

# Warkworth Rackets Club Handbook

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[www.warkworthrackets.co.nz](http://www.warkworthrackets.co.nz)



WARKWORTH  
RACKETS

# WELCOME TO THE CLUB

Whether you're a seasoned player or brand new to the sport, this handbook is designed to serve as your comprehensive guide to all things within our club.

We've compiled essential information to enhance your experience on and off the court and foster a vibrant community. Within these pages, you'll find everything from club code of conduct rules and regulations to tips for improving your skills and making the most of your membership. Whether you're here for friendly matches, competitive leagues, or simply to enjoy the camaraderie of fellow enthusiasts, we're thrilled to have you join us on the court.

We hope you make the most of your membership and enjoy your time using the facilities.

## COMMITTEE MEMBERS

**President:** Steve Wilson

**Vice President:** Jodie Hanna

[president@warkworthrackets.co.nz](mailto:president@warkworthrackets.co.nz)

**Privacy Officer:** Steve Wilson

[privacy@warkworthrackets.co.nz](mailto:privacy@warkworthrackets.co.nz)

Warkworth Rackets is equipped with CCTV

**Secretary:** Elise Louarduzzi

[secretary@warkworthrackets.co.nz](mailto:secretary@warkworthrackets.co.nz)

**Treasurer:** Angus Wilderspin

[treasurer@warkworthrackets.co.nz](mailto:treasurer@warkworthrackets.co.nz)

**Membership Officer:** Philippa Potaka

[memberships@warkworthrackets.co.nz](mailto:memberships@warkworthrackets.co.nz)

**Health & Safety Officer:** Elise Louarduzzi

[safety@warkworthrackets.co.nz](mailto:safety@warkworthrackets.co.nz)

**Building Manager** Siobhan Jordan

**Bar Manager:** Joan Jones

**Tennis Club Captain:** Jodie Hanna

[tennis@warkworthrackets.co.nz](mailto:tennis@warkworthrackets.co.nz)

**Squash Club Captain:** Ben Moore

[squash@warkworthrackets.co.nz](mailto:squash@warkworthrackets.co.nz)

**Tennis Sub Committee Rep**

Nicola Jones

**Squash Sub Committee Rep**

Rob Shaw

# GENERAL INFORMATION

## What's On:

You can find a calendar of events on our website as well as on the pin board at the front entrance. Posters advertising upcoming events are also posted on the pin board at the front door and throughout the building.

There are numerous coaching options, competitions and social events at the club so make sure to contact the sport club captain to find out more and be added to the relevant mailing lists and whatsapp groups.

We will also email you newsletters and updates so please ensure your email is correct so as not to miss important and exciting events.

Make sure you join our Facebook Page too – Click [here](#) to join!

## Access:

Once you have completed the membership process, you will be emailed a passcode which will unlock the front door. Please do not give out your personal access code to non-members.

***NOTE: For any door access issues please contact Philippa Potaka on 027 912 0710***

**DO NOT** share this code with anyone.

**DO NOT** leave the front door open and hooked back unless you are monitoring. This is for the safety of all users.

Please make sure you close windows, close/lock doors and turn off all lights upon leaving the club.

## Membership:



ClubSpark is our membership, court booking and communication system.

To complete the membership process and 'ACTIVATE' your membership, it is essential to join ClubSpark at [www.clubspark.kiwi](http://www.clubspark.kiwi). By joining ClubSpark, you ensure that you receive the following benefits:

- Membership renewal notifications.
- Ability to book courts conveniently.
- Email communication on important updates and events.

Please ensure your membership details are kept up to date on ClubSpark with your current mobile number, email and address. Don't miss out on staying connected with Warkworth Rackets!

### Renewals:

You will have the convenience of renewing and paying for your membership seamlessly through ClubSpark. Prior to your renewal date, reminder emails will be sent to ensure a smooth process.

Please note that failure to submit membership payments before the renewal date will result in your account being placed on hold, and access to the club will be disabled.

For any inquiries regarding membership, please contact us at [membership@warkworthrackets.co.nz](mailto:membership@warkworthrackets.co.nz).

We appreciate your cooperation and look forward to your continued membership with us.

