# Table of Contents

<table>
<thead>
<tr>
<th>Preamble</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Definitions and Interpretation</td>
<td>3</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>3</td>
</tr>
<tr>
<td>Committees</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rules</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Election of Members</td>
<td>5</td>
</tr>
<tr>
<td>Management of the Club</td>
<td>5</td>
</tr>
<tr>
<td>Membership Categories</td>
<td>6</td>
</tr>
<tr>
<td>Membership Subscription</td>
<td>6</td>
</tr>
<tr>
<td>Payments of Annual Subscriptions</td>
<td>7</td>
</tr>
<tr>
<td>Junior Membership</td>
<td>7</td>
</tr>
<tr>
<td>Resignation of Members</td>
<td>7</td>
</tr>
<tr>
<td>Expulsion and Suspension of Members</td>
<td>7</td>
</tr>
<tr>
<td>Clubcard Levy</td>
<td>9</td>
</tr>
<tr>
<td>Guests</td>
<td>9</td>
</tr>
<tr>
<td>Club Employees</td>
<td>9</td>
</tr>
<tr>
<td>Liquor</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regulations</th>
<th>ERROR! BOOKMARK NOT DEFINED.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Regulations</td>
<td>10</td>
</tr>
<tr>
<td>Club and Lake Room</td>
<td>11</td>
</tr>
<tr>
<td>Membership Cards</td>
<td>12</td>
</tr>
<tr>
<td>Guests</td>
<td>12</td>
</tr>
<tr>
<td>Tennis Rules</td>
<td>13</td>
</tr>
<tr>
<td>Outdoor Tennis Courts</td>
<td>14</td>
</tr>
<tr>
<td>Grass Courts and Floodlit Courts</td>
<td>15</td>
</tr>
<tr>
<td>Indoor Courts</td>
<td>16</td>
</tr>
<tr>
<td>Sports Professionals</td>
<td>18</td>
</tr>
<tr>
<td>Squash</td>
<td>18</td>
</tr>
<tr>
<td>Badminton</td>
<td>19</td>
</tr>
<tr>
<td>Bridge</td>
<td>19</td>
</tr>
<tr>
<td>Table Tennis</td>
<td>198</td>
</tr>
<tr>
<td>Clubhouse Dress Code &amp; Changing Rooms</td>
<td>198</td>
</tr>
<tr>
<td>Health and Fitness</td>
<td>19</td>
</tr>
<tr>
<td>Gym</td>
<td>20</td>
</tr>
<tr>
<td>Studio</td>
<td>20</td>
</tr>
<tr>
<td>Spa</td>
<td>21</td>
</tr>
<tr>
<td>Swimming Pool, Sauna &amp; Steam Room</td>
<td>210</td>
</tr>
<tr>
<td>Crèche</td>
<td>221</td>
</tr>
<tr>
<td>Juniors</td>
<td>22</td>
</tr>
<tr>
<td>Children’s Play Area</td>
<td>232</td>
</tr>
<tr>
<td>Handheld Electronic Devices/Laptops</td>
<td>232</td>
</tr>
<tr>
<td>Smoking</td>
<td>23</td>
</tr>
<tr>
<td>Policy on tipping</td>
<td>23</td>
</tr>
<tr>
<td>Dogs/Pets</td>
<td>243</td>
</tr>
<tr>
<td>The Lake</td>
<td>243</td>
</tr>
<tr>
<td>Trim Trail</td>
<td>243</td>
</tr>
<tr>
<td>Notice Boards</td>
<td>24</td>
</tr>
<tr>
<td>Use of the Club Diary</td>
<td>244</td>
</tr>
<tr>
<td>Bicycles and scooters</td>
<td>254</td>
</tr>
<tr>
<td>Loss of Members’ Property and Liability</td>
<td>254</td>
</tr>
<tr>
<td>Charity Activity</td>
<td>254</td>
</tr>
<tr>
<td>Car Parking</td>
<td>254</td>
</tr>
<tr>
<td>St George’s Hill Estate</td>
<td>25</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appendix</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tennis Committee</td>
<td>26</td>
</tr>
<tr>
<td>Squash Committee</td>
<td>26</td>
</tr>
<tr>
<td>Junior Committee</td>
<td>27</td>
</tr>
</tbody>
</table>
Preamble

1. Definitions and Interpretation

Name of the Club
The name of the Club is “St George’s Hill Lawn Tennis Club Limited”, and is a Company Limited by Guarantee.

“AGM” Annual General Meeting may refer to the Club AGM or relevant committee AGM’s. Notice of the Club AGM, together with a report for the year, will be sent to each member not later than 21 days before the date of the meeting.


“Board” the elected Directors of the Club.

“Regulations” such regulations may be passed by the Board in accordance with the Company’s Articles of Association, section 48 point (i) to control the actions of its members.

“CEO” Chief Executive Officer (or appointed individual) of St George’s Hill Lawn Tennis Club.

“Club” refers to St George’s Hill Lawn Tennis Club Limited.

“Directors” the Board of Directors of the Club.

“Fitness Professionals” the personal training staff authorised to practice at the Club.

“Junior” a member below the age of 18 years of age.

“Levy” refers to Clubcard Levy and “top up” amounts. See Rules, section 12.

“Squash Professionals” the squash coaches authorised to teach at the Club.

“Swimming Professionals” the swimming instructors authorised to teach at the Club.

“The Company” see below.

i The Club’s property is vested in St George’s Hill Lawn Tennis Club Limited (The Company). The Company is solely responsible for all the expenditure in connection with the Club.

ii Club members, *(other than juniors) will automatically become members of the Company upon paying their annual subscription and they will remain members of the Company for as long as their membership of the Club continues. *(juniors are members aged between 2-17 years of age).

iii Members may inspect the Company’s Memorandum and Articles of Association in the Chief Executive Officer’s office.

2. Board of Directors

Provisions relating to the composition, appointment and retirement of the Board of Directors are set out in full in the Company’s Articles of Association. The following is a summary:

i Composition
The Board shall consist of not less than four or more than nine members all of whom shall be elected by members in accordance with Article 30 (see point iv below). The Club may by Ordinary Resolution from time to time increase or reduce the maximum number of members of the Board. The
members of the Board shall elect one of their number to be Chairman and, if it so desires, elect a Vice-Chairman.

ii Retirement

No person shall be a member of the Board for more than six consecutive years except in the case of the Chairman, where Article 33 shall apply.

Article 33 states that: the chairman shall be elected by the Board for a period of up to three years and may be re-elected for a further period of up to three years subject to serving a maximum of six consecutive years as Chairman and to serving a maximum of nine consecutive years as a member of the Board. The Chairman may be elected prior to or just after an Annual General Meeting.

iii Appointment

At each Annual General Meeting the Company shall elect members to fill the vacancies. Nomination forms may be obtained and should be handed back to the CEO or appointed representative at least 30 days before the date of the Annual General Meeting.

iv Nomination and Election Procedures

At least 60 days before the date of an AGM, a request for nomination for the appointment of members of the Board shall be sent to all members. Any paying member not being a junior or temporary member may be nominated.

Each nomination shall be signed by the nominee, by a proposer and seconder, and a further eight members. All correctly completed and filed nominations shall be displayed in a prominent place at the Club.

The closing date for submission of nominations shall be at least 30 days before the date of the AGM.

