

# **RULES AND REGULATIONS**

## **A. GENERAL**

1. The courts are for the use of members and their guests.
2. All players are required to wear appropriate tennis attire and non marking tennis shoes.
3. 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.
4. Fire regulations do not permit more than 20 persons to use the bubble at any one time.
5. Prime time is 8am - 9:30pm Mon- Thursday and 9:30am to 6.30pm Fri, Sat and Sunday.
6. In summer night play under the lights must stop and lights be turned off not later than 10pm.

## **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. You may have two current prime time bookings in your name.** 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.
3. *(a) Telephone bookings:*  
Members may book courts **7 days in advance** by calling **922-9722** from **8:30am** for the booking times at 9:30 am, 11:00 & 12:30, after **10:00 am** for booking times at 2:00, 3:30 & 5:00, and after **5:30pm** for booking times at 6:30, 8:00 & 9:30pm. The 8:00am court may be reserved by internet only at **7:30am** Court 5 is reserved for telephone bookings from 8:30 onwards, but all courts may also be booked by the desk clerk.

### *(b) On-line bookings:*

Members may also book courts 7 days in advance at the times

indicated above for telephone bookings. Go to the club website [www.wvtc.ca](http://www.wvtc.ca) and select “on-line bookings”.

4. All members must **check in** with the desk clerk before play starts.
5. A member wishing to cancel a reserved court must do so at least **48 hours** before the start of the reserved period **or be liable for a \$16.00 penalty.** No shows will also be liable for a \$16.00 penalty which will be charged to the member who booked.
6. Members may not book in someone else’s name with the exception of parents booking for their “in school” son or daughter. Only one booking can be made per phone call.

## **C. JUNIOR MEMBERS**

1. Junior members may play **Monday to Friday from 8:00 am - 5:00 pm** and from **9:30pm - 10:30 pm**. On weekends juniors may only call for same day bookings.
2. A junior member accompanied by and playing with a Senior Member shall be treated as a Senior Member and may play at any time.

## **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 \$10.00 per 1.5 hr session. A member may only bring 12 guests per season, and any individual guest may not play more than 6 times per winter or summer 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 Board of Directors 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, 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 **3 balls**, must use the primary coaching court with the net drawn. Court 1 is the primary coaching court in the winter and court 5 in the summer. The net between court 2 & 3 may only be used by the WVTC coaches.

## **H. CLOTHING**

1. **Summer:** Appropriate white tennis attire shall be worn at all times. **Colour is not to exceed 10%**. Coloured warm-up attire is acceptable during the warm-up period. This rule may be relaxed when weather conditions are unfavourable.
2. **Winter:** Appropriate tennis attire shall be worn at all times. Coloured clothing is permitted when the bubble is up.

## **I. SECURITY AND CARE OF THE PREMISES**

1. The clubhouse is open from 8am - 10:30pm.
2. Court lights are turned off at 10pm in summer & 10:30pm in winter.
3. Small children & pets are the responsibility of the member at all times

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 courts or in the clubhouse.**
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.

## **West Vancouver Tennis Club - Infraction Process**

### **General guidelines:**

Sections 3.04, 05 and 06 of the West Vancouver Tennis Club (WVTC) Bylaws outline the Club's position regarding conduct infractions. Additional rules are identified under Rules & Regulations. In order to deal with incidents and infractions of the policies and rules of court etiquette at the WVTC the following process will be instituted.

The club manager is the first person to intervene and provide guidance to club members who are in breach of the rules/policies of the WVTC by speaking with them directly at the time of the incident. If the infraction occurs when the manager is not on duty, it is the priority of the manager to deal promptly with the incident.

All Directors of the Board are encouraged to provide guidance to club members in the absence of the manager or when witnessing an infraction.

In addition, members are encouraged to advise, in confidence, the manager or any board member of any infractions.

All infractions and incidents will be viewed equally and dealt with in a systematic manner.

