5:30 p.m. & 7 p.m. 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 a.m. – 5:30 p.m. and from 8:30 p.m. – 10:00 p.m.; Saturday & Sunday 5:30 p.m. – 10:00 p.m.;** and same day bookings 8:00 a.m. – 5:30 p.m. Saturday and Sunday.

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3. At age 25 an Intermediate Member 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.

## 4. GUESTS

1. Guests **must play with their hosts** and **sign the guest book**.
2. Guests are required to sign a waiver on the first occasion that they use the Club's facilities.
3. 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 1.5 hr session and \$10.00 per 1 hr session.
4. A member may only bring 10 guests per season.

## 5. 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.

## 6. 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.

## 7. SECURITY AND CARE OF THE PREMISES

1. The clubhouse is open from 8:00 a.m. – 10:30 p.m.

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2. Court lights must be turned off at 10:00 p.m. in summer.
3. Dogs are welcome on the Club's premises provided they are licensed, well behaved, on leash and within arm's length of the owner. Dogs are not permitted in the clubhouse or on the courts. Dog owners must be respectful of others who, for example, may be fearful or have allergies, and remove their dog if the situation deems it appropriate. At all times the owners are solely responsible for the control of their dog. Any injury caused by a dog will be the sole responsibility of the owner and the Club will seek full indemnification from the owner for any liability in such circumstance.
4. Cellular phones must be turned off while on the courts.
5. Food and drinks on the court should be limited to items that will not mark the courts (such as 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.

## 8. 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.

## 9. 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.

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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.

## 10. WAITLIST POLICY AND PROCEDURES

The West Vancouver Tennis Club 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. To join the waitlist, an application may be made via the Club's online registration system and remitting the appropriate non-refundable waitlist fee.
2. The Board determines annually (normally in June) the number of new members that will be added to the roster from each class of membership.
3. 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

1. 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.
2. 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.

## 11. 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:
  - a. 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.
  - b. It is tennis related, e.g. outside tournaments, professional events (e.g. Odium Brown Van Open).
  - c. It relates to the Club's involvement in our Community Outreach initiative.
  - d. It relates to the Club's Centenary Legacy Project fundraising initiative or centenary celebrations.
  - e. It is an announcement regarding a member, e.g. a death. Must be pre-approved by a family member.
  - f. For borderline content, the Board is to be consulted for approval.
  
2. In general:
  - a. Emails are to be kept to a minimum to maintain readership.
  - b. Emails are to be kept brief with links to a webpage or an attachment for more detailed information.
  - c. Reminder emails are to be kept to a minimum, unless of critical importance.
  - d. Ideally, emails are to be channelled through a designated person for editing and standardization prior to distribution.
  
3. Members' use of the Club's email distribution list is not permitted.

### WEBSITE AND SOCIAL MEDIA

Content as per Email point 1.

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## NOTICE BOARDS

1. In addition to content as per Email point 1:
  - a. Members may post lost and found items relating to items lost/found at the Club.
  - b. Members may post searches for players or playing opportunities.
  - c. 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.

## NO SOLICITATION

Members are not permitted to use the contact information of other members in the Club's roster to advertise or solicit goods or services without the member's consent. This includes unsolicited informational communications with an underlying marketing objective (e.g. realtor market status report, daylight savings alert, holiday greetings).

## 12. PERSONAL INFORMATION PRIVACY POLICY

The Personal Information Protection Act (PIPA) requires organizations to develop and follow policies and practices to meet their obligations under PIPA. The Club's policy is available on its website and can also be accessed by clicking the link below:

<https://wvtc.ca/wp-content/uploads/2023/08/WVTC-Personal-Information-Privacy-Policy-2023.08.15.pdf>

## 13. CODE OF CONDUCT

### PURPOSE

The West Vancouver Tennis Club is committed to providing a caring, friendly and safe environment within and for our community and all of our members, coaches and guests. The aim of this policy is to ensure that everyone is treated fairly and with respect and that the Club is equally accessible and inclusive to all. For the purposes of this policy and the applicable actions and sanctions, in our sport and at our Club, there is no place for bullying, harassment, discrimination or exclusion. The overriding principle is that all members, staff, coaches, guests,



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visitors and volunteers should behave in a respectful, courteous and considerate manner when at our Clubhouse or on our courts.

## SCOPE

This Code of Conduct ('COC') is a standard of conduct required for admission to this Club. This COC is not exhaustive. All members, staff, guests, visitors, volunteers and coaches should behave in a respectful, courteous and considerate manner. Members are also expected to conduct themselves in a similar manner when representing the Club at other tennis clubs or tennis functions. Members must not act in a manner that damages the character, reputation, integrity, goodwill or community view of the Club or its members.

## DUTIES

All members and guests must:

1. Conduct themselves in a sportsperson-like manner & show respect and courtesy to other persons at the Club.
2. Respect the rights of other persons at the Club protected under the *Human Rights Code of British Columbia* and the *Tennis Canada: Safesport Code of Conduct* (effective March 10, 2021).