At least 21 days before the AGM the following shall be sent to each member:

- details of each nomination, including names of proposer, seconder, and CV of the nominee;
- an explanation of the responsibilities of Directors; and
- a form of proxy.

A ballot shall be held, as necessary.

v The date of the Club AGM shall be fixed by the Directors.

vi Co-option

The Board shall have the power at any time to appoint any person to be a member of the Board either to fill a casual vacancy or as an additional member of the Board. The total number of members of the Board shall not, however, at any time exceed the maximum number fixed by the Articles. Any person so appointed shall hold office only until the next Club AGM, and shall not be taken into account in determining the number of members who are to retire by rotation.

3. Committees

In accordance with Articles of Association, section 43, the Board may delegate any of their powers to committees consisting of such member or members of the Club as they think fit. Any committee so formed shall, in the exercise of the powers so delegated, conform to any regulations that may be imposed on them by the Board. See section 44 and 45 of the Articles for further information.

The full terms of reference for the current committees are noted in the Appendix.
4. Election of Members

i. The Board shall have absolute discretion in determining whether to accept or reject any candidate and shall not be bound to give any reason for its decision.

ii. Persons below the age of 18 years of age may be elected as junior members without the right to hold office or to vote at general meetings.

The names of all new members who wish to join the Club, whether proposed and seconded or not, are displayed in the Club for two weeks. Payment of the Entrance Fees and Levy is also taken at this stage (fully refundable if Membership is subsequently declined). If no written reasons have been submitted to Chair of the Board as to why they should not be allowed to join then the new member/s will attend a New Members Evening after the two week period with two Directors/ Senior Club Members who will then jointly agree on membership being awarded and then sign the Application Forms accordingly.

iii. Acceptance of a candidate into a given membership category is subject to the maximum number of members for that category that may be prescribed by the Board.

iv. The Club shall give to each new member a letter confirming their membership application on receipt of payment for the appropriate membership fees. All applications are subject to points i and ii above. The new member is entitled to use the Club for the selected membership category and relevant services and facilities only after payment has been made.

5. Management of the Club

i. The affairs of the Club shall be overseen and regulated by the Board who may implement Regulations concerning such matters as opening and closing times of any facility, the use of any facility, dress codes, introduction of guests, smoking, use of electronic devices, and other matters related to the day-to-day running of the Club as they think appropriate. These are found under Club Regulations.

ii. The day to day affairs of the Club shall be managed by a CEO appointed by the Board and by staff appointed by the CEO. The CEO is responsible to the Board for the appointment and direction of staff.

iii. The Board shall designate a Director to be responsible for monitoring any Standing Committee established by the Board and other recognised sections of the Club.

iv. Each Standing Committee (other than for tennis) shall have a maximum of nine members all of whom shall be elected by adult paying members in line with their membership category. In the case of the Standing Committee for tennis, there shall be seven elected paying adult members of the appropriate paying category, plus the Men's and Ladies' Captains as ex-officio members.

v. No committee has power to incur revenue related expenditure without the sanction of the CEO.

vi. Committee election and co-option procedures will, as far as is appropriate follow those for the Board, except that details shall be displayed on the notice boards rather than mailed, and only the nominee, proposer and seconder need sign the nomination.

vii. Only adult paying members in the relevant membership category for a Standing Committee shall be eligible for election or vote in its election, proposer/seconder.
viii The Chairman of a Standing Committee shall have a casting vote in the event of a tie.

ix Quorum. Four members or half the number of members of a Standing Committee whichever is the lower will constitute a quorum for all Standing Committees.

x The Board may appoint a member as a coordinator for any activity not justifying the creation of a Standing Committee.

6. Membership Categories
The Board shall determine a set of membership categories; one or more activities shall be associated with each membership category.

The Board may close/restrict numbers or re-open a category at any time. Each member shall choose to belong to one and only one category. A member may upgrade to one that covers more activities at any time subject to there being a vacancy in that category. Members can only downgrade to another category from the 1st April each year and subject to the category availability. A member may only downgrade to another category in the ‘membership year’, in exceptional circumstances i.e. due to medical reasons and only at the discretion of the CEO. The member shall indicate the requested change in writing to the Membership Manager and if permitted and appropriate, pay the entry fee differential and subscription for the new category.

A full list of membership categories and respective inclusions is available from the Membership Manager.

7. Membership Subscription

i Determination of Age.
A member’s category is determined by age at the point/date of joining and thereafter on the 1st April each year.

ii VAT on entry and subscription fees currently applies to the Social category only.

iii Suspension of membership is ordinarily only permitted for medical reasons. The prevailing category subscription fee is 20% of the applied monthly fee for the period of suspension, which is for a minimum of 3 months and normally a maximum of 6 months. Before any suspension of membership subscriptions is permitted, notification too and permission sought from the Club’s Membership Manager is required. In cases of medical suspension, relevant professional supporting documentation must be provided.

iv Authorisation for the annual subscription to be paid by direct debit constitutes a contract until one year later. If such authorisation is terminated for any reason the remaining direct debit payments will become immediately due and payable. The Club will take steps to recover any outstanding debt including the use of a collection agency.

v There is a credit card surcharge for all membership and levy card top up transactions. The additional charge will be at the advertised prevailing rate for all transactions over £500, or as set by the Club’s Financial Controller.

vi Monthly direct debit facilities are available. The premium for the monthly direct debit is available upon request from the Membership Office.

vii From time to time, it may be necessary to close certain facilities of the Club for special events, essential maintenance, refurbishment or other events outside the power of the Club e.g. floods, power cuts, fire etc. No subscription compensation will be paid for facility closure other than that designated by the Board.

viii Joint memberships must be paid by one payment method and have the same address.
ix Membership is non-transferable, except for Life Members who may transfer their membership to other members, subject to certain conditions that are available on request.

x Members are not permitted to participate in any activity not included in their category of membership.

xi Details of current concessions are available from the Membership Office upon request.

8. Payments of Annual Subscriptions
A member who has not paid their annual subscription or has defaulted on a direct debit payment will be deemed to have not renewed their membership and shall cease to be a member of the Club. Access to the Club as a guest of a member is prohibited. Any unused levy will be placed in suspense until payment is made and will be forfeited if the outstanding amount is not paid within three months of notification.

9. Junior Membership
i Members’ children between the ages of 2 - 17 years of age, and for whom a subscription shall have been paid, shall be classed as a junior member.

ii Junior membership is open to any person between the ages of 2 - 17 years of age, one of whose parent(s) or legal guardian(s) is a Club member. The parent or guardian shall be responsible for the behaviour of the junior while on the Club premises at all times. Only the parent or guardian who is the Club member can bring a junior member into the Club. The parent or guardian of a junior member, who is not a Club member, is unable to enter the Club and be responsible for the junior member.

iii Juniors becoming seniors
Any junior member having reached the age of 18 by the 1st April, the beginning of the Club year, who wishes to retain their membership, may do so at the discretion of the Directors and subject to paying the appropriate subscription and joining fee.

iv Juniors, on reaching a suitable standard, may apply to the Junior Committee to be awarded Senior Status for tennis or squash. This application will be reviewed on an annual basis in respect of playing ability and general behaviour and, if granted, shall entitle that junior to take part in senior Club activities of that discipline. However, for all other purposes as governed by these Rules, they are to be treated as juniors.

v Junior members can only be attached to a parent/guardian holding either a Full or Health & Fitness membership.

