

The Royal Melbourne Tennis Club Members' Handbook



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Members' Handbook

Adopted by the RMTTC Committee April 2020 (Updated June 2023)

This handbook for RMTTC members provides general information on the operations, conventions, rules and regulations of the Club. This information may be updated on an as needed basis. All members should ensure that they are familiar with these rules and regulations and any subsequent updates.

In association with the Constitution, the rules and regulations outline the functions under which the Club operates, serve to protect the interests of members and help the Club to run smoothly for the benefit of all members.

The Royal Melbourne Tennis Club

A Brief History of the Club

In 1882 Lord Normanby, the Governor of Victoria, opened the Melbourne Tennis Club in Exhibition Street in Melbourne's CBD. This building originally consisted of a court and club rooms, but later included squash courts (said to have been Australia's first) and an indoor swimming pool.

The Club's status was enhanced in 1897 when Queen Victoria granted a Royal Charter to the Club enabling it to be known by its present title: The Royal Melbourne Tennis Club.

As the city of Melbourne expanded, the costs of owning expensive city real estate and of maintaining the Exhibition Street building had risen beyond the Club's means. In the early 1970s, with much regret but considerable courage, the Committee sold the site and established the present Club premises in Richmond. The new clubhouse was officially opened in 1975 by Lord Aberdare, President of the UK Tennis & Rackets Association.

The Club's facilities now include two tennis courts, a squash court, bar, kitchen and dining areas, library/ meeting room, swimming pool and gymnasium.

Management of the Club

The Club is managed by the Committee elected by members at the Annual General

Meeting. The Committee meets monthly (except for January) and works in an honorary capacity and the President, Vice President, Honorary Secretary, and Honorary Treasurer are elected by the Committee.

Each Committee member normally belongs to one or more Subcommittees that have specific portfolios aligned with running the Club. All members are invited and encouraged to contribute to the Club by serving on a Subcommittee.

The standing Subcommittees are Tennis & Squash; Membership; Social; Investment; Building & Grounds. The Committee may set up other Subcommittees from time to time.

A Code of Conduct for the Committee and Subcommittees is in place and reviewed as required by the Committee.

The Staff of the Club

The day-to-day running of RMTTC is in the hands of the Head Professional who leads a team of Professionals and is assisted by additional Club staff. The Professionals are normally on duty from 8am until 8pm on Monday to Thursday, 8am to 6pm on Friday, and from 9am until 5pm on week-ends and most public holidays. The Professionals' Shop (the Pro Shop) is located just inside the front door of the Club.

The Administration Office is generally open 10am to 4pm Monday to Thursday. The Club is not staffed on Good Friday, Christmas Day and New Year's Day.

Privacy Policy

The Royal Melbourne Tennis Club is committed to protecting the privacy of members' personal information. We have in place a Privacy Policy which explains how the Club manages the personal information that we collect, use and disclose. A copy of the Club's Privacy Policy is available on our website (rmtc.com.au) or from the office.

Constitution and Membership

Legal Format

The RMTC is a company limited by guarantee.

Objects of the Club

The objects of the Club are:

- a) to establish, maintain and conduct a Tennis Club for use by the members of the Club and their guests and generally to afford to them all the usual privileges, advantages, conveniences and benefits of a club;
- b) to promote the games of tennis, squash and other athletic games and sports and to encourage social interaction between the members of the Club and their participation in activities promoted by the Club; and
- c) to do all such other lawful things that are incidental or conducive to the attainment of any of the objects of the Club.

A copy of the Club's Constitution may be inspected at the Club or found on the RMTC website (rmtc.com.au).

General Meetings

An Annual General Meeting is held at the Club, normally in May each year. Notice of an AGM is provided to members by the Honorary Secretary at least 21 days before the meeting date.

At each AGM the members of the Club:

- a) receive the annual report of the Committee concerning the performance of the Club
- b) receive the report of the Auditors concerning the balance sheet and profit & loss accounts
- c) elect Committee Members
- d) transact any special business.

Only members who have paid an Entrance Fee may vote at any general meeting of the Club.

The Committee may also convene an extraordinary general meeting of the Club if required or otherwise deemed necessary.

Election of Members

A candidate for membership is nominated by a proposer, seconder and referee(s), which is then

circulated to members and subject to election by the Committee.

