



WLTC Club Policies

WLTC strives to provide a wonderful experience for everyone who visits the club. The Committee and Club operate certain policies and procedures in order to fulfil this, which are updated and reviewed in line with LTA guidelines and regulations.

Please find a summary of our policies and procedures below. If you have any queries relating to our policies and procedures, please email tennismanager@wltc.co.uk

Welfare Officer – WLTC has appointed Beci Lee as its welfare officer. Further details can be received by emailing tennismanager@wltc.co.uk. Beci has received all the relevant training and checks to carry out this role for the club.

Accident Reporting – All accidents on the club premises, however caused, must be reported to the bar staff/coach at the club and an accident report form filled out, either with the bar staff or coach/other member of staff who witnessed the accident.

Code of Conduct – Windsor Lawn Tennis Club is fully committed to safeguarding and promoting the well-being of everyone using its premises and believes that it is important that members, coaches, staff and parents/guardians should, at all times, show respect and understanding for the safety and welfare of others. Abusive language and unacceptable behaviour on the Club premises will not be tolerated and court etiquette must be followed at all times. View our full policy at www.wltc.co.uk

Complaints Procedure – In the event that any employee, member, visitor or visiting team feels that they have suffered discrimination or harassment in any way or that the club policies, or code of conduct have been broken, please contact the Club Manager at tennismanager@wltc.co.uk. Your email will be responded to within 24 hours and the Club Manager will aim to answer your questions, resolve your concerns and put matters right.

Diversity and Inclusion Policy – As a club we contribute actively to enable more people to play tennis more often, in a manner that it is safe, inclusive, and fair. This applies regardless of a person's age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background. View our full policy at www.wltc.co.uk

Safeguarding Policy – Windsor Lawn Tennis Club is committed to prioritising the well-being of all children and adults at risk, promoting safeguarding in our club at all times, including all programmes and events we run. This Policy strives to minimise risk, deliver a positive tennis

experience for everyone and respond appropriately to all safeguarding concerns/disclosures. View our full policy at www.wltc.co.uk

Safeguarding Whistle Blowing Policy – If you have a concern about safeguarding, please follow our Whistle Blowing Policy via www.wltc.co.uk

Terms and Conditions – All members agree to our terms and conditions when they sign up for membership. The full list of these conditions at www.wltc.co.uk