10. Resignation of Members
A member may resign by giving three calendar months’ notice in writing by recorded letter or email notice addressed to the Membership Manager, after completing a full twelve months of paying membership.

In the case of junior membership there is no entitlement to any refund of subscriptions for resignation during the first 12 months of membership.

All joining fees are non-refundable.

11. Expulsion and Suspension of Members
A member may be subject to expulsion or suspension if such member is found to have engaged in misconduct, including if the member has:

- acted in breach of the Club Rules or Regulations
- engaged in conduct whether inside or outside the Club which is: dishonest; discreditable for a member of the Club (including the direct or indirect discrimination of persons including staff, because of race, colour, ethnic or national origin, nationality, citizenship, sex, sexual
orientation, age, status, disability, religion or political persuasion.

- prejudiced the interests of the Club;
- acted in a way otherwise likely to bring the Club into disrepute.

i. Behaviour of the type in rule 11.i. above, if found to have occurred, may result in one or more of the following sanctions being imposed:

- advice as to the member’s future conduct;
- the member being formally reprimanded in respect of the conduct in question;
- the member being required to provide a written apology in terms as may be specified;
- where appropriate, the imposition of a financial payment;
- the suspension of the member from the Club;
- the expulsion of the member from the Club.

Notice of suspension should be given in writing to the member and the period of suspension will run from the date of the letter. Thereafter such suspension shall lapse unless the CEO and the Chairman decide a further period of suspension is warranted pending investigation of the alleged misconduct or a decision by the Board on the allegations of misconduct in question.

Investigation

v. The Board will appoint the CEO or another Board member to investigate the complaints against a member and to provide a report to the Board.

vi. The person charged with investigating the alleged misconduct of a member may interview the complainant(s), any witness(es) and the member against whom allegations of misconduct have been made as he/she may determine and shall provide a written report to the Board. On receipt of such report, the Board will determine whether the allegations of misconduct against a member shall proceed to a hearing before the Board.

vii. If the Board considers no further action should be taken, it shall record this decision.

viii. If the Board considers the allegations of misconduct against a member should proceed to a hearing before the Board, it will notify the member concerned in writing, and before the end of any suspension period where there has been one. The member in question shall have the right to make oral or
written representations to the Board at or within 28 days of a hearing before the Board.

ix. The Board will consider the member’s representations when reaching a decision on the allegations and on any sanction that may be imposed as a result.

x. If the member is subsequently suspended or expelled from the Club, there is no entitlement to any refund of subscriptions or entry fee of Life Membership and the member dealt with under this rule will be prohibited from entering the Club’s premises as a guest.

xi. If the member wishes to appeal the decision of the Board to suspend or expel them on the grounds of unfairness, then the member must submit a written appeal within 28 days of the Board’s decision. In these circumstances, an Appeal Panel will be convened consisting of 3 Board members. The Appeal Panel members will be chosen by the Club Chairman from the list of “senior” Club members (e.g. ex-chairmen of the Club) and may include one independent member from another private members’ club.

xii. The decision of the Appeal Panel will be final and binding on all parties.

12. Clubcard Levy

The Board may establish, by way of additional or supplemental annual subscription, a Clubcard Levy in respect of each Club year and shall determine the amount due per member in respect of the same.

i The Clubcard Levy is charged per Club member. This excludes junior members.

ii The Clubcard Levy amount shall be included on all relevant subscription renewal invoices.

iii Members who pay their subscriptions by monthly direct debit will pay the Clubcard Levy in their first monthly payment each year (1st April).

iv The Clubcard Levy may be spent on food and beverage items. Payment for these items can be made by the presentation of a membership card. All food and beverage purchases using the Clubcard will offer a 10% discount on the total bill. Members can top up their levy card at reception and both Club bars.

v Members topping up their levy card by £500 or more are ‘entitled’ to a ‘Top up bonus’, of the prevailing advertised offer.

vi At the end of operational hours on the 31st March each year, any original Clubcard Levy balance that remains is forfeited. Any additional contributions, “Top up”, that are outstanding on the 31st March will be carried over into the next Club year.

vii The original Clubcard Levy amount will always be debited first before any Top up Levy, even if additional contributions are already in place.

viii Neither the original levy nor the Top up Levy is transferable or refundable.

13. Guests

The regulations governing the introduction of guests shall be published from time to time by the Board. See Section 4 under Regulations for full details.

14. Club Employees

Members may not issue instructions to the staff. Any member having a complaint about the conduct of a Club employee should raise the matter with the CEO or Manager on duty and under no circumstances take issue with the individual concerned.
15. Liquor

i. Intoxicating liquor may be supplied to adult members and their guests for consumption on the Club premises and to other persons in accordance with the provisions of Point iv below.

ii. No intoxicating liquor shall be supplied to members or to any other person on the Club premises other than by, or on behalf of the Club.

iii. The Board shall arrange for the supply of intoxicating liquor by the Club to Club members and to other persons on the Club premises and shall secure the due observance of the provisions of the Licensing Act 2003.

iv. The Board may permit persons, other than members and their guests, to attend the Club premises at a function or meeting authorised by the Board or CEO and that such intoxicating liquor may be sold during the permitted hours.

v. Subject to the provisions of the Licensing Act, the Board may from time to time fix the permitted hours and until otherwise fixed under this rule the permitted hours shall be the 'general licensing hours' for the district.

1. Operational Regulations

i. Access to the Clubhouse
   Each member shall be given a membership card and should register their presence on arrival to the Club and prior to using the Club’s facilities. Members should show their card when asked to do so by the CEO or any member of staff. Access to the Clubhouse or facilities may not be possible or permitted if this regulation is not observed. Abuse of membership cards could result in cancellation of membership. (See Rules, Suspension of Membership)

ii. Times of Operation
   The Clubhouse will be open daily from 06.00 Monday to Friday and 07.30 Saturday and Sunday. The Club closes each day 23.30 (Sunday 23.00). During public holidays, Sunday hours apply. The Clubhouse is closed on Christmas Day and Boxing Day.

iii. Bars and Restaurants
   Club Room and Lake Room service is available:
   - Monday to Friday: 07.00 - 23.00
   - Saturday: 08.00 - 23.00
   - Sunday: 08.00 - 22.30
   (may close earlier or remain open later at certain organised functions)

   Liquor is permitted during the following times:
   - Monday to Saturday: 11.00 – Last Orders 23.00
   - Sunday: 11.00 – Last orders 22.30

   The Club reserve the right to refuse alcohol to anyone who seems intoxicated under the Licensing Act 2003.

   Food Service times for the Club Room and Lake Room are as follows:
   - Monday to Friday:
Breakfast. 07.00 – 11.00
Dining. 11.30 – 22.00

• Saturday:
  Breakfast. 09.00 – 11.30.
  Dining. 12.00 – 22.00
• Sunday:
  Breakfast. 09.00 – 11.30.
  Dining. 12.00 – 17.00

Bar and restaurant opening times may be subject to change due to member social functions and private member events. Advanced notification will be given for such changes.

2. Club and Lake Room
Our Lake Terrace, Club, Tarrant and Lake Rooms are the ‘social heart’ of the Club. Within this area of the Club we deliver an extensive range of food and beverage menus, cater for a wide range of tastes and age groups, while delivering extensive private and member social functions.

Our space is not vast, but is very well used. We ask all members to be tolerant and considerate of each other. We do request parents to be constantly vigilant of their children and to ensure they are not excessively noisy and do not run throughout the Club.

