

General Site Rules

(26/08/26)

These rules cover all the general aspects of using the playing areas, clubhouse and facilities of East Gloucestershire Club Limited ("Club"). They are designed to ensure safety, respect, and enjoyment for all members, visitors and staff.

1. Opening Times

- The **Club operates seven days a week** throughout the year except for Christmas Day, Boxing Day & New Year's Day. The clubhouse is generally open from 8am until 11pm with staff present. **Office/Reception** closes at 7.45pm on Mon-Fri and at 4pm on Sat-Sun; **Bar/Catering** is normally open until 11pm, but may close slightly earlier if not required.
- All courts are normally available for **play from 8am to 10.30pm**; except for **padel that finishes at 10pm** (to comply with planning permissions), **pickleball from 9am to dusk** (no floodlights), and **grass tennis to dusk** (no floodlights).
- Members and visitors are normally **not allowed to be on site when the clubhouse is closed** and staff are not present.

2. Access and Parking

- All vehicular (including cycles) and pedestrian **access is from Old Bath Road** (with a separate entrance/exit for vehicles). There are no gates, but private property signs are displayed and **unauthorised parking is monitored** by ad hoc checking.
- Cycles should be parked in the racks** provided adjacent to the clubhouse and must not be ridden to the court areas.
- Cars must be **parked in the marked bays** in the designated areas, only using the EV bays when charging. Overflow parking is provided for busy events. Please drive slowly, obey signs and be mindful of others, including pedestrians & cyclists. Please **lock all vehicles (especially motor bikes, scooters, cycles)** whilst on site to reduce the risk of theft.
- Members are **discouraged from using the Club car park when they visit other local venues**. **Overnight parking** is not allowed unless there are exceptional circumstances, this requires advance Club approval (via Reception).

3. Attendance and Sign-in

- Members are not required to sign in** at Reception for any attendance. But if playing a member-booked game **all players should be named as participants and the booking must be checked in** on the MOC online system via mobile or other device, up to five hours ahead of the court start time.
- Pay and Play visitors must check in their booking** via the MOC online system, up to five hours before the court start time. On arrival they **should report to Reception** (or Bar if closed), who can also resolve any queries.
- Guests invited to play** at the Club by a member **must be recorded and an appropriate visitor fee paid**. This can be done online via the MOC system as part of the court booking or, failing that, at Reception on the day (or Bar if closed).
- All non-members attending a coaching course or competing in a tournament or playing in a team match** (plus coaches and officials) should report to the relevant Club coach, organiser or team captain respectively who will check them in. For **non-members having a private client coaching lesson**, they should sign in at Reception and pay the visitor fee.
- People **hiring Club facilities** (eg. meeting room, courts) must provide attendee names and liaise with Reception on arrival.
- General guests, visitors** (including team or player supporters) **must report to Reception for assistance and sign in**, unless they have a specific appointment with a Club member or staff manager or coach who is expecting them. **Croquet Club members**, who use the Café facilities on a regular basis, and **Club Shop customers** are not required to sign in.
- Visiting children and adults at risk** must check in at Reception and/or be accompanied by their parent, guardian or carer.

4. Clubhouse Facilities

- The Club provides **meals, snacks and drinks** in the Café/Bar/Lounge area during normal opening hours. Meals and alcoholic drinks must not be brought into the Club for consumption without prior permission, corkage will be charged.
- No alcoholic drinks or glassware are allowed to be taken onto playing areas**. Plastic glasses should be used if drinking away from the main clubhouse and patio areas.
- Separate **toilets and changing rooms** are provided for men, women and disabled/gender-neutral individuals.
- A **lost property cupboard** is kept in Reception where items can be handed in, unclaimed property items are held for four weeks before being disposed of.

5. Playing on Court

- **Good sportsmanship** and **proper playing etiquette** are expected; suitable clothing and footwear must be worn. Please be considerate towards our neighbours and players on adjacent courts by keeping **noise levels as low as possible**, especially when playing padel or pickleball. "Quiet" pickleballs and bats are encouraged for play after 5pm.
- In the event of **bad weather**, external courts may be closed and play suspended. **Grass courts** must not be used if deemed to be unplayable. Court entrance gates should be closed during play and when leaving the court afterwards.
- If playing after dusk, **floodlights on external courts switch on and off automatically** at the start and end of the court booking time. If a member-booked court or a Pay/Play session has not been checked in via the MOC online system, the floodlights will not come on. For internal **squash courts, the lights are activated by movement** sensors.
- **Rackets & other items can be hired** from Reception (or Bar if closed), including automatic ball machines for tennis & squash. Table tennis equipment is available from the Bar. All items **must be returned** when the session is finished.
- The Club undertakes **video recording and photography** for marketing purposes, with the appropriate permissions for juniors etc. Members and visitors may also take **videos and photographs but only with the Club's permission**.
- **Lockers are provided in the changing rooms** for storing personal belongings when playing. Members should not use a locker overnight; if they do so, the Club reserves the right to remove the contents and treat them as lost property.

6. General Behaviour

- All Members, visitors and staff must behave in a **proper and responsible manner**; treating everyone with respect and avoiding offensive language, bullying, harassment or any disruptive actions.
- The Club has a **strong sustainability policy**. Please use the appropriate bins for **recyclable materials** (including old balls) **and litter**, especially chewing gum. Help keep the Club grounds tidy by clearing your area after use.
- **Smoking and vaping are not permitted** in, or in close proximity to, the Club's buildings, grounds and sports facilities, nor in parked cars. The Club keeps fuel and hazardous chemicals in a **secure store** in the Grounds maintenance area.
- **Dogs and other pets are not allowed** in the clubhouse or grounds, except for guide/assistance dogs. In exceptional cases, dogs (except Dangerous Dogs Act breeds) may be kept in vehicles on site for short periods, provided the owner notifies Reception. They must be checked regularly; and if necessary, they can be walked on a lead through the car park to the exit to be exercised off site. Owners must ensure that dogs do not cause disturbance or make any mess.

7. Health and Safety

- Basic **medical supplies, including a defibrillator**, are available in the clubhouse. Staff are trained to assist in medical emergencies. Play is discouraged when no Club staff are on site, but if members do so then they play at their own risk.
- The Club carries out regular maintenance and takes reasonable precautions to ensure that all **courts and facilities are safe**, but **players should also always check courts** before they commence play.
- There is a **safe fenced area for juniors** (& parents) whilst attending coaching courses, please keep the gates closed.
- **CCTV is used for site surveillance** to help ensure a safe and secure environment by deterring trespass, crime, and vandalism. This supplements the intruder and fire alarm systems that are used in the clubhouse when the premises are closed and also provides general oversight of the conduct of people at the Club during opening hours.
- **Movement-activated lighting** is installed around the clubhouse and operates after dusk. **Pathways to courts are illuminated** where possible, but **please take care** when using these especially in the more remote areas of the site.
- **Fire exits, assembly points and safety equipment** are clearly marked in the clubhouse. Staff are trained to act as fire marshals and will wear high-visibility vests in the event of an emergency. Please follow their instructions.

8. Club Liability

- The Club is **not liable for any injury, loss or damage** sustained during the use of any Club facilities. Members, visitors and staff are responsible for their own safety and property at all times.
- The Club complies with all **relevant legal requirements and follows guidelines** from our sports national governing bodies. Club policies are published on the Club website and noticeboard, or available from the Office.
- **Any breach of these rules** may result in a warning, suspension, or removal from the premises.