



Code of Conduct Staff, Members, & Visitors

The Quad City Tennis Club Code of Conduct serves as a reminder to all staff, members and visitors of the facility about language, attire and behavior that is appropriate and consistent with the club's mission and policies. Our management and ownership team is committed to upholding the expectations listed in the document below and is dedicated to empowering our staff to enforce these expectations at all times. Our mission to create a culture that enforces safety, cleanliness, respect and a welcoming/inclusive atmosphere for everyone in the racquet sport community is our number one goal and priority. **Staff, Members and Visitors** are expected to adhere to the following expectations, and failure to do so may result in suspension from club/class/program/events/leagues, removal from the premises or termination of contract/membership.

General Code of Conduct for all Staff, Members and Visitors

Individuals participating in/on Quad City Tennis Club grounds must:

1. Be committed to creating a climate of integrity, respect, honesty, sportsmanship, kindness, good will and courtesy at all times - whether on the courts, in the main lobby or outside on the patio/parking lot.
2. Acknowledge that QCTC is a family-friendly environment and use appropriate language (verbal, non-verbal/body language) at all times. Loud, obscene and profane language will not be tolerated, whether directed at self or others.
3. Not engage in sexual, racial or religious discrimination/harassment of any form.
4. Adhere to general rules of proper etiquette in all areas of the QCTC facility, programming and special events.
5. Not damage the character, integrity, good will, reputation or property of the Quad City Tennis Club.
6. Adhere to all rules, policies and regulations set by the Quad City Tennis Club (non-comprehensive list detailed below):
 - a. Check In/Out with Front Desk Staff
 - b. Use only the Front Doors to enter/exit facility
 - c. Follow all Demo Racquet check out procedures
 - d. Take proper care of courts, ball machine and ball carts
 - e. Pick up after self and take pride in appearance of QCTC indoor and outdoor facilities
 - f. Follow the general guideline of "leave no trace" in all QCTC indoor and outdoor spaces.
7. Fully understand that as a member or visitor, one has no authority to instruct or delegate staff on their performance or job duties. All concerns with staff should be directly communicated with the Club Director.
8. Report real or perceived threats and/or safety hazards to the inside or outside of the facility immediately to front desk or QCTC staff.
9. Treat all QCTC staff members and patrons with dignity and respect. Do not belittle, talk down to, raise voice, yell/scream or seek to intimidate QCTC staff or other members/patrons.
10. Abide by all state/local laws and regulations, including possession of illegal drugs and weapons in/on QCTC property.

Violations to the Code of Conduct will be reported to the Club Director and Owner. Resolutions to these violations may be subject to one or more of the following:

1. Monetary restitution (should property be lost, damaged or stolen)
2. Possible suspension/termination of membership contract
3. Removal from premises and restriction to access inside or outside of the facility.
4. Playing privileges restricted or revoked