QUEENSTOWN TENNIS CLUB INC.

Code of Conduct

This Code of Conduct sets out the standards of behaviour expected of all members, guests, coaches, visitors, and officials while using the club facilities, participating in club events, or representing the Club in external competitions. Aligning with the Tennis New Zealand Participant Protection Regulations (TPPR), it is intended to maintain a safe, fair, and welcoming environment for all.

1. General Conduct & Personal Behaviour

- **Respect and Inclusion:** Treat all members, visitors, officials and club volunteers with absolute courtesy, fairness, and respect. Discrimination, harassment of any kind, abuse of any kind or bullying based on age, gender, race, religion, sexual orientation, or ability will not be tolerated.
- **Physical and Emotional Well-being:** Strictly refrain from any form of violent, intimidating, abusive, or threatening behaviour or language.
- **Digital and Social Media Decorum:** Members must not post defamatory, inappropriate, or malicious content online or on social media channels regarding the Club, its members, coaching staff, or events.

2. On-Court Etiquette & Fair Play

- **Spirit of the Game:** All matches must be played in a sporting manner according to the International Tennis Federation (ITF) rules and Tennis New Zealand Code of Behaviour.
- **Self-Control and Discipline:** Equipment abuse (throwing, smashing racquets) and ball abuse (slamming balls out of court in anger) are prohibited.
- **Line Calls and Disputes:** Matches without a designated umpire rely on mutual honesty. Call lines fairly, give the benefit of the doubt to your opponent, and ensure the server states the score clearly before every point. If a dispute occurs, revert to the last mutually agreed score.
- **Court Courtesy:** Never walk behind or across a court while a rally is in progress. Wait patiently for the point to finish and request permission to pass and not hold up play**.** Access through the court gate should only happen between points. Wherever possible access to courts via outside paths should be used to minimise disruption to matches in progress.

- **Unsportsman-like behaviour:** Swearing, obnoxious or threatening behaviour, walking off during a match, prolonged arguing and deliberately hitting balls in a dangerous manner at opponents is prohibited.
- **Tennis Attire:** All players shall dress and conduct themselves in an appropriate manner.

  This means suitable clothing must be worn at all times during play. All footwear must be non-marking. No player may play in sandals, jandals or bare feet.

3. Facilities, Security & Responsibilities

- **Access Management:** Club access, gate combinations, or keys are private to current members. Never share access codes or duplicate keys with non-members.
- **Guest Rules:** Members are welcome to host casual guests, provided the hosting member remains present at the courts and ensures guest fees are paid.
- **Lock-up Procedures:** The final Committee Members leaving the facility are responsible for securing the property. This includes locking the clubhouse doors, shutting windows, turning off lights, and securely locking the main gate.
- **Cleanliness and Property Care:** Maintain cleanliness. Wash any dishes used in the clubrooms, empty bins if required, and clear all rubbish and stray balls from the courts before leaving.
- **Alcohol:** Drinks purchased from the bar must be consumed only in the clubroom, or on the deck or the steps. No glass or alcohol on the courts.

4. Role-Specific Guidelines

- **Coaches and Instructors:** Must hold appropriate credentials, be officially vetted according to Tennis NZ Police Vetting policies, promote safety, and strictly maintain clear, professional boundaries with all participants, particularly youth. No coaching can occur on the courts without the approval of the Club Head Coach.
- **Parents and Spectators:** Support all players positively. Refrain from sideline coaching, interfering with line calls, or harassing match officials, juniors, or opponents.

5. Disciplinary Procedures & Breach Management

- **Reporting Breaches:** Any violations of this Code of Conduct should be submitted in writing to the Club Committee via the Club email queenstowntennisclub@gmail.com.
- **Investigation & Resolution:** The Committee will review reported incidents objectively and fairly, offering all parties an opportunity to provide context.
- **Sanctions:** Proven breaches may result in formal warnings, suspensions, or the permanent termination of membership without refund, depending on severity.

CODE OF CONDUCT

RESPECT
All Participants & Decisions

ENCOURAGE
Everyone - This Is Amateur Sport

SPORTSMANSHIP
No Abuse Tolerated

PLAY
For Enjoyment

EDUCATE
& Be Knowledgeable

CONDUCT
Yourself Courteously

TREAT
Everyone Fairly

Complaints & Disputes Procedure

The **Complaints and Disputes Procedure** is set out in Section 14. of the Queenstown Tennis Club Incorporated Constitution, which is available on the Tennis Club website, or NZ Companies Office website.

For the Committee to investigate a Dispute, the Dispute Procedure, a Complaint must be put in writing and sent to the Committee, outlining:

- What happened.
- Who the Compliant is about.
- Any other information that Committee reasonably needs

Section 14. of the Constitution outlines how the Complaint must be handled fairly and objectively by the Committee, offering all parties an opportunity to provide context.

The Committee may issue formal warnings, suspensions, sanctions, or the permanent termination of membership without refund, depending on severity.

If you have any questions about the Complaints and Disputes Procedure, please speak to a Committee Member or the Club President.

Queenstown Gardens
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queenstowntennisclub@gmail.com