

NWTennis Club Policies



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1.0 NWTC Tennis and Social Activity and Rules of Play

In our ongoing effort to improve our Club environment for the enjoyment of our members - juniors and adults, competitive and social alike - the Club's Executive Board looks at ways we can make access to our courts, at busy times, easier, friendlier, and fairer. Our responsibility is to ensure that court access is managed equitably, for the benefit of ALL members.

From April 1 to September 30, please consult the Club's website calendar regularly to find up-to-date scheduling information relating to Springtime Men's and Women's League home matches, Men's and Women's Nights, and Club sanctioned 'Organized Play' events. The Club Calendar is managed solely by our IT-Communications Director, under direction from the Executive after discussion and approval is made regarding court allocation at our regular board meetings.

The Tennis and Social Activity Schedule below is subject to change. It is not intended to supersede court activity that is outlined on our Club's website calendar.

TENNIS AND SOCIAL ACTIVITY SCHEDULE

Monday Night	6:00 – 11:00 pm	All courts reserved for men's social play
Tuesday Night	6:00 -11:00pm	All courts reserved for women's social play
Wednesday Night	OPEN	Drop-in social play – Singles or Doubles
Thursday Night	OPEN	Drop-in social play
	5:00 – 7:00 pm	*Coaching / Drill Sessions by sign-up open to ALL members on Court 4 ONLY
Friday Night	OPEN	Drop-in social play
Saturday Day/Night	OPEN	Drop-in social play
Sunday Day/Night	OPEN	Drop-in social play
	3:00 - 7:00pm	*Coaching / Drill Sessions by sign-up open to ALL members on Court 1 ONLY

***Beginning APRIL 2023, Coaching/Drill Sessions are to be arranged directly with our NWTC Club Professionals (Coaching fees apply). Priority is given to members on a first-come, first-served basis.**

Prime-time hours are designated as weekdays after 6 pm and ALL weekend, except in instances when Club-sanctioned Organized Play events or Club Tournament play take priority.

Our Club functions most effectively when members strictly adhere to our Club rules, which continue to be updated as required. We respectfully ask that you read the 'Rules of Play' below and play accordingly.

While we will strive to introduce new members to these rules, together with the use of the sign-up "white board" on the outer deck, and the court score cards, please be particularly considerate of those members who may not be familiar with the procedures. Wherever possible, kindly include new members in your social play with the understanding that members play at different levels, and the experience should be mutually enjoyable.

If members who are waiting to play find reason to question members who are actively playing about the length of time spent on the court and feel that they are in defiance of our Club rules, we ask that the dialogue remain respectful. Please refrain from arguing, and instead feel free to refer to the 'Rules of Play' posted on the Club deck door. We expect that decorum will be maintained, and that after an issue has been resolved between members, all participants in the dispute will forgive and move on.

General Rules of Play

1. When courts are full, a **"one set" rule is in effect starting at the time of arrival of a member who is waiting for a court; however, sets that are already in progress should be completed without starting a new set.**
2. Warm-ups shall be limited to a maximum time of 7 minutes from the indicated start time.
3. If a singles or doubles group elects to rally or play using **a scoring format other than that of a standard set, all members of the group are restricted to a 30-minute period before having to give up the court to waiting**

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members. In both this event and in the event of a standard set, a start time must be indicated on the sign-up "white board" before entering the courts. The start time should reflect the time of the first person occupying the court.