We ask all members regardless of age, to be polite and respectful to fellow members and staff while on the Club’s premises.
Only food or beverage purchased at the Club may be consumed on the premises.

i Club Room
The Club Room is available to all members during the specified opening times and is our more ‘informal’ meeting point where clean sporting attire is the “norm”.

It is an area of the club where families with young children in particular may be more relaxed, but still remind parents of the importance of not allowing children to run free; out of courtesy to adult members and for safety reasons with many hot meals and drinks being served through this busy hub of the club.

While we welcome the children and want them to enjoy the relaxed atmosphere of the Club Room, we do politely request that parents and guardians of young children ensure no excessive mess is left, again out of respect for the Club’s furnishings and the use of this room by fellow members.

In this part of the Club, members order directly from the bar, and food and drink will be served to your table and, at the point of ordering, please provide your table number. Highchairs for younger children are available.

ii The Lake Room
The Lake Room is a ‘fluid’ room where Members and their Guests can lunch, dine, drink, enjoy morning coffee, afternoon tea, play card games and mix socially. The room is divided into two flexible areas, the area near the bar for morning coffee, afternoon tea, casual drinking and other pursuits. The area further from the bar is reserved for seated lunch and dinner. Rules are ‘non-prescriptive’, non sporting attire is preferred, but will be relaxed outside the formal dining area particularly when other areas are overcrowded. In all cases the boundaries are flexible, good behaviour is essential and common sense should prevail in the event of any disturbance. At different times of the day and week areas are subject to changes in size and priority of occupation. Children are strongly encouraged to use the Club Room, but may dine with their parents in the Lake Room. As a general rule the following applies;

- Adults in whites are permitted in the Lake Room at ‘non-dressed’ tables from open until 7pm, with the exception of Saturday and Sundays when it is from open until 12 noon.
• Members who wish to play bridge at tables not set for dining may do so between the above times.
• Children under 13 years are not permitted in this room, unless ‘formally dining’ with parents or guardians or at such times when there is no seating within the Club Room.
• Children must be suitably dressed and the use of excessive noisy electronic items is prohibited.
• We ask all members when dining to dress appropriately, with a minimum of ‘smart casual’ attire, with flip-flops, baseball caps, vests and non-tailored shorts prohibited.
• Table service is provided when seated at tables ‘dressed to dine’.
• For the use of electronic devices at business meetings, please see Section 23 of the Regulations.

3. Membership Cards
Each member shall be given a membership card which gives access to the St George’s Hill Estate and the Club. The membership card must be carried at all times. Membership cards are not transferable and cannot be used by anyone else. Loss of a card should be reported to the Membership Manager as soon as possible.

In the interests of safety and security, cards must be ‘swiped’ at reception to register your visit. All members are required to have a facial photograph registered on our system for identification purposes.

In order to qualify for the food & beverage discount, your membership card must always be produced at the point of sale.
A fee will be requested to replace a lost or damaged membership card.
(please see Club Regulation 35 for further information on your access and the estate.)

4. Guests
Guests may be introduced to the Club on the following conditions:
• All Guests must register at Reception before entering into the Club.
• Guests whether using the Club’s facilities or using the Club socially must be accompanied by a member at all times.
• The appropriate fee paid where applicable, must be paid at Reception.
• The guest must retain their receipt for their guest fee during their visit and must produce the receipt if requested by the CEO or member of staff.

Members should adhere to the following:

iii Terrace
Our beautiful terrace, overlooking the lake, is available for all members, all year round, noting the following:

Food and beverage service is the same as the Club Room, and members should order directly at the Club Room bar, your food and beverages will be served to you.

We understand children enjoy being outdoors, but for health and safety reasons please do not let them run or play games on the terrace, knowing hot food and hot beverages are constantly served. The danger of a lake is ever present and it is important that parents/guardians know where younger children are at all times.
Please do use the table bins and terrace bins provided to assist us in keeping the terrace and lake litter free.

The Club has five large umbrellas to protect you from the elements, please do not attempt to raise or lower the umbrellas, but seek assistance from staff. We ask all members to be respectful of the lake wildlife, birds must not be fed or approached, but should be left in their natural habitat.
i. No individual may be introduced as a guest using the Club’s facilities on more than six occasions during the member’s Club year even if introduced by different members.

ii. A member may introduce up to three guests who take part in social, sporting or health and fitness activity at any one time except in the case of an authorised function or a pre-booked restaurant meal.

iii. A guest is only permitted to use the same facilities as those the host member is entitled to use.

iv. With the exception of social members, there is no limit to the number of times a member may bring guests to eat in the Club or Lake Room restaurants, but they must be signed in as guests on each occasion. Social members may only sign in the same social guest six times in the membership year.

v. Members of the Club, who are not paying members e.g. Elite - have other restrictions regarding guest policies which will be issued to them on confirmation of their membership.

vi. No member may introduce a guest whose membership has ceased through membership suspension, disqualification, exclusion or is in debt.

vii. No adult may be introduced as a guest by a junior member and a junior member may not introduce more than one junior guest on any one day.

viii. Members will be held responsible for due observance, by any guest introduced by them, of all the rules of the Club including, in particular, the rules relating to dress on the courts, and use of electronic devices.

ix. Guest fee information is available at Reception.

x. Guests are permitted to book Spa treatments when signed in by all categories of member, excluding junior.

5. Tennis Rules

i. Rules Applying to all Courts
   The Club has incorporated the LTA’s disciplinary code into its constitution, and by definition members and their guests are expected to abide by this code when on and around the courts. In particular we ask that you take note of the following regulations:

   ii. Court Etiquette
       Members and guests are asked to be considerate at all times to other members and guests and to observe the following codes:

       • Do not enter or leave courts with shared entrances while play is in progress. Please wait until the end of the point.
       • Do not try to retrieve balls from another court while play is in progress on that court.
       • Return balls from an adjacent court as soon as possible without disturbing play.
       • Do not walk across the back of courts while a point is in progress.
       • The use of a mobile telephone is not permitted on any tennis court. Telephones must be switched off before going on court.
       • Smoking is not permitted on or around any tennis court.
       • No glasses or glass bottles may be taken on court especially on the indoor courts.

       Club Management, or, in their absence, any member of the Board or Tennis Committee has authority to stop play on any court at their discretion.

   iii. Waiting Fours
       If all hard courts are in use and a group of four members are waiting, the members playing a doubles match must give up the court at the end of the set in progress. This does not apply to Point iv, Sunday mornings.

   iv. Saturday & Sunday Mornings.
       When the grass courts are closed special provisions apply. The morning is divided into two sessions, up to 10.30 and 10.30 - 12.00. No member may
play in both sessions. Members playing in the first session must vacate their court at 10.30 if other members are waiting to play in the second session.

v Dress on Court
The Club states that dress should be predominantly white. Each item of clothing including outer clothing, shoes and caps must be predominantly (90%) white. The Club also states that recognised predominantly white tennis shoes must be worn on court.

No member may play in spiked or heeled boots or shoes, although recognised grass court shoes may be worn on the grass courts. Clean indoor tennis shoes must be worn whilst playing on the indoor courts. This rule comes into effect immediately play commences on court, including the knock-up.