Nominations for membership are considered regardless of factors including age, gender, sexuality, culture, religion or ethnicity. The strength and longevity of our game and the Club rests with members ensuring that nominations are for persons of a character suitable for membership of RMTC.

As such, the responsibilities of a member in proposing a new member extend beyond arranging a candidate's nomination form. These include introducing them to other members, to the customs and protocols of the Club and making sure they feel welcome in the Club.

The complete requirements for nomination and the procedures to be followed are detailed on the Nomination for Membership forms available from the office at the Club and any questions may be directed to the Chair of the Membership Subcommittee.

Resignations

A member wishing to resign must submit a resignation in writing to the Honorary Secretary. A resignation can only be accepted from a financial member. Accordingly, subscriptions are payable by a signing member unless their resignation is received by the Honorary Secretary prior to the commencement of the relevant subscription period, i.e. the first day of January or the first day of July in the case of a split subscription.

Fees and Subscriptions

Entrance Fees and Annual Subscriptions (both of which depend on membership category) are fixed annually by the Committee, and posted on the RMTC notice board.

The Entrance Fee for Junior Members becoming Ordinary Members and for persons between 21 and 30 years of age is able to be paid over a number of years (as determined by the Committee).

Membership Categories

The RMTC has a number of different membership categories. The Committee maintains a continuous review of membership levels and from time to time may establish a waiting-list for candidates.

The full list of categories and applicable qualifications are provided in the Club's Constitution.

Ordinary	Over 21 years of age
Junior	Over 12 and not over 21 years of age
Associate	Partner of an Ordinary Member
Country	Over 21 years of age and not resident within 100 kilometres of the Melbourne GPO
Interstate	Over 21 years of age, resident of Australia but not Victoria
Overseas	18 years of age or over and resident outside Australia
Absentee	A member who is going overseas for at least 12 months
Honorary	Life A member may be elected to this category in recognition of outstanding service to the Club
Life	From time to time members may be offered the opportunity of becoming Life Members (and thus paying no further subscriptions) by payment of a lump sum
Non-playing	Available to non-playing members and Associates (not available to new nominations)
Temporary	For short term visitors or prospective members

General Rules and Regulations

Club Hours and Member Key Card

The Club is staffed mostly during the hours of 8am until 8pm on Monday to Thursday, 8am to 6pm on Friday, and from 9am until 5pm on week-ends and most public holidays. Members are welcome to use the courts at any time between 6am until 11:30pm. It is requested that members consider our neighbours when leaving the clubhouse.

Each member is provided with a key card, at a nominal cost, which opens the access gates on the north and south sides of the building and the clubhouse door.

Should a member arrive without their key, access is available via an intercom at each of

the gates. The intercom links to the white phones at the bar and Pro Shop. One of the staff (or a member) will answer the phone and, after establishing the identity of the person at the gate, grant access by pressing the 'key' button on the phone.

Parking and Club Car Park

The Club's parking facilities are limited and the car park, located at the south of the building, is only for the use of members and guests while they are using the Club.

The car park is not available to members for any other purpose, for example attending sporting events or visiting the city.

The Club car park is at all times a restricted permit parking area and all vehicles using the car park must display a valid Club parking permit. The Club issues permits to members generally every two years. Visitors' permits are available from the Pro Shop or the office.

The Club will not intervene if a member/visitor has not displayed a current Club parking permit and has incurred a parking penalty for parking in the Club car park.

When using the car park, members are requested to be considerate of our neighbours at all times. Please enter and leave the Club quietly in the early morning and after dark.

If the car park is full, members parking in the streets near the Club should abide by the on-street parking restrictions. There is no dispensation from parking infringements for RMTTC members parking on-street near the Club premises.

Bike racks are located in the top garden.

Dress Standards

Members should always be respectably dressed when in the Club and, if attending a function, be appropriately attired. Members are responsible for ensuring any guests they introduce are also appropriately attired.

See section on Dress on Court standards.

Swimwear shall not be worn in the clubhouse, except when in transit from a changing room to the swimming pool.

The Club retains the right to refuse admission to any person deemed to be unacceptably dressed.

Guests and Visitors

The Club welcomes visitors and members are encouraged to bring guests to the Club.