### Court Bookings:

To book a court you simply need to go to our website and click '**Book**' and you will be taken to your ClubSpark login page, which you will have set up when you completed the membership process.

You are welcome to play with both members and non-members at our club. Non-members playing with you have the option to pay online.

If you're playing alone, please select 'Solo Training' in the drop-down option when booking. However, we discourage solo training in squash during peak hours from Monday to Thursday, specifically from 5-7pm, as this time is typically busy with competitive play.

### Junior Members:

Junior members are provided with their own passcode to unlock the front door.

However, to make court reservations on their own, they need to join ClubSpark using their own unique email address.

Junior members are also welcome to play with both members and non-members. Non-members playing with you have the option to pay online.

Please ensure your children do not give their passcode to their friends.

Children under the age of 18 are not permitted at the club unsupervised. Parents are required to accept full responsibility for their children's duty of care while attending Warkworth Rackets.

### Tennis Courts:

It's important to adhere to standard tennis guidelines for footwear and clothing.

***NOTE: Tennis shoes are not allowed on the squash courts.***

Ensure you warm up and stretch afterwards. In the summer ensure you have adequate sun protection.

Please bring in the magnetic scoring discs after use. When using the courts at night ensure you turn off court floodlights.

### Squash Courts:

It's important to adhere to standard squash guidelines for footwear and clothing.

***NOTE: Squash shoes are specifically designed for the demands of squash courts and wearing them outside or on tennis courts can damage both the shoes and the courts.***

Ensure you warm up and stretch afterwards. It is advised to wear eyewear protection while on the court.

Please sweep the court before use and turn off the lights after use.

### Bar

The bar is available for enjoyment during tennis and squash interhouse evenings, social nights, and other events. We offer a range of alcoholic and non-alcoholic beverages, as well as snacks to complement your experience at the club.

Whether you're celebrating a victory or simply unwinding with fellow members, our bar provides a welcoming atmosphere to relax and socialise.

We kindly request all members to familiarize themselves with and adhere to our **'Host Responsibility Policy'**, which can be accessed online or in hard copy at the club.

Additionally, please ensure that any non-member guests sign the visitors book located on the bar and are informed about our **'Code of Conduct'** and club policies, which can be accessed online or in hard copy at the club. Remember, as a member, you are responsible for your visitors while they are on the premises.

### Changing Rooms/Bathrooms:

Maintaining cleanliness and consideration for others is essential in shared areas such as the changing rooms and bathrooms. Please tidy up after yourself by replacing empty toilet paper rolls and hand towels, and disposing of waste properly in the provided bins. This ensures a pleasant experience for everyone who uses the facilities after you.

Hot showers are provided so you can freshen up after matches. This amenity not only adds an extra level of convenience but also enhances the overall experience of being a member of our club, allowing you to leave feeling revitalized and ready for what comes next!

### Kitchen:

You are welcome to use the kitchen facilities, which include a fridge, oven, air fryer and microwave, for your convenience. We kindly ask that you maintain cleanliness and tidiness in the area, including promptly cleaning any spills in the oven.

Prior to leaving, please ensure dishes are rinsed before loading them into the dishwasher and remember to start the dishwasher before departing.

Additionally, after tennis and squash interclub matches and tournaments, please empty the bins. Dispose of black rubbish bags in the green council rubbish bin located by the back door of the bar (up the ramp).

Your cooperation helps keep our kitchen functional and enjoyable for all members.

# HEALTH AND SAFETY

At Warkworth Rackets, your health and safety are paramount to us. We continuously monitor and review our policies and procedures to guarantee a safe and enjoyable experience for all members at the club.

You can access our policies online or obtain a hard copy from the office. If you have any suggestions or concerns regarding health and safety matters, please don't hesitate to reach out to our Health and Safety Officer.

In case of emergencies, remember to dial 111 immediately. Our club is conveniently situated at Shoesmith Domain, on Shoesmith Road just off Highway 1.

## Guests:

We warmly welcome you to invite friends and family to join you at the club. Please ensure any non-members sign the '**Visitors Book**' located on the bar and familiarise them with our '**Code of Conduct**' and club policies, which can be accessed online or in hard copy at the club.