4. When members arrive, if courts are full and the white board does not accurately record who is playing, OR a start time, then members on the deck should politely advise players, and record the time beside their names to indicate that they have 30 minutes to play.
5. During non-prime time hours, Junior members are equally entitled to court time as well as during Saturday social play.
6. At ALL times, players must change the score on the score cards at the changeovers so that waiting members have an indication as to how much longer they need to wait.
7. When courts are full and members are waiting, doubles will take precedence over singles **except on Wednesday prime time when doubles and singles have equal priority.**
 - a. If two players are signed up, during prime time, on a day other than Wednesday, and they are next up for a court where other foursomes are signed up and waiting, they can proceed to the court and invite other waiting members to join them to complete their foursome. If nobody wants to join, then the court is theirs for 30 minutes or a set.
8. **When courts are full (or during times of calendar scheduled Organized Play), at the conclusion of either a singles or doubles match, ALL participants in the match shall leave the court after completing their set to accommodate those members who are waiting to play.**
9. All members must use the sign-up "white board" to indicate "waiting" status.
10. Players should enter each court by the appropriate gate (please close the gate when entering and leaving). Remember to wait for a break in play before entering or exiting.
11. Court time reserved for the tennis and social activity events listed above is in effect from April 1st to September 30th.
12. Winter court rules apply from October 1 - March 15, weather-dependending, OR as shown on Club Calendar. *This means that only Court 4 is considered not playable. All members are expected to clean, squeegee, and use any other available court (i.e., Courts 1-3) before expecting the "one-set" rule to apply to other members who are playing. Once all 3 courts are full, the normal rules above apply. If a member does not wish to use any of Courts 1-3 which may be available, then the member shall have no right to ask members playing to relinquish their court after one set.

Special Rules of Play

A. Organized Play Rules

1. Organized Play means any reoccurring organized club tennis event and includes Men's Night, Women's Night, Friday Organized Play, Men's League, and Women's League, but does not include the Club Tournament or the Webster Memorial Tournament.
2. The Organized Play Director, in consultation with the Club Executive, shall set the times and court allotments for all Organized Play events and there shall be no distinction between similar men's and women's events.
3. **The time set for an Organized Play event shall be posted on the Club's website calendar by our Club IT-Communications Director ONLY and shall be strictly adhered to by all participants.**
4. No person participating in an Organized Play event may remove another person from a court before the designated start time of an Organized Play event, as it is posted on the Club's website calendar.
5. Any person not participating in an Organized Play event shall give way to a person participating in an Organized Play event at the designated start time of the Organized Play event, as is posted on the Club's website calendar.
6. During an Organized Play event any person may use a court that is not used by the persons participating in an Organized Play event but shall give way to a person participating in an Organized Play event in instances

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when the court is needed for the Organized Play event.

7. Where an Organized Play event requires participants to play three sets or a best of three set match (in either case, a "Match") and the participants in the Match have not commenced their third set by 30 minutes prior to the scheduled end time for the Organized Play event, then the participants shall play either a 10-point super tiebreak in place of the third set or commence their final set at 3–3, rather than playing a full set. If the final set has been started prior to 30 minutes before the Organized Play event's scheduled end time, then the participants may play a full set and complete the Match, even if the Match time extends beyond the scheduled end time for the Organized Play event. However, it is expected that the participants will respect the time of waiting members, and not exceed the scheduled end time by more than 10 minutes.
8. Except as noted above, sets for any Match shall be standard sets with a standard 12-point tiebreaker. Nothing shall prevent a team captain or leader of an Organized Play event from imposing rules that further shorten the length of a standard set (e.g., no-ad games) or tiebreaker at their discretion.
9. Immediately upon the conclusion of any Organized Play Match (even if only two sets have been played), the participants in the Match shall vacate the court if any member is waiting for a court regardless of whether the scheduled time for the Organized Play event has expired or not. If no member is waiting, then the participants in the Match may continue to play and shall be governed by the normal rules of play.

B. Tournament Play Rules

1. Dates for the Club tournament or any other Club sanctioned tournament shall be set by the Club Executive.
2. Times for tournament play shall be set by the Tournament Director, in consultation with the director of Organized Play. Specific match times shall be at the discretion of the Tournament Director, which time is considered a start time for an Organized Play event.
3. Tennis BC rules shall apply to play during a club tournament, including with respect to warm-up times and forfeits.
4. Organized Play rules 4, 5, 6, and 9 apply to tournament play.

