

# Calgary Tennis Club

## Code of Conduct

The Calgary Tennis Club (the “Club”) is committed to ensuring a welcoming, safe, and enjoyable facility for its members, staff, visitors, and spectators. To that end, everyone at the Club is expected to abide by the following Code of Conduct:

1. Treat all members, staff, visitors and spectators with respect and courtesy at all times.
2. Offensive or abusive language or behaviour at the Club will not be tolerated. This includes any swearing, yelling, physically threatening, unwelcomed touching or other aggressive behaviour.
3. Follow Club rules, the direction of the Club manager, pro or other authorized staff member in connection with any Club programs and the signing up and retiring from the use of tennis courts.
4. Encourage fair and safe play and discourage disputes over calls and scores.
5. Wear suitable tennis attire, including non-marking shoes and tennis/athletic clothing. No cut-off shorts or undershirts.
6. Respect all Club property and facilities, including but not limited to courts, nets, teaching equipment, furnishings, supplies and appliances.
7. Members are responsible for ensuring their guests follow this Code of Conduct and are responsible for ensuring guest fees are paid.

If you are found in violation of any of these items, you may be asked to leave at the discretion of the manager or staff. Any complaints or alleged violation of this Code of Conduct should be directed to the Club manager or a member of the Board of Directors as soon as possible for review and handling. Potential sanctions for any violation of the Code of Conduct, as determined by the Board of Directors, include:

- Warning (in writing) with corrective action required;
- Suspension or termination of membership (with or without the refund of fees, as determined by the Board); and/or
- Responsibility for covering the expenses related to damages.

The Board of Directors of the Club shall have the right to amend and add to this Code of Conduct, at its sole discretion. Please contact any member of the staff or the Board of Directors if you have any questions about this Code of Conduct.