Remember, as a member, you are responsible for the behaviour and adherence to club rules of your guests during their visit. Thank you for your cooperation in maintaining a welcoming and inclusive environment for all.

## First Aid:

We prioritise the safety and well-being of our members. In the kitchen, you'll find two first aid kits: one designated for minor scrapes and cuts, and the other for more serious injuries. Additionally, there are cold packs stored in the freezer for immediate use.

To maintain our first aid supplies, kindly mark off any items used on the fridge whiteboard so we can promptly replenish and ensure we have a fully equipped first aid kit on hand at all times.

In the event of an accident please complete an incident report form as detailed in the '**Reporting Incidents**' section below.

## Defibrillator:

A defibrillator is securely stored in a locked cabinet outside the main entrance. You can find the password on the pin board located in the front entrance for easy reference.

In case of emergencies requiring the use of the defibrillator, please dial 111 immediately and follow the instructions provided by the responders.

Your swift action can make a significant difference in ensuring the safety and well-being of all members and visitors.

Click [here](#) for a video demonstrating how to use an automated external defibrillator (AED) in the context of cardiopulmonary resuscitation (CPR). This video can also be found on our website under **Play** tab - **Club Resources**.

## Reporting Incidences:

It is essential to promptly document any incidents as mandated under the Health and Safety Act 2015, for the safety of all members.

You will find incident report forms upstairs on the drawer/cupboard unit located in the table tennis area. You can also access incident report forms on our website. Once completed please take one of the following actions:

- Deposit the completed form in the lockbox positioned outside the office upstairs.
- Email the completed form to the Health and Safety Officer at [safety@warkworthrackets.co.nz](mailto:safety@warkworthrackets.co.nz).

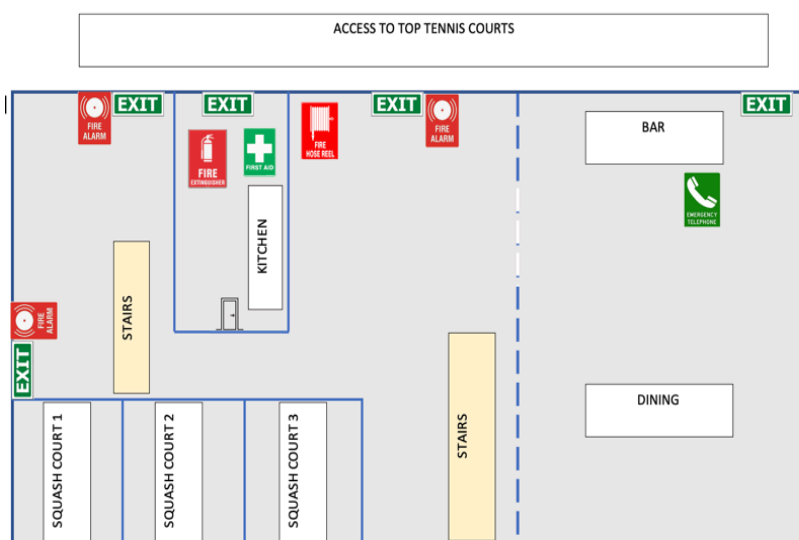
Your cooperation ensures we can address any health concerns and uphold a safe environment for everyone.

## Evacuation:

In the event of a building evacuation, please proceed calmly to the designated assembly point, which is the carpark. Your safety is our priority, so we ask that you follow evacuation procedures promptly and without panic. Once assembled at the carpark, please await further instructions from staff or emergency responders.