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2.0 MEMBERSHIP

2.1 NWTC Membership Renewal Policy

Purpose: The NWTC Board adheres to the current Bylaws of the Society (“Club Bylaws”) as they specify policy on ‘Members.’ The Club Bylaws define such matters as the classes of membership; membership fees for each class; and the responsibility of the Board to a ‘Member not in good standing,’ and the subsequent procedure of termination of membership in such instances. These definitions, together with the determination of membership fees and other specific policies outlined in the Club By-laws, are set by voting members of the NWTC at a general meeting of the Society.

The date upon which the annual membership fees are due in any calendar year, along with the amount and date of any late fee are set at the discretion of the Board.

- The current Board deems the previously set date of **April 1st** of each calendar year as the date when a member must pay their annual membership dues to the Society.
- The current Board has set **April 15th** of each calendar year as the date when a member must pay a late fee, as determined by the Board, together with the outstanding annual membership fee to the Society.
- The current Board has set **April 22nd** of each calendar year as the date when a member, who has not submitted an annual membership and late fee payment, will have their FOB key access disabled.
- In accordance with Club Bylaws, the current Board has set **Oct 1st** of each calendar year as the date when ClubSpark will no longer allow members to renew their membership status online by paying their annual membership and late fees. While the member has continued to be a “member not in good standing” for a six-month period after Apr. 1st, the renewal deadline, the Club Bylaws state in section “2.8 - Termination of membership” that “[a] person’s membership in the Society is terminated if the person: (d) is not a member in good standing for six (6) consecutive months.”
- **After Oct. 1st**, a past member who previously was a Regular Adult Member, but who has allowed their membership to be terminated, may be re-admitted by the NWTC Board upon a review of their membership re-application and receipt of their payment of the annual membership fee and re-entrance (initiation) fee, the amount of which is set out in the Club Bylaws under “2.10 - Transfer of membership and readmission after termination.”

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2.2 NWTC New 'Regular Adult Member' Intake Policy

Purpose: As a long-standing New Westminster community member, the NWTC will continue to make all reasonable efforts to accommodate and welcome new members. This New Member Intake Policy provides a framework to ensure a fair process to review applications of tennis playing community members who are interested in contributing to the long-term health and well-being of the Club.

Intake Procedure: The NWTC Board of Directors accepts and votes on new membership applications at their regularly held board meetings from Feb. 1st to June 30th of each calendar year. Prior to a decision by the Board, an intake procedure for applicants to the membership class of 'Regular Adult Member' proceeds as follows:

- Upon an expression of interest by a prospective new member to join the NWTC, the Membership Director will coordinate an onsite tour of our club facilities and share information with the applicant pertaining to the club's history and culture, membership fees, expected level of play and clubhouse/court rules.
- Following an applicant's onsite introduction to our club, if there is interest in proceeding through the membership process, the Membership Director will:
 - invite the applicant to complete an online introductory questionnaire to obtain formal contact information.
 - invite the applicant to play on our club courts as an 'Executive Guest,' with no guest fee, on up to three occasions. Ideally, the applicant will have an opportunity to participate in an Organized Play event such as our men's or women's night, Friday morning social mixed doubles or another outing where they can experience play on our courts and interact with club members.
 - inform the applicant of their requirement to request that two current NWTC members in good standing submit a brief referral letter on their behalf by email to the Board (Board@nwtennis.com) in support of their application for membership.
 - present the applicant's completed application package at the next regularly scheduled board meeting (typically within 30-45 days) for review and a vote by the Board to determine their admission to the NWTC as an incoming new member.
 - communicate the decision of the Board to the applicant, and if offered membership to the NWTC, the Membership Director will invite the applicant to complete an online new member form and make payment of all membership- related fees, including the cost of the access FOB.
 - meet the new member at the NWTC to review the club sign-in and guest policy; the use of the security system; and activate a FOB access card for the member to use on the front entry.