The CEO, Board Directors and Tennis Committee Members, are authorised to ask any member not complying with the ‘Dress on Court’ rules to leave the court. The only exceptions permitted are for visitors to the Club for inter-club matches, and open tournaments. Whilst we encourage visitors to observe our code, we accept that we cannot enforce it. Guests are required to comply with our dress code.

vii Coaching Courts
Court 9 and up to three other courts may be reserved for use by the Tennis Professionals. When the grass courts are open, grass Court 7 is reserved for coaching. Members may use these courts if vacant, but must leave the court immediately if it is required by a Tennis Professional.

6. Outdoor Tennis Courts

There is no booking for normal internal Club play (other than for play requiring floodlit courts).

Courts may not be ‘reserved’ for games by leaving equipment or possessions on court. All players for the game must be present before taking up a court.

i Club Matches
The Tennis Committee and the Racquets Co-ordinator have the right to reserve outdoor courts for Club matches and tournaments. The number of courts which may be reserved in this way is normally limited to four at any one time.

On Sundays the courts may be reserved after 12.00 noon and the number is limited to six.
Only in exceptional circumstances can courts be reserved before Sunday 12 noon and this must be subject to 7 days prior approval from either the Racquets Co-ordinator or the Tennis Chairman or in their absence a member of the Tennis Committee.

The Tennis Chairman and Racquets Co-ordinator may authorise extra matches at selective off-peak times when necessary.

Starting times will be arranged to avoid peak demand whenever possible. Reserved courts will be marked on the appropriate court reservation board. Apart from a few exceptions, home men’s and ladies’ friendly matches are not normally allowed at weekends during April, May and June.

7. Grass Courts and Floodlit Courts
   i. Grass court season
      The grass court season will normally be from early May until mid-September. The courts will be opened on the first day they are deemed playable by the Head Groundsman.

   ii. Grass court availability
      The grass courts are available for play from not earlier than 10.00 until dusk each day. These opening and closing times may be varied by the Head Groundsman, CEO, Racquets Co-ordinator or in their absence a member of the Tennis Committee.

      Members must comply with the 'Courts Closed' notice which is both for their safety and the preservation of the courts.

   iii. Floodlit Courts
      Booking periods vary between 16.00 and 22.00 when all of the floodlights go out. Members are not permitted to alter the booking times to suit their own requirements. A member may reserve only one period per evening.

      If floodlit courts are not taken up members, including juniors may use a reserved floodlit court not taken up within ten minutes of the start of the reserved period.

Court Priority
The following situations should dictate that courts be made available:

- Doubles priority over singles. If all courts are taken, (and when the grass courts are open this means all grass courts are taken even if hard is available), members playing singles must give way to a doubles at the end of the set in progress. This does not apply to tournament singles.

- Postal Tournament Matches. Members who have entered these and other official events may reserve a court through the Racquets Co-ordinator. Times and court availability are restricted as for Club matches.

- Seniors Open Tournament. Up to 10 courts will be reserved all day for the Seniors Tournament held in late July, but every attempt will be made to make courts available to members later in the day.

- Open Tournament. All courts will be reserved for the Open Tournament which is held in early August. During the Tournament some courts may become available for members’ use and members are asked to check availability with the Racquets Co-ordinator, Reception or on the website www.stghltc.co.uk before arriving to play.

- Tournament and Event Use. There will be other times throughout the year when all or many of the courts are required for tournaments or special events authorised by the Tennis Committee (such as Club Finals Day and Club Triangular tournaments). Such events will be publicised in advance and outdoor courts will only be available for general play by other members at the discretion of the Organisers or Tournament Referee.
The courts must be vacated at the end of the designated period irrespective of whether the members have had 90 minutes of play or not.

iv Charges and Payment
Payment for floodlit courts must be made at the time of booking at Reception. The cost may be increased at any time by the Board.

v Cancellations
Members who are unable to use a floodlit court which they have reserved should cancel the booking at least 24 hours beforehand. A member who books a court and then does not use it may be suspended by the Tennis Committee from being able to book courts.

Members and Professionals can book floodlit courts up to 13 days in advance. Juniors can book 7 days in advance.

vi Clay Courts
All members, coaches and guests are expected to brush the playing surface of the clay courts after they have finished playing on them with the drag mats or brushes provided. Then they are expected to brush clean the lines with the line brushes provided. This is in order that they leave the courts in a good condition for the next people who wish to use the courts. Failure to comply with the requirements of this clause may leave offending members liable to suspension from use of the courts in the future. Such suspension may be sanctioned by either a member of the Board or the CEO, the Racquets Co-ordinator or the Tennis Chairman or a member of the Tennis Committee.

After playing on the Clay courts, all members must change their footwear before entering the Clubhouse.

8. Indoor Courts
i Hours of Play
The indoor courts are open for play daily from 07.30 until 22.30.

Each period of play is 90 minutes, starting at 07.30, 09.00, 10.30, 12.00, 13.30, 15.00, 16.30, 18.00, 19.30 and 21.00. The clock in the tennis hall determines the changeover times. It is up to the players on court to vacate the court promptly at the end of the session.

ii Peak Time and Off-Peak Time
Each period of play will be designated as either peak time or off-peak time. The periods between the following times are designated as peak time periods:
• Monday to Friday: 18.00 – 21.00
• Saturday: 09.00 – 18.00
• Sunday: 09.00 – 19.30
• All other times are off-peak.

Any tennis playing adult member or tennis professional may reserve an indoor court. The booking may be made up to 13 days in advance after 09.00 either in person or by telephone or when available on-line. Please note that when booking opens, Reception staff will alternate between a booking in person and a booking from a member by telephone.

Bookings may not be made by one member in the name of another. Members may only book one court for any one time slot. Co-ordinated booking which gives the same four players continuous peak-time access is not permitted.

At the discretion of the Racquets Co-ordinator and Tennis Chairman, in exceptional circumstances, a match booking may be allowed, at off-peak times only, on the indoor courts. This would normally be reserved for semi-finals and finals of knock-out competitions where the visiting team has to travel more than 50 miles each way.

iii Charges and Payment
Charges for the indoor courts will be set annually by the Board. Payment must be made in full at the time of booking. If a member wishes to cancel a booking, no refund will be given unless the court is re-booked.
iv Food and Drink
Food and drink is not permitted in the tennis hall. The only exception is players’ drinks which must be in suitable sealed containers.

v Footwear
Indoor court players must wear clean indoor shoes in accordance with Regulations, Section 5, Point v. This is to preserve the quality of the indoor surface. Black soled shoes are not permitted.

vi Juniors
Junior Academy classes are held on the outdoor Junior Priority Courts throughout the year. Details of the Academy are available from Reception, the Racquets Co-ordinator, or the Club website www.stghltc.co.uk

At the discretion of the Racquets Co-ordinator and the Tennis Committee, Junior Academy classes may be held on the indoor courts during term times.

vii Junior/Family Priority Courts
Senior members are asked to note that up to 3 courts each day are reserved for junior/family priority. Reserved courts will be marked on the court reservation boards. Senior members have priority over juniors on all other courts.

Any senior member playing on a junior court, even if playing with a junior, must vacate the court at the end of the game in progress if it is required by two or more juniors. A senior playing with a junior on these courts has priority over two or more senior members. Club afternoon mix-ins may use these courts but if required by juniors, for junior coaching or the Academy, they must be vacated immediately.

viii Juniors and indoor/grass courts
Juniors may not play on the front grass courts if there are free courts at the back (except juniors with senior status). If juniors have started a game on a front court, because there is no other grass court available, they may be asked to vacate the court should a senior member require the court.

