



## **Middlesex University Real Tennis Club Club Rules**

Middlesex University Real Tennis Club is managed under the direction of the Board of Directors of MURTC Ltd. The General Manager is responsible for the day to day business of running the Club.

The following Club Rules are designed to make playing tennis at Middlesex a pleasurable experience for all. This means being clear what members can expect for their membership and what is expected of them. By becoming a member or continuing as a member of the Club you are agreeing to adhere to the Club Rules.

### **Membership, court fees and other charges**

1. Membership of the Club is open to anyone, for both university and non-university membership, by application on the appropriate form. There are several categories of membership; full membership, associate membership, membership for MU students, post-graduates, MU staff, those who are under 28 years of age, family membership and juniors 18 years old or under.
2. Membership of the Club is an annual membership commencing on 1 July each year and ending on 30<sup>th</sup> June the following year to link in with the T&RA membership year. On becoming a member of the Club, you are agreeing to an annual membership.
3. As a concession the Club collects amounts due from members monthly by GoCardless (direct debit) on the 1<sup>st</sup> of every month for the annual membership. All members are required to use this payment method.
4. Members joining during the year will join for the remaining period until the end of the current membership year with a pro-rated subscription, payable monthly.
5. The Club also collects court fees, shop items and other amounts due from members monthly by GoCardless. All members are required to use this payment method.
6. Membership subscriptions vary according to category of membership. These are set out in Table 1 in the Appendix together with related restrictions on access to the court. This is accurate at the date of issuing these Club Rules, but MURTC Ltd reserve the right to change them at any time after giving due notice to members.

7. Membership of any category can only be changed or cancelled by giving notice of 2 months of ceasing or changing membership. This is to be by an email communication addressed to the Club General Manager at [pros@murtc.co.uk](mailto:pros@murtc.co.uk). Notice of cessation or membership change is only accepted when acknowledged with a cancellation date confirmed. Cancellation or membership change will operate 2 months from the end of the month in which notice is given.
8. Members cancelling their membership and re-joining the Club within 6 months will be charged a re-joining fee equivalent to 4 months subscription unless rule 9 applies.
9. Members in exceptional circumstances e.g. relocation or long-term injury may apply to the General Manager to cancel or freeze membership giving 1 months' notice. Monthly subscriptions will continue to be payable during any notice period.
10. The Club handles and stores member details and data solely for the purposes of the effective running of the Club and adheres to the requirements of the General Data Protection Regulations (GDPR). Members will be asked to give their consent under this regulation as it is not possible to be a member and play without the Club holding this data.
11. The Tennis and Rackets Association (T & RA) owns the RTO online booking system enabling Real Tennis players to book courts direct through the internet, and runs the worldwide handicapping system. As part of their subscription to the Club, members will normally be either Associate members of the T & RA or they are individual full members in their own right. This allows use of the RTO booking system, and to have a recognised handicap, enabling you to play as a Club member. You are also required to give a separate consent to the T & RA for them to hold your data. If you do not want to be a Tennis and Rackets Association member, but be able to use the RTO system and have a handicap, you will have to pay an annual fee to them to hold your data as a non- member RTO Data User.
12. Members of the Club agree that their contact details can be passed to other members of the Club for the purposes of arranging matches and fixtures or for the purposes of Club administration by the Club professionals or officers. The Club undertakes not to pass on their contact details to any commercial third party or non-member without their express permission.
13. Courts are currently for 70 minutes. They may be booked on line ([www.realtennisonline.com/bookings](http://www.realtennisonline.com/bookings)) or by telephone (0208 457 9568). Hours of play are 06.30 a.m. to 10.50 pm Monday to Sunday.
14. The court may be closed on selected Bank Holidays and during the Christmas period or have restricted access hours. It may also be closed to members when the club is hosting national competitions and National League matches and other special events as well as for maintenance.
15. Court fees vary according to type of membership and these are set out in Table 2 in the Appendix. The Management Committee, in consultation with the Board, reserves the right to apply further discounts and premiums to court fees in occasional and special circumstances which might include corporate, school and youth programme bookings.
16. Once booked members will be responsible for paying for the court they have booked unless they cancel it at least 48 hours in advance.