## Fire:

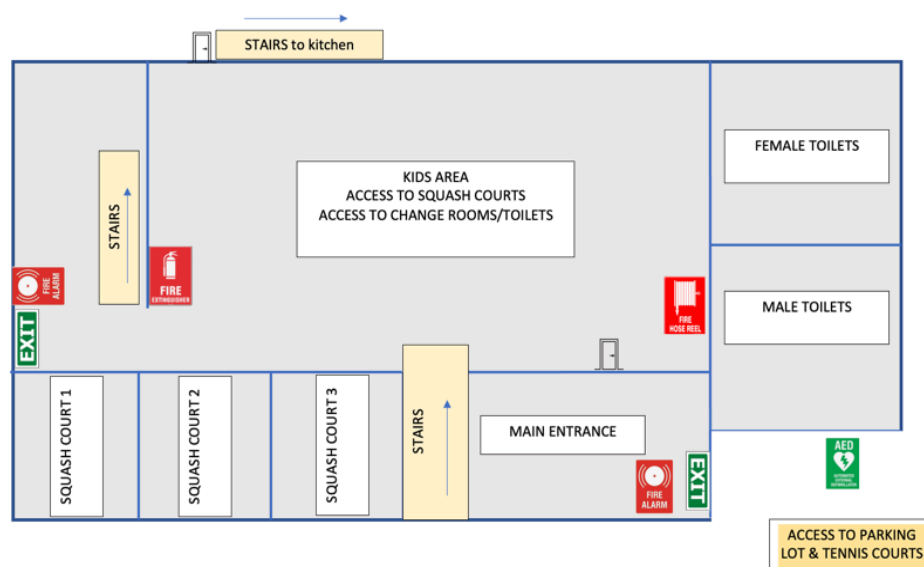
In case of fire, please sound the alarm and call 111. Calmly leave the building and meet at the designated assembly point, which is the carpark. Once assembled at the carpark, please await further instructions from staff or emergency responders.



## TOP FLOOR

**ASSEMBLY POINT**  
Carpark

WARKWORTH TENNIS AND SQUASH CLUB MAP 2022-2023



## BOTTOM FLOOR

**ASSEMBLY POINT**

**Carpark**

WARKWORTH TENNIS AND SQUASH CLUB MAP 2022-2023

### Identifying Hazards/Property Issues:

Your vigilance is appreciated in maintaining a safe environment for all. Should you notice any hazards or property issues, we encourage you to promptly contact our property managers.

Your proactive communication helps us address concerns swiftly, ensuring the continued safety and well-being of our members and visitors.

### Complaints:

The club has a comprehensive complaints policy in place for addressing any concerns you may have.

If you wish to file a complaint, you will find complaint forms upstairs on the drawer/cupboard unit located in the table tennis area. You can also access complaint forms on our website. Once completed please take one of the following actions:

- Deposit the completed form in the lockbox positioned outside the office upstairs.
- Email the completed form to the Privacy Officer at [privacy@warkworthrackets.co.nz](mailto:privacy@warkworthrackets.co.nz).

Your feedback is important to us, and we are committed to addressing any issues in a timely and effective manner. Thank you for helping us maintain a positive and supportive environment for all members.



# PROPERTY DAMAGE PROCESS

Warkworth Rackets is committed to providing a safe, clean, and welcoming environment for all members and guests. To ensure this, we have implemented a Property Damage Process, which outlines expectations for the respectful use of club facilities and the steps the club will take if damage occurs, whether due to child or adult behaviour.

## 1. Supervision and Responsibility for All Members

- **General Member Responsibility:** All members are expected to treat the club's facilities with respect. This includes using equipment as intended and avoiding any behaviour that may lead to accidental or intentional damage.
- **Parents and Guardians:** In addition to members' general responsibilities, parents must ensure children under the age of 18 are supervised while at the club.

## 2. Expected Conduct and Appropriate Facility Use

- **Care for Equipment and Furnishings:** All members should use club equipment, furniture, and facilities as intended to avoid damage.
- **Prohibited Areas and Activities:** Members and children should avoid misusing areas including:
  - **Kitchen:** Refrain from removing items and leaving messes.
  - **Bathrooms:** Do not enter the opposite-gender bathrooms.
  - **Lounge:** This is not a playground; stacking chairs, playing on tables, or other unsafe actions are strictly prohibited.

## 3. Preventive Measures for Maintaining Club Facilities

- **Self-Check and Tidy-Up:** All members are expected to leave areas as they found them. This includes:
  - Returning moved furniture to its original place
  - Putting away sports equipment, games and toys after use
  - Cleaning up food wrappers and wiping down tables if needed
- **CCTV Monitoring:** CCTV is installed throughout the club to promote safety and responsible use of the property.