The following apply to guests and visitors:

- a) Members may bring guests and visitors to the Club at any time. Every visitors' details must be entered in the Visitors Book located just inside the front door to the clubhouse.
- b) The partner and immediate family of a member have unlimited visiting rights, if accompanied by the member, but must still sign the Visitors Book on each attendance.
- c) No visitor (other than in the case of b) above) may be introduced to the Club more than six times in a twelve-month period. This is the total number of visits irrespective of whether or not different members have made the introduction.
- d) Every member who introduces a visitor to the Club is responsible for the visitor's conduct at all times and visitors may not remain on the premises if their host leaves.
- e) Visitors should not normally be introduced to play tennis during peak hours.

Injury

Members must notify the RMTTC Committee immediately of any injuries or bodily harm sustained by them or their guests on the Club premises. An Injury Book is also located at the Pro Shop for recording any injuries.

Smoking

Smoking, including vaping and the use of e-cigarettes, is not permitted in indoor areas of the Club's premises. Any member smoking in an outdoor area of the Club's property must ensure that butts are properly extinguished and disposed of appropriately.

Animals

Members' pets may be brought into the garden area provided they remain under the member's control at all times, and are not permitted inside the clubhouse.

Bar, Kitchen and Functions

The Bar

The bar operates on the honour system whereby members must sign chits for all

purchases. Members must make sure their name is clearly legible, and that the chit is signed.

Guests and those under the age of 18 years are not allowed into the bar area.

As a courtesy to others, members should leave the bar area and clubroom clean and tidy. Please ensure that all empty containers are placed in the appropriate bin under the bar and all used glasses rinsed and placed in a dishwasher rack ready for washing.

The Club generally does not allow members or their guests to BYO. The only alcoholic beverages which may be consumed on Club premises are those purchased through the bar. In special circumstances the Club may permit BYO, but approval must be obtained in advance from the Committee. Members may take wine or other beverages they have purchased at the bar away from the Club.

The supply of alcohol within the Club premises is regulated by the relevant liquor laws and regulations which must be followed.

In particular, members who use the Club's facilities should ensure that:

- anyone engaged in serving alcohol is sober
- alcohol is not served to any person aged under 18 years
- alcohol is not served to any individual who is in a state of intoxication
- non-alcoholic drink alternatives are available
- their guests have been properly signed in and do not consume alcohol on the Club premises unless such guests are in the presence of a member.

The Kitchen

Lunch is served at the Club on Thursdays and Fridays. Members are encouraged to join the 'Club Table' or invite guests dine at the Club. Reservations should be made at the Pro Shop.

The kitchen operates on an honour system similar to the bar. Members are welcome to cook for themselves using food obtained from the Club or food brought by the member.

A chit must be signed for all food obtained from the Club, including plunger coffee and

biscuits. However, tea and non-plunger coffee are available without charge.

The Club operates under the Food Health Safety Act so if you are unsure of the use of equipment or procedures please read the instructions located in the kitchen area or ask the Pro Shop.

The kitchen area must be left clean and tidy after use.

Private Functions

Members may use the Club's facilities for approved private or business functions. A hire fee and other charges may be levied.

A private function application form is available from the Club. This must be completed and submitted for approval by the Committee well in advance of the proposed function.

Functions may be denied at the Committee's discretion if considered unsuitable for holding within the Club premises, e.g. on account of potential for disturbance to the Club and the neighbourhood.

The member or members who host the function are held responsible for the actions of their guests, and may be required to sign a Deed of Indemnity prior to hiring the Club's facilities.

Tennis

Court Etiquette

Players should endeavour to enter and leave the court at the allotted times so as not to impinge on the next players' booking.

The protocol when changing ends is as follows: the player from the receiving end who will be serving, passes the net first (followed by their partner if playing doubles). The player/s going to the receiving end then pass.

At each net change, players should pick up balls and hand them to those about to serve. The courts should always be left clean and tidy at the end of play. As a courtesy to those playing next, all balls should be returned to the basket at the net or placed in the reservoir in the dedans ledge, and any glasses, towels, clothing, rubbish and personal effects must be removed from the court area and net-line cupboard.

Players collecting their rackets should only move along the side galleries when those on court are changing ends or otherwise give permission. Movement down the side gallery or in the dedans can distract players on court.

Spectators in the galleries should not talk while play is in progress.

Dress on Court (Tennis and Squash)

All clothes and caps worn on court must be predominantly white and without imprinted designs or advertising that is overt or offensive.

Footwear with non-marking soles must always be worn on all courts. If tennis shoes have been worn elsewhere, members should ensure that there is no grit caught in the soles which could damage the court surface.