17. Cancellations: If a member finds that they can't make a reserved court, the normal cancellation rules apply (48 hours' notice). The professionals will do their best to find another player. However, if the notice given is too late and your opponent has left for the court and a professional must stand in for you, you will be charged your side of the court fee and the relevant professional fee.
18. The partner finding service: If the professionals can't find you an opponent they will call you in good time (minimum 2 hours before). There is no charge for booking a court if an opponent can't be found unless you decide to take the court as a practice court and pay the full court cost. As an alternative, one of the professionals may be available to give you a lesson or a game if you wish (full court and professional fees apply).
19. Members wishing to play in Club matches should respond to the match manager as soon as possible. They must advise the match manager if for some reason they are unable to play immediately that becomes known.
20. Lessons may be booked with the Club professionals either at the court or online. If, for some reason the professional(s) are unavailable at that time they will contact you as soon as possible to rearrange. The current rates are posted in the Pro's office and on the website. Payment for lessons will be added to members' monthly invoices. From time to time special lesson packages may be offered, especially during the summer season (June – September).
21. The Pro-shop is run by the club professionals. Purchases from the shop, including drink and confectionary, will be collected by the club in its monthly invoices if not paid for at time of purchase. When self-serving from the fridge situated in the club room, members are required to note down the items taken for later billing. It is an offence against the Club rules to take items from the fridge without noting down the items taken. Any penalty or disciplinary action will be considered by the Management Committee.
22. Members will be billed monthly with an account of all their expenditure. Members' invoices will normally show the last month's transactions. If a member has a query, then this should be raised immediately with the General Manager. Undisputed items are to be paid as normal via GoCardless.
23. If a member's account with the Club is overdue for more than 60 days, the Club reserves the right to refuse their court bookings or to allow that member to play on the court. This rule includes a member playing as an opponent, or as a doubles player on another player's booking, or playing in Club matches.

### **On and around the court**

24. MURTC aspires to maintaining the highest standards of behaviour and sportsmanship on and off the court. Members are expected to adhere to such standards always when on the Club premises and when representing the Club (whether at the Club premises or elsewhere). Members should be respectful to other members, visiting players and staff both on and off court. Please see the players code of conduct on the noticeboard outside the office, by the court and on the MURTC website.

25. Members are expected to dress appropriately on court and in Club areas with clean shirt, shorts, and appropriate footwear on court. For Club matches all white kit is required. Players shall wear clean tennis shoes with non-marking soles to avoid damage to the Court floor. Tennis shoes should not be put on before entering the club area. The professionals' / General Manager's decision is final on appropriate or inappropriate dress and they can prevent a member or player from going on court if necessary. An appeal can be made to the Management Committee.
26. At the end of a court booking players should finish promptly and not encroach onto the time of other players. It is reasonable to complete a point but not a game or set unless consent is received from the next booked players. Players should leave the court clear and tidy for the next players with all balls out of the side galleries and back in the basket.
27. Real tennis is fun but can be dangerous. Members play at their own risk and should not take undue risks on court through reckless play and are advised to wear protective glasses which are available at the side of the court. Standing in the door to the court while play is in progress or while players are knocking up is not permitted without wearing protective head gear and eye protectors.
28. Members must not intentionally hit court surfaces and furniture with their rackets or damage them in any way or indulge in dangerous play. Any player found doing this will be reported to the Management Committee for disciplinary action. In serious cases, at the discretion of the professionals, the player can be told to come off court.
29. Players who are last on court or in the court area at night must ensure court windows are closed and the access door to the Dedans is locked and all lights are switched off. If the back door at the very end of the hazard galleries is open this must be closed and locked on leaving the court.
30. Very occasionally the court may not be fit for play. In those circumstances the advice of the General Manager or the club head professional must be accepted.
31. Members are expected to leave the changing rooms clean and tidy and put used towels in the basket provided. All belongings should be taken away and not left lying around the court or changing room areas.
32. CCTV is in operation in the Club Room and tennis court. Please contact the General Manager if you would like more information on the use and security surrounding CCTV.