Juniors have priority booking for one indoor court on Saturday and Sunday from 13.30 – 15.00 (indoor courts are available in 45 minute sessions during the weekend slots), and on Monday – Friday at 16.30 – 18.00. If the junior priority court is not booked by a junior by 09.00 on a given day, then a senior may book it. Juniors may use an off-peak day-time indoor court if it remains free 10 minutes after the scheduled session start time for half the off peak rate.

A junior/family may use an off-peak day-time indoor court that remains free 10 minutes after the scheduled session start-time. A fee is charged to use the court.

Outdoor Courts Priority for Juniors/Families - All Year. Juniors will need to check the Board for Junior/Family priority courts as this may vary.

ix Seniors vacating Junior/Family Courts
Any senior member playing on a junior court, even if playing with a junior, must vacate the court at the end of the game in progress if it is required by two or more juniors. A senior playing with a junior on these courts has priority over two or more senior members.

Juniors playing on any of these courts must vacate their court after one set if other juniors are waiting to play. Seniors have priority when reserving a floodlit court. They must advise reception if vacating the courts early.

Junior members, even if playing with senior members, must give priority to senior members if all hard courts or grass courts are in use, expect in the case of the specific junior/family priority courts.

x Senior Status and Tournament Status for Juniors
Juniors apply to the Tennis Committee to be awarded Senior Status. This application shall be reviewed on an individual basis in respect of playing
ability and general behaviour and, if granted, shall entitle that junior to take part in senior Club activities.

When juniors are playing at the appropriate level and representing Club teams – the Tennis Committee and the Junior Committee will invite them to join the match practises and mix-ins if they are interested.

9. Sports Professionals

Members requiring coaching or training should book lessons directly with the Tennis/Squash/Swimming or Fitness Professionals and may only do so with ‘Club appointed’ professionals. Information on personal and group coaching fees and times are available at Reception. Members must be of the qualifying category to receive these services.

i Cancellation
Terms should be discussed with the relevant professional. Unless agreed otherwise, the standard term is twenty four hours notification, otherwise the full fee could be charged.

10. Squash

i Hours of Play
The hours of play are in 45 minute sessions bookable at reception.

ii Dress on Court
Black soled shoes are prohibited from the courts. All players must use a squash racquet and squash ball. When playing ‘racket ball’ the corresponding rackets and balls should be used. Each item of clothing worn on court, including outer clothing and caps and shoes, must be 90% white. The CEO, or a member of the Board or Squash Committee has authority to ask offenders to leave the court.

iii Booking of Courts
Senior members may book their courts through Reception or on line from 09.00 up to 14 days ahead. Consecutive 45 minute sessions may not be booked. Any court not taken up within 10 minutes of the scheduled start time may be used by other members. Any court booked, but not required, must be cancelled at least 24 hours beforehand.

Junior members may book courts up to 7 days in advance on weekdays for all periods ending not later than 18.00. On Saturdays, Sundays and Public Holidays they may not book a court earlier than half an hour before the starting time.

iv Booking Abuse
In an attempt to reduce court booking abuse, the following rules apply:

• Full names must be used when booking courts.
• Members must check in at Reception for each booked court.

Failure to do so may result in a withdrawal of booking rights.

v Club Mix-ins
Senior Club Evenings. These are held throughout the year on Thursdays for senior members, with courts reserved from 18.15 - 21.00

Ladies Mornings. Coached sessions take place every Wednesday 10.00-11.30.

Junior Club Sessions. These are held on Sunday mornings 9.30 - 11.15.

vi Juniors
The Junior Squash Academy classes take place on Tuesday afternoons between 16.15 - 18.00.

Elite Junior Academy, Thursday 17.15 – 18.30.
Junior Club night, Friday 17.15 – 18.45.
Junior Club Morning, Sunday 9.45 – 11.00

Junior members may book courts on weekdays for all periods ending not later than 17.15.
Junior Club mix-in/Academy are held on Sundays from 09.30 - 11.15, run by a Professional.

vi Elite Junior Members.
Please see the Elite Junior policy for more details.

11. Badminton
Please note that numbers are strictly limited and there is an annual supplement payable on 1st April. If you wish to play badminton you must first register with the clubs Racquet Coordinator and pay the applicable fees. Further information is available on the Club website and notice board.

12. Bridge
Rubber Bridge evenings are held each Tuesday evening from 19.30 and Bridge Suppers are arranged regularly. Members from any of the Club’s adult membership categories are welcome to attend both playing sessions and the suppers. Duplicate Bridge evenings are held each Thursday evening from 19.30 prompt and partners can generally be arranged.

Bridge lesson courses are organised through the year.

Details for all can be found on the Club’s notice boards and website.

13. Table Tennis
Organised sessions are held in the Tarrant Room on Monday evenings. More information can be found on the Club’s notice boards and website.

Although there are no formal rules covering dress, members are expected to conform to standards in keeping with the status of the Club. Members using sports clothing immediately after energetic activity are asked to show consideration to others. Vests are specifically prohibited.

15. Health and Fitness
In the interests of health and safety of members, and in order to meet the Club’s insurance conditions, members including juniors and those taking part in teen fitness classes are required to complete a pre-exercise questionnaire before using any of the Health and Fitness facilities. In the case of juniors using the gym at supervised sessions it is the responsibility of the parent or guardian to sign the consent form.

i Footwear
Only closed shoes are permitted in the Lake Room for men and children. Members are asked to use the shoe cleaners provided (or change their shoes) before entering the Clubhouse after playing on the clay courts. Please see the Club and Lake Room section of Regulation 2 for further information.

Changing Rooms
The Club has two sets of changing rooms. The changing rooms know as the ‘West End’ is for members over 16 years only.

Children under the age of 8 years of age are permitted to use the changing rooms of their parent/guardian, who is the opposite sex to them (e.g. a 7 year old boy can enter the Female changing room with his mother). The parent/guardian must be a member of the Club.

Members may not leave personal belongings in any of the changing rooms over night. Lockers will be cleared each night and any personal belongings found placed in lost property, located at Reception.

For members safety and security, CCTV is in 24 recording throughout the clubs grounds and Clubhouse.

i Personal Items

Personal items should not be taken into the Health and Fitness facilities.
Food and Drink
Only plastic bottles should be taken into the Health and Fitness facilities; under no circumstances should glass be used. Food is not permitted.

Dress Code
Soiled trainers are not permitted. The Club’s 90% white rule is relaxed for Health and Fitness but members should wear appropriate clothing and footwear.

16. Gym

i Supervision
It is intended that the Gym will be supervised at all times by qualified staff. If for any reason this should not be possible, members may be asked to refrain from using the equipment until a first aid qualified Health and Fitness staff member is available to supervise.

ii Hours
- Monday to Friday. 06.00 - 22.00
- Saturday and Sunday. 07.30 - 20.00

iii Induction Procedure
Members are required to complete an induction session during which they are shown how to use the equipment. They will then be issued with a Technogym TGS Key. Appointments can be made through the Health and Fitness staff/Membership Office.

iv Advanced Booking
This is only required in the case of the induction sessions, new programme consultations and fitness assessments.

v Juniors
Junior members from the age of 11 years of age may use the designated equipment in the gym and within the specified Junior Gym times as advertised in Club and on the Clubs notice boards. Juniors aged 13+ may use the gym unaccompanied at any time.

vi Hygiene
Members are instructed to carry with them a clean ‘sweat towel’ at all times when training and to use the hygiene ‘fresh wipe stations’ provided in the gym. In best interests of hygiene for all gym users, equipment must be thoroughly wiped down before moving on to the next piece of equipment.

vii Personal Training
Members may arrange personal training with nominated members of the gym team. Payment is made by purchasing vouchers from Reception which must then be given to the Personal Trainer prior to the session or arrangements with freelance Personal Trainers.