#### 4. Incident Reporting and Damage Assessment

- **Report Damage Immediately:** If you or children in your care accidentally or intentionally cause damage to any club facility or equipment, please report it immediately to Siobhan Jordan (Building Manager) or any available club committee member. Prompt reporting allows us to address issues quickly and maintain a safe environment for all members.
- **Damage Documentation:** Any damage caused by member actions, whether due to unsupervised or inappropriate behaviour, will be documented, including incident details and, if available, CCTV footage.
- **Notification Process:** Should preventable damage occur, the club will contact the responsible member, or in the case of minors, their parent or guardian, regarding the incident.

#### 5. Repair and Replacement Costs

- **Responsibility for Costs:** Members may be held financially responsible for repairs or replacements if damage is determined to have resulted from preventable behaviour or misuse of facilities.
- **Allocation of Club Resources:** We kindly remind all members that funds allocated to repair preventable damage could otherwise support club programs, facilities, and improvements that benefit the entire community.

#### 6. Ongoing Community Cooperation

- **Volunteer Maintenance and Cleanliness:** The club is maintained by volunteers who commit time and effort to ensure a clean and pleasant environment. We ask all members to do their part by keeping the facilities tidy and taking care to prevent damage.
- **Fostering a Positive Environment:** By cooperating and respecting club facilities, we can maintain a safe and welcoming space for everyone.

# CODE OF CONDUCT

Warkworth Rackets is fully committed to safeguarding and promoting the well-being of all its members, ensuring a positive, enjoyable experience for all.

The club believes that it is important that all members, coaches, volunteers, parents, and sponsors associated with the club, should always show respect and understanding for the safety and wellbeing of others.

Members are encouraged to be open and to share concerns or complaints that they may have about any aspect of the club with the President, Health and Safety Officer or any member of the committee you feel comfortable doing so.

As a member of the Warkworth Rackets you are expected to abide by the following code of conduct:

- All members must respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background, religious beliefs and sexual identity.
- Promote responsible health, safety and well-being of all members.
- Be fair, considerate and honest in all dealings with others.
- Be a positive role model and ensure behaviour is positive and supportive.
- Be professional in, and accept responsibility for, your actions.
- Be aware of, and operate within all standards, rules, regulations and policies of the club.
- Never act in any way (including providing comments to any media or website) that may bring disrepute or disgrace to the Warkworth Rackets, members, its stakeholders and / or its sponsors, potential sponsors and / or partners.
- Refrain from any form of abuse, harassment, discrimination or victimisation towards others.
- Refrain from using any obscene language or gestures.
- Reject corruption, drugs, and other dangers (including sports betting and gambling) to our sport.
- Coaches will follow New Zealand Tennis & Squash Code of Ethics in their entirety.

## **Officials Will:**

- Conduct themselves in a way that is ethically and morally beyond reproach.
- Officiate all matches in a fair, objective, and consistent manner that ensures spectator enjoyment and player safety.
- Condemn unsporting behaviour and promote respect for all players.
- Know the rules of the game and their interpretations thoroughly.
- Keep up to date with the latest trends in officiating.
- Support fellow officials and grant players and coaches' dignity and self-respect.

**Parents / Guardians Will:**

- Encourage children to participate for their enjoyment and not force them.
- Support children to always play according to the rules and to settle disagreements without resorting to hostility or violence.
- Remember that children learn best by example and focus on their efforts and performance rather than winning or losing.
- Never ridicule or yell at a child for making a mistake or losing a competition.
- Respect officials' decisions and teach children to do likewise.
- Support all efforts to remove verbal and physical abuse from sporting activities.
- Show appreciation for all coaches, officials and administrators.

**Players Will:**

- Always play by the rules and play to win but play fair.
- Respect the decisions of all officials and cooperate with fellow players, coaches and administrators.
- Display modesty in victory and accept defeat with dignity.
- Thank the opposition and officials at the end of the match.
- Comply with all training, competition, and behaviour requirements.

***Any breach of this Code of Conduct, or persistent violations of any aspect of the Code of Conduct, will be dealt with under the Disciplinary Procedure and Appeals Policy.***