If in doubt as to the suitability of footwear, check with one of the Professionals. Note: suitable footwear and on-court clothing is available for purchase from the Pro Shop.

The Club encourages the use of eye protection when playing tennis. Appropriate safety glasses are available for the use of members and visitors at the Pro Shop.

Conduct on Court

During all forms of play including tournaments, members agree:

- a) to respect the game of Real Tennis;
- b) to maintain the highest standards of behaviour and etiquette on and off the court; and
- c) to display the highest degree of sportsmanship and to avoid acts that are unsporting or may diminish respect for the game.

Member Etiquette

The Club strives to create and maintain a friendly environment through the efforts of members and staff. Members, by their conduct, play a large part in making the Club a friendly place for all to enjoy.

Members are encouraged to participate in Club activities, and when in the clubhouse to "play their part" in relation to activities around the Club, including: marking games and helping with supper for pennant competitions, sharing the workload of Club functions such as

tournaments, answering the door buzzer, signing up or signing chits for drinks, meals and Club social functions and tournaments.

The use of mobile phones is not permitted in the Clubroom or dedan. Please use outside.

Above all, members are expected to maintain appropriate behaviour towards other members and staff.

The Club receives great support through the time and effort of volunteers, including those who serve on the Committee and our various subcommittees, and those who help organise tournaments and social functions – members are encouraged to make their contribution in their own time and in their own way.

Booking System

Courts at the Club can be booked online using the Real Tennis Online (RTO) booking system or by contacting the Pro Shop. Members are provided with an RTO number and password in order to book online.

Handicaps

One of the distinctive features of Real Tennis is the handicap system which is used globally.

The handicap system enables players of different standards to competitively play each other. All players are encouraged to record match results in the RTO system so that handicaps fairly reflect relative skill levels.

Other Sporting Activities

Squash

The squash court is available for use by all playing members and visitors. Bookings are made through the Pro Shop. The code of conduct and dress code for tennis also apply to squash.

Squash players should be dressed predominantly in white and shoes must have non-marking soles.

Swimming Pool

The swimming pool is available for use by members and visitors between the hours of 7am and 10pm. For reasons of safety, diving is not permitted and no running is allowed in the pool area. It is forbidden to prop open any gate or door providing access to a swimming pool.

Children under the age of 14 years must be supervised by an adult within the pool area itself.

Gymnasium

The gymnasium is available for use by all members. Members using the gymnasium must carry a towel with them at all times and suitable footwear and sporting attire must be worn. Children under the age of 14 years are not permitted in the gymnasium.

Members using the gymnasium must inform themselves about the proper operation of the equipment (manuals and guides are available) and have an awareness of their own limitations when using the equipment. A session with a personal trainer may assist in this regard.

Personal Trainers

Members who wish to employ the services of personal trainers (or other sporting professionals) at the Club must ensure:

- a) trainers and the services they are providing are approved by the Club;
- b) a Deed of Indemnity is signed by the member and the trainer prior to any sessions.

Accounts

Address Details

All correspondence will be mailed or emailed to the address most recently supplied to the Club by each member. Members should ensure that the Club is notified of any change of address, email address or telephone number.

Failure to advise the Club may result in fines being levied when a member's account remains in debit as a result of incorrectly addressed accounts.

Members' Accounts

All members are allocated a Club Account Number which must be used when filling in bar and meal chits. Each member has an account to which all charges for court use, tournament entrance fees, Pro Shop purchases, meals, social events and other costs are debited.

Members must ensure that their name is printed legibly on bar and meal chits, and that they include their guests' charges. The Club

does not operate a cash payment facility. It is possible for all charges incurred by a number of family members to be debited to one member's account. Please contact the office if this facility is required.

A notice of the Annual Subscription is sent to members during December and is due and payable on 1st January each year. Payment of Ordinary Member subscriptions by two instalments (by 1st January and 1st July) is allowed, provided that payment of the January instalment is made on time.

Members' accounts should always be maintained in credit.

Members who might have a temporary financial problem should confidentially advise the Club office of their circumstances so that the Committee may determine a suitable course of action.

Overdue Accounts

Members who receive a monthly account which shows a debit balance (i.e. not in credit) should promptly remit an amount sufficient to cover the debit plus an additional sum to cover future charges. Maintaining accounts in credit allows court fees and other costs to be kept to a minimum for the benefit of all members.

