

Stratford Padel Club Code of Conduct

July 2021



This code of conduct is mandatory for any player at Stratford Padel Club (SPC), member and non-member. By playing at SPC, players are giving consent to adhere to it.

Not following these rules will lead to the player being banned from playing at the club, with no recourse to have the membership refunded, if they were a member. The decision regarding whether any of these rules have been violated, as well as the appropriate measures to take, will be solely and exclusively taken by the management of the club, with reasoning being provided in writing to the player in question.

1. Matches, socials and tournaments

- a. The Open matches set up by the club are open to all players of the set levels. No player has the right to ask for the removal of one of the players who joined the match. Bullying and divisive behaviour is not tolerated, on and off the court, and will lead to immediate expulsion from SPC.
- b. Players are expected to show respectful, supportive behaviour on court. Matches need to be conducted in true spirit of fairness and sportsmanship, win or lose. Complaining directly or indirectly about the match performance of another player is not tolerated and will lead to expulsion from SPC.
- c. Any attempts to undermine another player will not be tolerated and will lead to immediate expulsion.
- d. If players of lower level are added to certain matches by the management of the club, please respect this decision as it may be part of testing if a player should be upgraded to a higher rating. Refusing to accept management decisions on the matter will lead to expulsion.
- e. It is down to the management of the club to utilise court capacity in the most efficient way to meet demand. This may mean that matches may need to be moved if they are not complete and there's a full booking that can take the same slot. Please be respectful and understanding of these decisions.
- f. All players have equal rights on court and at the club, and this is not driven by their spend. Please be mindful of using your spend as a negotiation or bullying tactic when dealing with the staff at the club. It is down to the management of the club to offer rewards to certain players, but our staff and coaches should not be put in a difficult position, by being asked for extra favours because of your own spend with the club.

- g. If you sign up to a tournament without a partner, and delegated the responsibility of choosing a partner to the club, please follow through with your decision and respect the choice made by the club for you; these decisions are made in the fairest way to ensure the most appropriate player available is allocated to you
- h. Sexual harassment, racism, sexism, derogatory comments related to someone's nationality, race, sexual orientation, or any other inappropriate comments towards or related to any of our players will not be allowed on premises and will trigger an immediate expulsion.

2. Levels

- a. Levels are not up to negotiation between players and coaches. The coaches have the ultimate decision on them and will take the appropriate actions to ensure players have allocated ratings in a fair manner, reflective of their progress and performance.
- b. Other players' view of your own level is irrelevant and should not be used as an argument to coaches to ask for an upgrade.

3. Sign up and payments

- a. It's your responsibility to pay for membership, matches, lessons, tournaments, socials on the app/online or at the club. Putting the staff in the unpleasant position to chase players for not making payments will lead to players being banned from the club for 4 weeks as a minimum.
- b. It's your responsibility to check if you have enough balance to make payments, do not expect us to remind you.
- c. Signing up to matches, tournaments, lessons, socials you're not actively committed to is disrespectful to other players. Cancelling within 24h will trigger a full charge. More often than not, we can find replacement, but if you cannot commit, do not sign up for events, only to cancel in the last minute, for non urgent reasons. This will trigger a 12 week ban if it happens 3 times, with full payment of membership for the period of the ban.

4. Engaging with our staff

- a. If you have asked one of our staff questions via whatsapp or similar, please wait for them to answer, rather than contacting in the same time all the other staff members you have direct access to. Most of the matters are not urgent, and we do provide answers within 30min, most of the time.
- b. If you have a preference for a certain coach, you need to be flexible around their rota. Being inflexible on the timing of the lesson as well as the choice of coach are simply incompatible, and the club will not be able to accommodate your preference.
- c. Our coaches have clients allocated based on the level of the player and their learning style. It's the management decision to allocate coaches to lessons being mindful of players' preference. Please do not put the

coaches in a difficult position, by contacting them directly and asking them to change their shifts to accommodate your preference.

- d. The club will not tolerate players' arguments that they do not like a certain staff member and therefore they do not want to deal with them, without providing reasoned rationale for the club management to assess whether the staff member has behaved inappropriately in any way. If a certain staff member has provided inappropriately, please complain directly to the club management at info@stratfordpadelclub.com or in person.
- e. Inappropriate questions to our staff, judgements, or gossip related to the SPC team being spread around the club will lead to expulsion of all players indulging in this kind of behaviour. This is an inclusive sports club, and divisive and undermining behaviour will not be tolerated.
- f. Any attempts to sexual harass our staff will lead to immediate expulsion. Attempting to trigger a personal relationship with our staff members, of a sexual nature, during their work hours and while on site, will lead to expulsion.
- g. Any inappropriate comments towards our staff, related to their nationality, gender, or sexual orientation will lead to expulsion.
- h. Any attempts to sow division between our staff members or between the management of the club will lead to immediate expulsion.

5. Operating hours

- a. The club has an operating hours licence. Not respecting this will lead to the club getting fined and potentially closed down. Players are expected to understand that and should not put the management of the club in a position that triggers a liability.
- b. Please ensure you have left the club at 10.30pm on a weekday and at 9pm during the week-end and no later than that. By not doing so, you are being disrespectful to the staff members who have to spend extra hours on site, outside their working hours.

Thank you,

SPC Management
Anka Mandleson and Javier Fernandez Aguirre