Member Code of Conduct

Effective February 1, 2021

Marin Tennis Club (MTC/the Club) strives to preserve a safe and inviting environment for all members and guests to use and enjoy. Fair play, court etiquette, sportsmanship, and respect for others are expected from members, guests and visitors, teaching professionals, and parents while at MTC or while members are guests of other tennis clubs. Our goal is to enforce the right for all MTC members and guests to enjoy the Club in an environment that is safe and without risks to health and safety.

Principles

- Members will respect all club property and facilities, including but not limited to courts, nets, teaching equipment, furnishings, supplies, and other club-owned items.
- Members will show respect for all members, employees, and guests regardless of age, gender or sexual orientation, race, culture, or religion. Disrespect for staff will not be tolerated.
- Harassment is not tolerated and is defined as any comment, conduct, or gesture directed towards an individual or group of individuals which is insulting, intimidating, humiliating, malicious, degrading, or offensive. It includes, but is not limited to, sexual harassment.
- Members will refrain from loud, profane, indecent, or abusive language.
- Members will not compromise the safety of others by their actions, nor shall they intentionally put another person in reasonable apprehension of compromised safety. This includes racquet throwing, or other forms of racquet abuse, and any other aggressive words or actions used to intimidate another person.
- Members will not use the Club Member Directory for solicitations or any type of mass communication. This includes all form of electronic and paper distribution: email, text, phone, U.S. mail, etc. A member may request that the General Manager communicate information, invitations, requests, or opportunities to other members, but the decision whether to distribute such information, invitations, requests, or opportunity shall remain in the sole and absolute discretion of the General Manager or the Board.
- Members must also follow all other rules and policies as set forth by the Governing Documents of the Club.
- Members are responsible for ensuring that their guests follow this Code of Conduct.

Complaints and Resolutions

A complaint by anyone against a member, visitor, guest, parent, or teaching professional alleging a failure to follow MTC's Code of Conduct should be immediately directed to the General Manager or, in the absence of the General Manager, an MTC employee or Board member. Complaints must be made as soon as possible or within 48 hours of the incident. The General Manager is responsible for thoroughly investigating the complaint, including documenting the complaint, informing the member (or visitor, guest, etc.) of the complaint, and the resolution desired. The Board of Directors will determine the appropriate action for more severe complaints and repeat offenses.

Discipline

Members who disregard MTC's Code of Conduct will be disciplined. The Board of Directors and/or the Disciplinary Committee will determine the appropriate action, which may include but not limited to:

1. **Verbal warning** for a minor offense. Verbal warnings should be documented by the General Manager in writing for future reference.
2. **Written warning** if the action is a repeat offense or something more serious (if behavior from a previous verbal warning is not exhibited within a reasonable period of time or if the offense is of a more serious nature).
3. **Suspension** for an amount of time or **termination** from the Club will be determined by the Board of Directors and/or the Disciplinary Committee for continued multiple offenses or for a more serious offense. Membership fees will continue to be paid by the member during any suspension period.

Depending on the severity of the offense, nonmembers or visitors may be given a verbal warning, removed from the club, and/or will be prohibited from returning to the club in the future.