Members can only undertake personal training with an appointed person by the club.

viii Cancellation
Terms should be discussed with the Personal Trainer. Unless agreed otherwise, the standard term is twenty four hours notification, otherwise the full fee could be charged.

17. Studio

i Advance Booking
This is essential for the studio and spur of the moment attendance will only be possible on a standby basis, if numbers per class allow. Classes can only be booked at Reception.

ii Attendance Registration
Members arriving for studio sessions should register at Reception before participating.

iii Cancellation
If it becomes necessary to cancel your booking, members are requested out of courtesy to advise Reception so that the place may be offered to another member.

18. Spa

The full range of spa treatments are detailed in the spa brochure available from Reception.

Appointments should be made in advance via Reception. Spa treatments are available to members and member’s guests only.

General Spa opening hours:
- Monday to Thursday. 09.00 – 21.00
- Friday – Saturday. 09.00 – 18.00
- Sunday and Bank Holiday. 10.00 – 18.00

i Cancellation
Twenty four hours is required otherwise the full price of the treatment cost is charged.

19. Swimming Pool, Sauna & Steam Room

i Opening Hours;
- Monday – Friday. 06.00 - 22.00
- Saturday – Sunday. 07.30 - 22.00

Full details of swimming activities and restrictions are regularly updated and published by the Club. Members are therefore advised to check the pool timetable before planning their swim.

ii Timetable
Certain times are allocated for adult or children’s sessions, but at least one lane will be reserved for members over 16 years of age at all times.

iii Supervision

The Club does not provide constant pool supervision, although a trained first-aider will be on the Club premises during all pool opening times.

iv Coaching
Details of group and private lessons are available from Reception.

Parent/guardian(s) must accompany the child if taking part in term time coaching. It is requested that only one parent/guardian be present poolside for health and safety and the restrictive size of pool surround.

v Temperature
It is intended that this should be maintained at 29 degrees centigrade.

vi Showers
It is essential that showers be turned off after use. Parents/guardians are asked to ensure that juniors observe this rule.

Members are requested to take a shower before using the pool, steam room and saunas.

vii Pool Regulations
No Diving. The Pool is only 1.2 metres deep and the minimum depth for diving is 1.5 metres.

Drinks glasses and food are not permitted in the pool area or wet changing rooms.

If any medication is being taken, it is recommended that doctor’s advice be sought before using the pool.

The use of inflatable’s other than to be used as a swimming aid, snorkels, face masks and balls is prohibited.

viii Lifeguard
During peak periods the pool will usually be supervised by a lifeguard, although at quieter times, a lifeguard may not be present at the poolside. On these occasions, an Emergency Alarm Button located poolside can be pressed to alert staff who will provide emergency response. The pool is also monitored by CCTV.

The lifeguard is responsible for bather control and will enforce any applicable restrictions and regulations; for instance if the maximum permitted number of bathers of 45 is exceeded.

Children under 13 years of age must be accompanied by a parent or guardian aged over 18 years of age. The maximum is two children per adult at all times unless part of an officially organised group. During ‘splash time’ sessions children under 13 years of age must be accompanied in the water by an adult.

Members must follow all instructions given by the lifeguard.

Steam Room/Sauna
The steam room and saunas will be on at all times during pool opening hours, and no bookings or ‘notice to use’ is necessary.

The use of steam room and sauna is not recommended for those who are pregnant, have a heart condition or high blood pressure or suffer from asthma. Juniors under 16 years of age are not permitted to use the steam room or saunas at any time.

For personal safety, the use of the wet area facilities is not recommended immediately after eating or the consumption of alcohol.

Full guidelines on use are posted next to each heat room.

Formal registration is a legal requirement and is confidential. Parents/guardians are asked to make themselves familiar with the full requirements and procedures of the crèche by studying the information pack and through discussion with the crèche staff. A 20 minute appointment with a member of staff is required prior to the use of the crèche.

ii Opening times, sessions, ages and fees.
(Available upon request from Reception)

- Monday and Tuesday: 09.00 - 13.00
- Wednesday: 09.00 - 14.00
- Thursday and Friday: 09.00 - 13.00
- Saturday and Sunday: 09.00 - 15.00
- Bank Holidays: 09.00 - 13.00

iii Age Groups:
- 12 weeks - 8 years of age

Crèche places are available for advanced bookings. These may be made seven days in advance. Bookings or cancellations must be made direct with the Crèche staff via the Crèche phone line 01932 268966. Bookings may not be left on the answer machine.

Parents/Guardians are able to book their children in the Crèche for a maximum of three hours. Parents/Guardians must remain on the Club premises at all times for a maximum of three hours.

Cancellation charges are applicable without prior notice.

21. Juniors
All junior members must have their membership cards with them at all times, and be prepared to present it when asked.
Members’ children below 2 years of age must be registered onto the parent(s)/guardian(s) membership.

The parents/guardians must always accompany the child if they are taking part in an organised junior event or training/coaching session. Parents/guardians are requested to be mindful of other members using the bar facilities.

Junior Members under 13 years of age and Members’ children may use the Club facilities only when accompanied by a Club member (parent/guardian) or when under the supervision of a Tennis/Squash/Swimming Professional or member of staff. If accompanied by a Club member, that member shall remain on the Club premises together with the child and shall be liable for any damage that the child causes.

Food and Beverage Areas
Please see regulation ‘2’ for a full guide on families and child use of these areas.

22. Children’s Play Area
Our outdoor play area is for children eight years and under, parents supervise children at all times, and note the following:

- Children must be respectful of the other users and equipment. Any child caught abusing or damaging the play equipment or area risks losing membership and parents will be billed with the cost of repair.
- Food and drink is not permitted within the fenced play area.
- This area is covered by CCTV for your own safety and security.

23. Handheld Electronic Devices/Laptops
Complimentary Wi-Fi is available throughout the Club. Information is available at Reception. For the convenience of all members we embrace technology, but at the same time we are aware that such developments can be obtrusive to the ambience of the Club.

As a general rule mobile phones may not be used throughout the Club. However, essential telephone conversations on mobile devices may be taken in reception, grassed areas, on the terrace and car park only. Mobile phones should be kept on silent at all times whilst in the Club.

Members and guests are welcome to take advantage of our free Wi-Fi, noting laptops, tablets, etc. are not permitted in the Lake Room after 6pm.

For members holding business meetings with their guests, we politely request they are sensitive to their fellow members who may be dining just for pleasure. Extensive business meetings with relative materials and electronic devices can be seen as ‘obtrusive’ to the setting of the Lake Room. Permission must be sort in advance from the CEO or a Senior Club Manager, before such business meetings can be allowed.

24. Smoking
A no smoking policy applies at all times within the Club buildings and ground with the exception of designated areas.

25. Policy on tipping
Across the Club members are encouraged to tip, be this to a Spa Therapist, a waitress, a Personal Trainer or any member of the staff who they wish to personally express their gratitude to by direct monetary reward.

