



MARKHAM TENNIS CLUB

M T C R U L E S A N D R E G U L A T I O N S

At Markham Tennis Club, we strive to preserve a safe and inviting environment for all members to use and enjoy, on and off the court. Fair play, court etiquette, sportsmanship, and respect for others are expected. The Code of Conduct sets out minimum standards of behavior, which all guests and visitors, coaching staff, parents, and all members are expected to follow. Members and guests will conduct themselves on the premises in a courteous and responsible manner. Our goal is to enjoy the game of tennis as players or as spectators in a courteous, inclusive, and harassment-free environment. Should a breach of the code of conduct occur, our complaints and disciplinary process is set out below.

Markham Tennis Club Disciplinary Actions and Complaints

A breach of the Code of Conduct as judged by a majority of the Board of Directors may lose their good standing at Markham Tennis Club and be sanctioned. The Board of Directors will at its discretion determine the appropriate sanction(s), which may include but is/are not limited to:

- Suspension of playing privileges or membership, either for a prescribed period or permanently on such terms as the Board of Directors shall determine and with no refund of fees
- Corrective action (warning) in writing
- In the case of non-members, failure to abide by this Code of Conduct may result in a requirement to vacate the premises and prohibition from returning either for a prescribed period or permanently, on such terms as the Board of Directors shall determine.

A complaint by any member against another member, visitor, guest, parent or tennis professional alleging a failure to follow the Code of Conduct must be made in writing (or email) to the President, or any other member of the Board of Directors, following the Reporting Process shown below.

Complaint/Incident Reporting Process

Any complaint should be made as soon as possible after the incident while the details are still fresh in your mind, and should include the following information:

- Your name, phone number, email address
- Date and time of incident
- Names of any witnesses
- Name of offender(s)
- Full details of the incident including what led up to the incident, who was involved, and the outcome

The breach letter may be considered by the Board of Directors at its first meeting following the sanction(s) and may result in a suspension or loss of membership at the discretion of the Board of Directors, provided that the sanctioned member has received at least five (5) business days' notice of that meeting.

In the event a member has received a breach letter and subsequent notice of a meeting of the Board of Directors to consider that breach letter and wishes to dispute any possible suspension or loss of membership, that member shall submit written objections to the Board by emailing the President and Secretary and may attend the meeting to make submissions in person. The Board's decision in matters of discipline or policy is final.

Upon receipt of a breach letter the breaching member automatically becomes a probationary member. A breaching member whose membership has been revoked is not permitted to play as the guest of another member.