### **Club Facilities**

33. There are lockers for keeping clothes and valuables securely. Members are encouraged to use these or to take their valuables with them. Locker tokens are available from the office. The Club, MURTC Ltd or Middlesex University are not responsible for any loss suffered by members or their guests.
34. The kitchen, the Club area with the table, and the seating area behind the Dedans and the galleries, when used by members, must be left in a clean and tidy state after use. Any unused food and drink and other rubbish must be cleared away and surfaces wiped. If crockery & cutlery is used, then this must be loaded into the dishwasher.

35. If members have a concern about the state of the changing rooms, kitchen or seating areas or notice any damage they should report it immediately to the General Manager.
36. The office and work area in the gallery is the domain of the General Manager and club professionals. Members are always welcome to visit and speak with them, but they should also respect this area as their workspace.
37. Certain areas immediately around the court are Club areas. These areas include: *On the Ground Floor* (i) The Dedans room which contains the long oak dining table and benches; (ii) Changing rooms; (iii) WCs; (iv) Kitchen; and *In the Top Gallery* (v) The Professionals' office and reception room. These areas are for the use of club members only. However, non-club members, such as staff and students of the University, may pass along the top gallery, down the stairs and wait outside the Dedans room to gain access to the University's exercise studio which is on the ground floor and next to the Dedans room.
38. Whilst these areas are reserved to the club, the club occupies its space within Middlesex University and shares common access space. Club members should always be courteous to staff and students they encounter particularly in the access routes of the gallery and area by the entry door to the club room and court; and be helpful to any who may be showing an interest in activity on court.
39. The results of games played should be either given to the Professionals or entered via the T and RA website. The computers in the club must not be used for any other purpose other than club business. There is Wi-Fi access at the club and members are welcome to take advantage of this using their own devices either in the members' area in the gallery or behind the Dedans.

### **MURTC Ltd and Middlesex University**

40. **Parking:** Members can park in the Middlesex University car park located off Greyhound Hill. Parking is shared with Middlesex University. If all spaces are taken, then members will be expected to find alternative parking outside of the campus. There is sometimes additional parking off Church Road at the side of the university. If parking for any court booking is essential, then prior notice should be given to the Club professionals who in consultation with Middlesex University may be able to reserve a space for you.
41. **Parking Disclaimer:** Vehicles and their contents are left here entirely at owner or driver risk. Middlesex University and MURTC Ltd do not accept responsibility whatsoever for any loss or damage to vehicles or their contents.
42. Club members should remember that at all times they are guests on the Middlesex University campus and act appropriately. Club members are responsible for the behaviour of their guests on campus and on court and in Club areas.
43. MURTC runs student mentoring programmes with Middlesex University. All members are encouraged to volunteer and help. This is an important part of our covenant with the university for being on their campus.

### **Other Regulations**

44. Members are required to comply with regulations in so far as they apply to the Club contained in current Health and Safety Acts and Child Protection Regulations and the Members and Guests Code of Conduct, all of which are displayed on the noticeboard in the upper gallery.

### **Disputes**

45. Any dispute about play and the rules of the game of tennis will be settled by the General Manager and the Head Professional and their decision is final.
46. Any dispute or complaints concerning membership, payments, access to the club or behaviour on court, in the club areas or involving University staff or students, should first of all be referred to the General Manager. If the issue is not resolved, then it will be referred to the Board of MURTC Ltd and their decision will be final.

### **Cancellation or amendment of membership**

47. These rules are for the guidance of members and staff to ensure that everyone can enjoy their tennis and the club facilities. MURTC Ltd carries final responsibility for what happens at the club and reserves the right to cancel or amend the membership of any member who ignores or contravenes the Club Rules or acts in any way that spoils the enjoyment of other club members.

MURTC LTD

Revised and approved by the Board 1<sup>st</sup> May 2018.

Effective from 1st July 2018