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3.0 NWTC Guest Policy

Purpose: The NWTC encourages members to be ambassadors of the club by inviting prospective members to try the club experience before they begin the membership application process. Members who bring in guests to the club are responsible for their guest's conduct and must be aware of their guest's whereabouts and activities for the duration of their visit to the NWTC facility.

The NWTC is a players' club. This means that we expect that guests to our club will primarily enter our facility to actively play tennis with their host. Guests may be signed-in as non-playing spectators or to attend club-sanctioned social events. However, our clubhouse facilities (kitchen/lounge/deck) are not available for use by members to privately entertain non-members at any time. The NWTC Executive board may grant and post their consent for special private events, such as a past member 'celebration of life.' In this instance, non-members will attend the private event as guests of our club facility.

Additional Requirements:

- All guests must be signed-in by the hosting member, with the first and last name of the member and each guest written in a manner that is legible.
- At the time of sign-in at the entry desk, the host member must pay the guest fee immediately for all guests who enter the NWTC to play tennis on our courts. There is a drop box adjacent to the sign-in book to accept the payment of guest fees by cash or cheque.
- Guest fees are currently **\$10.00** per guest.
- It is incumbent on the member who is hosting their guest(s) to have a complete knowledge of the NWTC Tennis Activity Schedule and Play Policy and to make their guests familiar with these rules of play.
- A member may bring in a maximum of THREE guests to the club at one time.
- Guests do not have free access to the club courts. They may only play on a court with their host, or with another member who invites them to join in their court play.
- A non-member may enter the club as the guest of a member of the NWTC and play on our courts to a maximum of THREE times within a calendar year regardless of whether they are signed-in by different members on separate occasions.

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4.0 NWTC Club Security

Purpose: The NWTC relies on Members to keep the club secure at all times.

Every member, whether playing tennis or not, is required to enter the date and time of their entrance and print their full name legibly. This sign-in book is to make everyone a little more aware of their responsibility to keep the club clean and secure when they leave. It also allows the Executive to track usage patterns to best accommodate our organized play activities, lessons, and other club functions.

The club has an alarm system in place so if you are the first member to arrive you must DEACTIVATE it immediately upon entering the club. If you are the last person to leave the club it is your responsibility to check the thermostat (turn down), ensure all doors are LOCKED, windows are CLOSED and LATCHED, and lights are turned OFF. You must then ACTIVATE the alarm system and proceed out of the club immediately.

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5.0 NWTC Tennis Court Decorum

Purpose: The NWTC relies on Members to conduct themselves in accordance with the Society Bylaws, Code of Conduct, and as a good neighbour for the residents surrounding the Club premises. NWTC also requires that each member maintains the club facilities.

5.1 COURT ETIQUETTE

Please observe good sportsmanship on and around the courts and be kind to your fellow members. Keep the use of profanities inaudible and to a minimum!

NO GLASS CONTAINERS are to be taken on to the courts and no garbage of any kind should be left on the court surfaces.

Cell phones should be turned to silent while on court.

Please cover court score cards when you leave the courts.

5.2 DRESS CODE

Proper tennis attire **MUST** be worn for play. Cut off shorts, bathing suits, bike shorts, denim pants, spandex, muscle shirts, etc. are **NOT** acceptable.

Non-marking tennis shoes are mandatory (there is a testing pad located outside the entrance to courts 2 and 3) on and around the courts.

Members, and/or their guests, found to have left marks on the court, may be fined a minimum of \$50 per infraction.

5.3 COURT LIGHTING

The outdoor lighting switch is located downstairs near the entrance to the women's washroom.

The club has an agreement with the City of New Westminster that states the court lights must be off by 11:00pm. We do not wish to incur the wrath of City Hall or area residents so **PLEASE** ensure you strictly adhere to this rule.