Failure to put an account in credit by the end of the month means that a fine is automatically imposed and added to the amount owed. The current fine is 10% of the outstanding amount due.

Those members who allow their account to remain overdue for sixty days or more may be denied use of the Club's facilities until their account is returned to credit.

Any member whose account remains in arrears faces expulsion from the Club.

General Conduct

Members are bound by the RMTTC Constitution, Rules and Guidelines in this Members' Handbook, the Members' and Staff Protection Policy and the Child Safety and Wellbeing Code of Conduct. These policies may be inspected at the Club or found on the RMTTC website (rmtc.com.au).

Complaints

Complaints about Club staff or employees should only be made to a Committee member or directed in writing to the Committee. Complaints about a member may be directed to a member of the Professional staff (if immediate action is required) or may be directed to a member of the Committee.

Grievance Procedure

Members are encouraged to communicate to the Committee any concerns they have regarding the operation of the Club, or any matters concerning fellow members, employees or other Club staff.

Members who are of the opinion that the behaviour of a member or RMTTC employee is unbecoming or contrary to Club rules or etiquette should report such behaviour to the Committee. They should not seek to reprimand or discipline the employee or other member. It is the role of the Committee to address the situation in the most appropriate fashion, given the nature of the complaint.

Child Protection

RMTTC is committed to the safety and well-being of all children and young people who participate in events/activities or access its services. The Club is a child safe organisation and upholds its obligations relating to the Victorian Child Safe Standards.

The Club's Child Safety and Wellbeing Code of Conduct provides information about the Child Safe Standards to members and information setting out its commitment to child safety.

The Club endeavours to provide an appropriate level of supervision when Club professionals are in attendance, but the conduct and supervision of children under the age of 18 is the responsibility of parents or guardians.

Harassment and Bullying

Harassment and bullying are forms of discrimination. They are any behaviour that is unwanted or unwelcome and that makes a person feel offended, humiliated and/or intimidated or creates a hostile, intimidatory or offensive environment.

The Club is committed to providing members, their guests and employees with a safe environment, free from bullying or harassment, including sexual harassment. Harassment or

bullying are unacceptable and will not be tolerated under any circumstances.

It is recognised that sexual harassment occurs if one person makes an unwelcome sexual advance or unwelcome request for sexual favours or engages in other unwelcome conduct of a sexual nature in relation to the person harassed and in the situation a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Sexual harassment can take a variety of forms, including:

- physical contact such as kissing or fondling
- requests for sexual favours
- intrusive questions of a sexual nature
- sexual intercourse under threat of detriment or
- sexual jokes and innuendo
- requests that a person wear sexually provocative clothing.

Members should be aware that any member or visitor found to be sexually harassing a fellow member, a guest of a member or an employee may be liable under the Equal Opportunity Act, in addition to facing disciplinary action as a member.

No member will be disadvantaged as a result of raising genuine concerns or complaints relating to harassment or bullying. Any complaint will be handled quickly, treated seriously and sympathetically. It will be investigated impartially and confidentially.

[Disciplinary Action](#)

Other Royal Melbourne Tennis Club - Rules and Policies

[Available from Club Office and RMTTC website](#)

[Constitution](#)

[Members' and Staff Protection Policy](#)

[Child Safety and Wellbeing Code of Conduct](#)

[Privacy Policy](#)

[Committee Code of Conduct](#)

Any member found:

failing to adhere to the rules set out in this Members' Handbook, or Members' and Staff Protection Policy; or

willfully refusing or neglecting to comply with the provisions of the Club's Constitution or is guilty of any conduct unworthy of a member, may be reported by a fellow member, employee or Committee member to the Committee.

Upon receiving notice of such conduct, the Committee shall conduct a preliminary inquiry to determine whether the reporting of such conduct is frivolous, vexatious, misconceived or lacking substance, in which case the report shall be dismissed.

If the report is not dismissed, the Committee shall not less than seven days prior to imposing any sanction against the member, give the member notice of what is alleged against them and an opportunity to respond to the alleged conduct. The Committee may in its discretion interview the person who made the report and any available witnesses.

The Committee shall then, depending on the seriousness of the matter, either dismiss the matter or impose a sanction.

The following sanctions may be imposed:

- a reprimand
- suspension of the member's membership for a period of time
- expulsion of the member
- such other sanction which the Committee considers appropriate.

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