



Cambridge University Real Tennis Club

Code of Conduct – Parents

Terms

As a condition of membership for under 18s/vulnerable adults to Cambridge University Real Tennis Club, parent(s)/carer(s) should fulfil the following:

Getting To and From Sessions

- Members must arrive in good time before the planned start time of matches or sessions.
- Children under the age of 8 must be supervised by a parent/carers within sessions.
- Children under secondary school age must not make their own way to and from sessions/events and should be dropped off in visibility of the lead coach(es).
- Parents/carers are required to be present at the end of the session for children to be visibly taken from the club's responsibility.
- Should you be unable to collect your child at the specified end time, advance notice should be communicated to the coach(es)/club welfare officer. It is unacceptable to turn up late without prior notice bar exceptional circumstances.
 - › Persistent failure to bring a child to sessions or collect on time may result in a meeting with the parent/carers and club welfare officer(s).
- Members must be provided with a bottle of water.

Club Activities

- Parents/carers should support the development and aspirations of their child(ren) within the club.
- Should parents/carers struggle to be able to support their child within the club they are encouraged to contact the club welfare officers and committee outlining their difficulties.
- Parents/carers must respect the qualification of their child(ren)'s coach and not attempt to intervene in the learning process unless there is reasonable concern for safety or welfare.

Policies

- Club policies, available online, must be read and agreed to as a condition of membership.
- Children should be encouraged to read and understand club rules and the under-18s Code of Conduct.
- Parents/carers must take responsibility for the behaviour of their children should disciplinary action be unsuccessful.

Complaints

- All complaints should be formed per the guidance in the Complaints Procedure.
- Grievances related to the club, of any nature, should not be communicated publicly/on social networks.

More Information

Contact your club Welfare Officer, whose name and contact details are given on the Welfare Officer poster on the noticeboard, and on the website www.curtc.net/wp/membership/#welfareofficer.