If you think you may be the last person to leave the club at night, please make sure the outside court lights and the patio lights have been turned **OFF**.

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6.0 NWTC Tennis Club Maintenance

Purpose: The NWTC relies on Members to act as stewards of the club's facilities and to maintain the cleanliness and appearance of the club.

6.1 GENERAL CLUB CLEANLINESS

All members are responsible for cleaning their own dishes and returning them to their respective places. You can also load your dishes into the dishwasher and if you find it is full, and the dishes are clean and dry, please empty it.

The use of the kitchen is a privilege, and cleanliness and tidiness is a volunteer effort!

Recyclables should be placed in their respective, clearly marked recycling bins located on the outside patio deck.

6.2 SMOKING IS PROHIBITED ANYWHERE WITHIN THE CLUB PREMISES.

6.3 PETS ARE PROHIBITED ANYWHERE WITHIN THE CLUB PREMISES.

6.4 BIKES ARE PROHIBITED ANYWHERE WITHIN THE CLUB PREMISES.

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7.0 NWTC Privacy Policy

Purpose: The New Westminster Tennis Club (“NWTC”) is committed to protecting personal information and to complying with [BC’s Personal Information Protection Act](#) (PIPA), which regulates the information and privacy practices of corporations, not-for-profits, trade unions, credit unions and other private sector organizations in BC.

“Personal information” is defined in PIPA as information about an identifiable individual, which means a person can be identified by the information, either directly (e.g. name, image) or in combination with other information. By providing your personal information to NWTC, you consent to NWTC using your personal information as described below.

We periodically review this Privacy Notice and update it as necessary. Please visit our website from time to time to review it and let us know if you have any questions.

If you have any complaints, questions or concerns about this Privacy Notice or require any further information about the privacy practices of NWTC, please contact our Privacy Officer at president@nwtennis.com.

What personal information do we collect?

When you sign up to become a member, we limit the collection of personal information to first name, last name, address, email, and phone number.

How do we use your personal information?

We use your personal information to add you as a member to NWTC and create your membership card number.

We use your email address to keep you updated about NWTC activities, events, news, and other information relevant to club members.

Your membership number is used to create your online account, which gives you access to the members only area of the website.

Who has access to your personal information?

Active council members have access to the membership list. NWTC volunteers may have access to the membership list for the purposes of organizing events and tournaments.

First name, last name, email address, and phone number of each member is posted in the members only area of the website.

With whom do we share your personal information?

We may share your personal information with other tennis clubs if you sign up for an event or tournament.

How long do we keep your personal information?

We will keep your personal information for as long as you are a member of the club. Please contact us if you require assistance correcting or updating any personal information associated with your membership.

Deleting your personal information

You are free to withdraw consent or request that we delete your personal information at any time by contacting our Privacy Officer at president@nwtennis.com. Upon withdrawing consent NWTC will also withdraw your listed name

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and contact information from the Members List, and lists used to arrange activities and events.

Photos at the club

We often take photographs at events and around the club. These photos may be posted in our members only area on the website. When we use photos for promotional material, we will get the consent of any identifiable individuals in the photo.

Webcam

The webcam is a streaming service only. NWTC does not retain any of the webcam footage or images.

Safeguards

We use physical, administrative, and technical safeguards to protect your personal information. For example, we restrict access to the members only area of the website.

Individual access

Upon request, NWTC will provide you with access to your personal information, an explanation of how it has been used and a list of individuals or organizations to whom your personal information has been disclosed, if any. This information will be provided within 30 business days at minimal or no cost.

Challenging compliance

NWTC has a process in place for receiving and responding to complaints and inquiries about personal information practices and will investigate all complaints. Where a complaint is justified, NWTC will take appropriate measures to rectify the situation including correcting information handling practices and policies where necessary.

Contact us

We respect your concerns about your personal privacy and welcome your feedback. If you have questions or comments, please contact our Privacy Officer at president@nwtennis.com.