A copy of all incident/infraction memos or letters as described below and any other correspondence will be kept on file at the club in a confidential folder - Policy Infractions.

In addition, the WVTC Board of Directors will be notified of any infractions.

The WVTC newsletter will provide a brief update on the types / number of incidents occurring at the club. Only club member's name(s) whose membership is suspended will be published.

Infractions will be cumulative for 5 years. Thus, any infractions that happened more than 5 years ago will not be considered when deciding what letter to send or action to take.

### 3 Step process to deal with Infractions:

**First Incident Memo** - First infractions will be followed by a memo notation, as attached, sent to the club member, identifying by date and time the incident/infraction which occurred and inviting response from the member.

**Second Incident Letter** - If a Second infraction occurs within 5 years with the same club member, a letter from the Club President, similar to attached, will be sent to the club member identifying the incident and inviting a response. This letter will include a warning that this is the 2nd incident and the club member is being notified that if any further incidents occur their membership will be reviewed by the Board, with the possibility of suspension for at least 30 days. Members will be advised of their right to respond to this letter.

**Third Infraction Letter** - If a Third infraction/incident occurs within 5 years, a letter will be sent immediately identifying the incident and that this is the 3rd notice of incidents/infractions. As a result of these continuing problems the club member will be informed that their membership is likely to be suspended for at least 30 days.

**Immediate suspension** of membership will be carried out when an incident occurs that threatens the safety of club members or staff or when abusive or threatening language is used. The manager will serve the club member with an immediate suspension form identifying the incident and copy for file.

#### Draft of First Infraction Memo

As you are aware our club depends in large part for its success upon the courtesy, cooperation and good sportsmanship of our members. While we try to minimize the imposition of club rules we do expect the rules we have to be respected.

I have been advised that on \_\_\_\_\_, the following situation arose \_\_\_\_\_

Our [By-laws or Club rules] state \_\_\_\_\_

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After you have had an opportunity to review this note, I would be pleased to discuss this matter with you, please call me or visit at the office.

It is our club policy to place a copy of notes of this nature in the Club's confidential Rules Infractions Folder and to advise the Board of Directors.

#### Draft of Second Infraction Letter

I am writing to you as President of the West Vancouver Tennis Club in accordance with our Club's established policies governing conduct at the Club.

I have been advised that on \_\_\_\_\_ the following situation arose \_\_\_\_\_

Our club's [By-laws or Rules] provide \_\_\_\_\_

Our club depends upon the courtesy, cooperation and sportsmanship of our members. The Board of Directors and our members take very seriously situations that impair our enjoyment of the club.

I must also remind you that on \_\_\_\_\_ our Manager wrote to you with regard to another situation of concern to our Board. It is the policy of the Club, to place letters of this nature in a permanent, confidential, Rules Infraction File. Where there is a third breach of our rules by a member, the Board is required to give consideration to the suspension of membership.

I invite you to discuss this matter with me. I can be reached at \_\_\_\_\_.

#### Draft of Third Infraction Letter

I am writing to you as President of the West Vancouver Tennis Club in accordance with our Club's established policies governing conduct at the Club.

I have been advised that on \_\_\_\_\_ the following situation arose \_\_\_\_\_

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Our club's [By-laws or Rules] provide \_\_\_\_\_

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Our club depends upon the courtesy, cooperation and sportsmanship of our members. The Board of Directors and our members take very seriously situations that impair our enjoyment of the club.

As this appears to be your third breach of our Club's rules I must advise you that I am required by existing policy to make a recommendation to the Club's

Board of Directors to suspend you from using the Club, for a time to be determined by the Board.

According to our by-laws, you can present your case at the next Board meeting, to be held on ..... Until such time, you cannot use the Club facilities.

If you wish to discuss this matter, I can be reached at \_\_\_\_\_.

### **West Vancouver Tennis Club Waitlist Policy and Procedures**

#### **Policy**

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 October) 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