## PROHIBITED CONDUCT

Members and guests must not engage in any of the following acts, words or behaviours:

- a. Discriminatory conduct or words on the basis of Indigenous identity, race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person or that group or class of persons - *Human Rights Code of British Columbia*.
- b. Harassing behaviour which is upsetting behaviour or making comments that ought to reasonably be known to be offensive or unwelcome - *Human Rights Code of British Columbia*. This includes but is not limited to:
  - a. Written or verbal abuse, threats or outbursts
  - b. Unwelcome remarks, jokes, comments, innuendos or taunts
  - c. Bullying, condescending or patronizing behaviour which is intended to undermine, or may have the effect of undermining, self-esteem, diminished performance and/or adversely affect playing conditions.

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- c. Engaging in sexual harassment by engaging in sexually-oriented comments, conduct, gestures or touching that are offensive or unwelcome, that create an offensive, hostile or intimidating environment or that can reasonably be expected to be harmful to the recipient or offensive to other persons present. This includes but is not limited to:
  - a. Sexist jokes
  - b. Sexually degrading words used to describe a person
  - c. Leering or other suggestive or obscene gestures
  - d. Unwelcome sexual flirtations, advances, propositions, requests or invitations
  - e. Persistent unwanted contact
  - f. Taking, posting and or receiving sexually suggestive or explicit photographs of a member of the Club
  - g. Sexual assault
- d. Using obscenities or other abusive or vulgar language
- e. Engaging in loud, boisterous and obnoxious behaviour
- f. Engaging in acts of physical abuse, violence, aggressive behaviour or making threats of violence.
- g. Attempting to organize and/or participate in a sabotage of an organized Club event
- h. Throwing of a tennis racquet or other articles in a deliberate or aggressive manner
- i. Showing bad temperament beyond a momentary expression of frustration or anger
- j. Showing disrespect for other persons at the Club
- k. Engaging in behaviour that jeopardizes the safety of other members
- l. Misuse, vandalism or theft of Club property or the property of other members
- m. Making threats or trying to intimidate another person at the Club by word, gesture or malicious communication
- n. Ridiculing another person at the Club in a public manner
- o. A pattern of dishonest behaviour
- p. A pattern of willful non-compliance with Club rules.

## 14. INFRACTIONS

### INTRODUCTION

Our Board of Directors is responsible for the enforcement of all Club rules and regulations, including the Code of Conduct, and, as such, all members, coaches, guests, visitors, volunteers and staff must abide by and respect any decisions that may be made by the Board.

Those who do not adhere to the Club's rules may be liable to disciplinary measures that include but are not limited to: leaving the court, being warned of their breach, exclusion from participating in Club activities, including Club teams, tournaments and social events, suspension of booking/playing/coaching privileges, having their membership suspended, cancelled and/or refused in the future and/or being barred from the Club premises. Furthermore, a member or Board member may forward a complaint to Tennis BC and/or Tennis Canada which may enforce discipline against a member who breaches their Code of Conduct, particularly if the infraction occurs during a Tennis BC sanctioned event.

Copies of all incident/infraction documents will be kept confidentially on file at the Club.

Sections 3.04, 3.05 and 3.06 of our Society's Bylaws provide overarching policy regarding infractions. The full set of Bylaws is posted on the Club's website at [www.wvtc.ca](http://www.wvtc.ca).

### MINOR AND FIRST-TIME OFFENCES

While it is generally expected that minor infractions and conflicts should be attempted to be resolved between the persons involved, if this is not possible, minor and first-time offences can be addressed by way of discussion or apology with a member or members of the Board.

### SERIOUS OR REPEATED OFFENCES

For more serious or repeated offences, as determined by the Board, the following process is to be followed:

1. The complainant is to file with the Manager a written complaint/report outlining the time, date, place, and specific nature of the actions and person(s) involved. The complainant may be the Manager's office itself, having documented evidence of an offence or offences.
2. The Board of Directors will be notified of the complaint.
3. As soon as is practical, the Manager will provide notice of such complaint to the person(s) involved and advise that the person(s) involved have the option to provide the Manager, within 5 days following receipt of such notice, with a written submission outlining any response to the complaint/report.

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4. As soon as is practical, the President or Vice President shall designate a group of members, Board members or another impartial person or persons (an 'Infraction Advisory Committee') to determine the circumstances of the reported offence and make recommendations to the Board. In this regard, the Infraction Advisory Committee shall consider the complaint/report, any member(s) submissions and any previous history of reports, violations or breaches of Club rules involving the member(s). Infractions are cumulative for a period of 2 years; any infractions that happened more than 2 years ago will not be considered when deciding what action to take.
5. If a complaint/report involves a member of the Board, such member of the Board shall excuse themselves from any disciplinary process.
6. As soon as is practical, the Board or its designee shall provide the member(s) involved with a written notice of the factual determination and the nature and extent of any disciplinary action as determined by the Board. Such action can include further warnings, suspension of membership, termination of membership, exclusion from Club premises and/or such other disciplinary actions determined by the Board.
7. The member(s) involved shall have a right to appeal a disciplinary decision of the Board by notice in writing to the attention of the Manager no later than 5 days from the date of receipt of such decision. Members who request an appeal will appear before a minimum quorum of the members of the Board of Directors for a review of the disciplinary decision.
8. A member who is the subject of a suspension or has been the subject of disciplinary action beyond one warning, shall not be considered a member 'in good standing' for a period determined by the Board. A member not 'in good standing' shall not be eligible for renewal of their membership or to stand for election as a member of the Board, or attend the Annual General Meeting.