If a member would like to show gratitude for service but does not wish to tip on each visit an annual staff fund is in place. Members may contribute to this via any form of payment which is to be paid at Reception, the member will be given a receipt and the payment held in a ‘suspense account’.

At the end of each year this will be distributed through recommendation by the CEO and sign off by the Club’s Governance Committee to ensure a fair
distribution process and depending on the pot’s value, the funds may also be used towards a staff celebratory event to benefit all.

The Club does not want to discourage any member who personally wishes to tip any member of staff, but would prefer all members who wish to express their gratitude to contribute to this new staff fund to the wider benefit of all staff and not just any one individual. If members wish to reward good service they are free to do so but this is in no way expected.

26. Dogs/Pets

No dog (with the exception of Guide Dogs) or any other pet may be brought into the clubhouse or onto the paved terrace area. Dogs brought into the Club grounds by members, guests, visitors or staff are to be kept on a lead at all times and away from areas serving food and beverage.

27. The Lake

No person may use the lake for swimming, skating, sailing or rowing, and neither the Club nor its Directors nor management will accept responsibility for any accident, injury or harm suffered by any person, child or adult, in or on, or in the vicinity of, the lake. Children under 13 years of age must be accompanied by an adult at all times when in the vicinity of the lake (see Regulations, Section 21).

Members and their guests over the age of 13 years of age are permitted to fish on the lake with prior authorisation from the Club’s management and must hold a current National Rivers Authority Licence (NRA). Full details are available from Reception.

Parents are reminded that there is a deep water spring on the far side of the lake. Children under 13 years of age must be accompanied by an adult at all times when in the vicinity of the lake.

28. Trim Trail

Our unique outdoor fitness area, ‘the trim trail’, consists of multiple exercise stations designed for adults to enjoy the benefits of working-out ‘alfresco’, noting the following:

- This exercise area is available to all members of all categories.
- Before using this area, all members must seek medical advice.
- Children under the age of 8yrs are not permitted to use this area.
- Children 8 to 13yrs can only use this area when accompanied by an adult.
- Suitable exercise and sporting attire only should be worn.
- We ask all members to be respectful of other users.
- Please report any damaged equipment to reception.
- Please respect this is a natural wooded area and use litter bins provided.

There is a full guide of the equipment available and recommended exercise uses available in the members’ section on the Club website and posted on the Club notice board outside the internal gymnasium.

For further advice on how to make the most of this area and facilities please speak to a member of the fitness team.

29. Notice Boards

The Club notice boards are for notices and information pertaining to Club affairs. As a principle, they may not be used for advertising. Notices may not be put on the boards without the authority of the CEO or the appropriate Standing Committee.

30. Use of the Club Diary

The list of members maintained by the Club shall not be disclosed to non-members. The publishing of member contact details is solely for the use of existing members to contact one another for the purpose of arranging
associated club activities. On membership renewal each year members will be invited to agree the publication of their personal contact details.

31. **Bicycles and scooters**
The riding of bicycles and scooters is permitted in the Club grounds only on the tarmac or paved roads. Members and guests leave such unattended at their own risk.

32. **Loss of Members’ Property and Liability**
The Club will not be held liable for injury to persons, or loss, theft of or damage to their property, whilst on Club premises. Any personal member items left unattended must be handed in at Club Reception and will be recorded as lost property, also found at Reception. Lost property will only be stored by the Club for 14 days after which will be disposed of.

33. **Charity Activity**
Guidelines on the Club’s policy on these are available from the CEO. It is important that members considering any such activity at the Club refer to these at the earliest opportunity.

34. **Car Parking**
The Club has extensive lined car parking facilities and ‘overflow’ car parking. We request all members and guests to be considerate of fellow members when parking and ask that you adhere to the following:

- Please ensure you park between the white lines in the spaces provided.
- Please do not park on the grass verges or in any other location than a designated parking bay, unless instructed to do so.
- If your car is too big for a space find another larger or use the overflow car park.

Please do not damage the car next to you when accessing your vehicle.
If you spot one car causing damage to another, please report it to the Club.

Disabled bays are for blue badge holders only unless special dispensation has been issued by the Club.

35. **St George’s Hill Estate**
Members, who are not resident on the Estate, are entitled to use the Estate roads and assigned pedestrian gates for the purpose of gaining access to and from the Club. Members are not permitted to use the Estate as a cut through. Members and guests are not permitted to park on the Estate roads or verges. Those abusing this facility may have the access rights assigned to their card suspended or cancelled. Members are expected to respect the residents of the estate, especially when leaving the Club late in the evening.
Appendix

Current standing committees approved by the Board:

Tennis Committee

The Tennis Committee shall consist of at least seven. These members shall be elected at the Tennis AGM at which all general tennis matters shall be discussed. Each year the Men’s and Ladies’ Captains shall be appointed or renewed, and shall be ex-officio members during their terms of office with voting rights. The Men’s and Ladies’ vice-captains and the Racquets Coordinator, although being invited to attend meetings, will not have voting rights. Membership of the Tennis Committee will be for a period of three years, after which the member is required to resign from the committee. Following retirement, a member will be eligible for re-election after one year except the Chairman who can serve if elected to serve as the Chairman at the end of three years for a further three years.

i Election procedure
Nominations (proposed and seconded) for election to the Tennis Committee should be submitted, in writing, to the CEO at least 30 days prior to the Tennis AGM.

ii The Chairman shall be chosen from, and by the elected members of the Tennis Committee. The Chairman shall be elected for a period of three years subject to serving a maximum of six consecutive years as a member of the committee. The Chairman may be elected prior to or just after an AGM and must come up for re-election after three consecutive years as a member of the committee.

iii The Tennis Committee shall be entitled to such regulations as it may deem appropriate for the organisation of tennis activities, subject to Board approval in advance

Squash Committee

The Squash Committee shall consist of a maximum of nine. These members shall be elected at the Squash AGM at which all general squash matters shall be discussed. Membership of the Squash Committee will be for a period of three years, after which the member is required to resign from the committee. Following retirement, a member will be eligible for re-election after one year.

i Election procedure
Nominations (proposed and seconded) for election to the Squash Committee should be submitted, in writing, to the CEO at least 30 days prior to the Squash AGM.

ii The Chairman shall be chosen from, and by the elected members of the Squash Committee. The Chairman shall be elected for a period of three years subject to serving a maximum of six consecutive years as a member of the committee. The Chairman may be elected prior to or just after an AGM and must come up for re-election after three consecutive years as a member of the committee.

iii The Squash Committee shall be entitled to such regulations as they may deem appropriate for the organisation of squash activities, subject to Board approval in advance.
Junior Committee

The Junior Committee shall consist of a maximum of nine. These members shall be elected at the Junior Committee AGM at which all general junior matters shall be discussed. Membership of the Junior Committee will be for a period of three years, after which the member is required to resign from the committee. Following retirement, a member will be eligible for re-election after one year.

i. Election procedure
Nominations (proposed and seconded) for election to the Junior Committee should be submitted, in writing, to the CEO at least 30 days prior to the Junior Committee AGM.

ii. The Chairman shall be chosen from, and by the elected members of the Junior Committee. The Chairman shall be elected for a period of three years subject to serving a maximum of six consecutive years as a member of the committee. The Chairman may be elected prior to or just after an AGM and must come up for re-election after three consecutive years as a member of the committee.

iii. The Junior Committee shall be entitled to such regulations as they may deem appropriate for the organisation of junior activities, subject to Board approval in advance.