

# **NSWC Tennis Court Booking Disciplinary Sub-Committee ("TBDC")**

*Terms of Reference – Effective, September 1, 2024*

## **General**

The NSWC has 11 tennis courts (7 indoor and 4 outdoor) available for booking by full-paying tennis members (TMs) either online via Gametime or by contacting Member Services.

The NSWC presently has over 500 tennis members and therefore the need to ensure the booking of courts is fair and with equal respect to all members. The Racquets Committee has allocated specific "prime times" when court usage is highest, and non-prime times, and a policy allowing TMs to only book/play a maximum of 5 times a week, with 2 times and of those times being in prime time during indoor season (Oct 1 - May 31). The maximum increases to 6 times a week, with 3 of those times being in prime time during outdoor season (June 1 - Sept 30).

Other policies are also in place to restrict, singles play in prime time, as well as to reduce no shows, late cancellations, guests and people not adding all names to a court booking, to help relieve court pressure.

The policing of non-compliant players is primarily overseen by Member Services. To assist with this the Racquets Committee has deemed it necessary to establish a TBDC to oversee policing and recommend and enforce any disciplinary action of TMs contravening these rules.

## **Objectives**

The objectives of the TBDC are to:

- The Tennis Policies and Procedures on NSWC website and relevant documents are up to date.
- Clearly communicate the established policies and disciplinary processes to the membership.
- Ensure processes are in place to identify TMs who are in contravention of booking policies.
- To establish steps for disciplinary action for TMs contravening booking policies.
- To set up a tier of disciplinary actions based on the number of occurrences.
- Ensure continued communication between the "TBDC", the Racquets Committee and TMs of the policies and processes.

## **Steps**

- Ensure Gametime is functioning to match current booking policies
- Direct members to forward any infractions they become aware of to Member Services
- Provide list of disciplinary actions for Member Services to follow
- Ask Member Services to continue to monitor non-compliance and to provide a report to the TBDC each month
- Set up email templates for Member Services to use to send to non-compliant TMs
- Collect and review data from Member Services every month
- Highlight multiple members who routinely do not comply
- Report all notable offenders to Member Services
- Ensure Member Services forward any charges from fines to TM account to accounting
- Forward names to NSWC Management of any TMs requiring gametime suspension
- Develop a process for TBDC to recommend discipline for routine or egregious non-compliance

## Disciplinary Actions

### **INACCURATE COURT BOOKING**

**(such as more people or different people on court than on booking.)**

***Policy: For all bookings made 6 - 3 days before court time: must ensure all names are accurate and all guests names are on booking 48 hrs prior. For bookings made within 48 hours, must update with member services prior to court time.***

#### **1st offence**

TM who booked the court receives an email from Member Services reminding them of policy, outlining consequences

#### **2nd offence**

TM who booked the court receives an email from Member Services reminding them of policy, and notice of a fine of \$15

#### **3rd offence**

TM who booked the court receives an email from Member Services reminding them of rule, and notice that they may have booking privileges revoked for 1 week. The TM will be advised that they may provide a written explanation to the TBDC within 3 business days of the notice. If no explanation is received, the TBDC will confirm to Member Services that court booking privileges will be revoked for 7 days. If an explanation is provided, TBDC will review and determine next steps.

#### **Repeat non-compliance**

TM who booked the court receives an email from Member Services reminding them of policy and that booking privileges will be revoked again for 7 days. TBDC may decide at this point, due to repeated non-compliance to revoke booking privileges for longer (such as 30 days)

### **FOR SINGLES BOOKED DURING PRIME TIME**

***Policy: For primetime bookings, no singles permitted. Must add ALL 4 correct (as per above) names on booking 48 hrs prior. For bookings made within 48 hours, must update all with member services prior to court time.***

Member Services will endeavour to email TMs at the 48 hour mark as they notice them, to advise them to fill in names or court will be released.

### **CANCELLATION**

***Policy: Must cancel courts up to 24 hours before to avoid action.***

#### **Cancellation within 24hrs**

***(without legitimate reason communicated to Member Services prior to court booking time)***

TM who booked the court receives an email from Member Services reminding them of policy, and notice of a fine of \$15.

## **LATE SHOWS**

***Policy: Must arrive at your court no more than 15 minutes after designated start time.***

***Court will be immediately released to other members if not claimed after 15 mins.***

***If you turn up late and court still open you may add your names back on the court via member services and continue to play however:***

**Late to court more than 15 min 1st /2nd offence**

***(without legitimate reason communicated to Member Services prior to court booking time)***

All TMs on booking receive an email from Member Services reminding them of policy, and warning of consequences for further occurrences.

**3rd offence**

***(without legitimate reason communicated to Member Services prior to court booking time)***

All TMs on booking receive an email from Member Services reminding them of policy, and notice that TM who booked will have booking privileges revoked for 1 week.

## **NO SHOWS**

**No show**

***(without legitimate reason communicated to Member Services prior to court booking time)***

All TMs on booking receive an email from Member Services reminding them of policy, and notice that each will receive a fine of \$50. Court booking still stands against all of the TM's weekly allotment.

**More than 3 No shows in 2 months**

***(without legitimate reason communicated to Member Services prior to court booking time)***

All TMs that this refers to will receive an email from Member Services reminding them of policy, and notice that each of their playing privileges will be revoked for 2 weeks, effective next business day. (This gives staff time to remove from GameTime).

## **Duties of the TBDC**

1. When necessary, the TBDC will review its disciplinary actions and incorporate any changes based on feedback provided by the data. Any recommended changes will be submitted to the Racquet Committee for review and approval.
2. The TBDC will review monthly data as required.
3. The TBDC will keep the Racquet Committee advised on a regular basis as to its actions and important issues as they arise.
4. All members of the TBDC must maintain confidences of the Racquet committee and TBDC and its work and act in the best interests of the Club, the players and the betterment of tennis playing and booking practices at the NSW.
5. The TBDC shall not directly enter into any financial commitments, contracts, leases, nor hire personnel. If approved, NSW must enter into those contractual commitments on behalf of the TBDC.

## **2024 Goals**

1. The TBDC's first priority will be to review the Objectives and ensure that the policies and processes are in place to meet the Objectives specified in these Terms of Reference.
2. The Racquet Committee would like the TBDC to monitor and take appropriate action for any non-compliance with the TM bookings by providing a step-by-step process for reviewing, communicating and enforcing disciplinary actions.
3. Develop a process for communicating with TMs and keeping them apprised of the TBDC's efforts.