



# GUEST AND VISITOR POLICY

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## Related Documents

Rule 65 – Guests

Bye-Law 3 – Guests – Introduction and Registration

Bye-Law 4 – Guests – Accompanied by a Member

Bye-Law 5 – Limit on Guests

Bye-Law 8 – Childminding Guests (NB this is covered in Non-Members Bringing in Children)

Bye-Law 10 – Visitors

Extra Guests Policy

Misbehaving Guests Policy

## Definitions

**Guest:** A person who is introduced by a member under Rule 65 (Guests).

**Childminding Guest:** Members who are unable at any time to accompany a child to the Club may introduce a guest (a childminding guest) to do so.

**Visitor:** Anyone invited by a member to a ticketed Club function is a visitor and is the responsibility of that member.

## Policy Detail

1. Members may introduce up to five guests on weekdays and up to three guests on weekend days and Bank Holidays.
2. No guest may be introduced more than 21 times per calendar year.
3. Guests must pay relevant fees to use certain facilities or take part in certain activities.
4. Guests should remain with the introducing member when onsite.
5. A non-member may also visit the Club under the following circumstances and the visit will not count towards the 21 limit:
  - a. When attending a ticketed Club function with a member as a visitor under Bye-Law 10.
  - b. When attending the Club as a childminding guest under Bye-Law 8.



3. A ticketed Club function can be an event (such as Guy Fawkes) or a course (such as the Beginner Bridge Course) – both would involve pre-paid tickets. Holiday tennis camps and other holiday camps are ticketed Club events and so non-members are visitors, and do not use any of their 21 introductions.
4. When attending as a visitor, the individual is not permitted to use other areas or facilities at the Club, other than those involved in the function, unless advised by the relevant organising department (for example, Member Events).
5. Ticketed functions will vary in how many visitors a member can bring.
6. Ticketed functions will vary in whether members have priority booking or not. For example, for the Guy Fawkes event, members can purchase member and visitor tickets at the same time. However, some of the children's events and activities have a members-only booking period before visitors' tickets can be purchased (for example, Hartbeeps). This is due to demand levels.
7. If a member buys tickets for themselves and a visitor for a course but is unable to attend one session, for example through illness, Security will still admit the visitor on that day. However, if the member repeatedly does not attend, then the visitor will not be permitted to attend.
8. Courses permitting visitors are mostly within Member Events, no non-members are permitted on termly swimming, cricket or tennis courses. No visitors can attend fitness courses, unless an individual class is not sold out and a guest (using one of their 21 introductions) attends with a member at the last minute; this is rare.
9. Visitors attending ticketed Club functions cannot attend without a member also purchasing a ticket and attending.
10. An adult member purchasing tickets for a children's event cannot only purchase tickets for non-members under 18, they must purchase tickets for a junior member to access tickets for under-18 visitors. Exceptions to this may be made to this by the Member Events department.
11. Non-members coming to the Club to play a sport or do an activity with a member (for example to play a game of tennis or to play at weekly bridge sessions) are guests and will be using one of the 21 permitted introductions and will likely have to pay a guest fee. The member must take part in the activity. Guest fees vary by facility and activity.
12. Guests can attend individual fitness classes, but only sign up on the day if space is available (guests are not permitted to book reformer Pilates sessions). The day of this visit would count as one of the 21 guest visits.
13. Tennis or padel individual coaching sessions can be booked up to six weeks ahead by the member. If they invite a guest, the member must play on court with the guest, pay the additional coaching fee, and the guest fee. As above, this would count as one of the 21 guest visits.
14. Tennis, cricket, multi-sports and padel camps – members can register a guest up to 7 days in advance of the camp starting if there are spaces. These are ticketed Club functions and so non-members are visitors, and not using a guest visit.
15. Tennis club evenings and padel club sessions are open to guests, who would be using one of their 21 introductions to attend.
16. Guests and reciprocal members are not permitted to use the gym.



## **Rules and Bye-Laws:**

### **Rule 65 Guests**

- I. Members shall be allowed to introduce guests subject to such Bye-Laws or Regulations as shall be made by the Committee.
- II. No member may introduce as a guest to the Club a person who has been expelled or suspended from Membership of the Club or a person whose conduct or presence in the Club grounds is likely, in the view of the Committee, to be objectionable or prejudicial to the interests of the Club.
- III. Members shall pay all appropriate guest charges for the use of sporting, social or games facilities before such use commences.

### **Bye-Law 3. Guests – Introduction and Registration**

- a. No member under the age of 16 may introduce a guest but if they are 12 or older, they may accompany one guest per day if the guest has been introduced by another member.
- b. Guests of members may only enter the Club if they have been registered by the introducing member.
- c. Babies under the age of one who are not Under-2 members may be brought to the Club without being registered as a guest. There are, however, restrictions on their use of the swimming pools (see Bye-Law 16 e).
- d. The introducing member must, when registering a guest, provide the first name and surname of the guest and any other details required by Club management.

### **Bye-Law 4. Guests – Accompanied by a Member**

- a. Subject to Bye-Law 8 (Childminding Guests):
- b. (1) a guest entering the Club must be accompanied by a member aged 12 or over and may not remain in the Club in the absence of the introducing member or accompanying member, and
- c. (2) a guest will not normally be allowed admission to the Club until the arrival of either the introducing member or the accompanying member.
- d. If an introducing member or accompanying member arrives in advance of a guest, the guest on identifying themselves to the security staff will be allowed to enter the Club so long as the introducing member informs the Club either by using the online form or by telling the security staff upon arrival at the Club.
- e. Guests may be required to show proof of identity to Club staff or an official of the Club.
- f. Guests entering the Club by car may be required to pay a parking fee.



- g. If a guest (a misbehaving guest) is considered to have behaved inappropriately during a visit, the Secretary, Deputy Secretary or the Club Duty Executive may require that guest to leave the Club immediately, and the introducing member (or accompanying member) must take all reasonable steps to ensure that the guest does so. In addition to the powers of the Committee in relation to guests generally, the Secretary or Deputy Secretary may ban the misbehaving guest from being introduced as a guest, or entering the Club as a visitor, for a period of no more than 12 weeks. The decision made will be reported to the Committee (and any relevant Sub-Committee) and further action may then be taken.

#### **Bye-Law 5. Limit on Guests**

- a. Members may introduce up to five guests on weekdays and up to three guests per day on weekends and Bank Holidays. Note that these numbers may be changed on certain days by the Committee under Bye-Law 6.
- b. A member wishing to introduce additional guests should request permission from the Club Duty Executive who can be contacted through the Main Reception.
- c. No guest may be introduced to the Club on more than 21 occasions in any one calendar year. An introducing member should make their guests aware of this Bye-Law as a breach of it could result in a long-term ban on a guest being imposed by the Committee. Note that introducing members who knowingly breach this Bye-Law may also be subject to sanction under the rules.

#### **Bye-Law 8. Childminding Guests**

- a. Members who are unable at any time to accompany a child to the Club may introduce a guest (a childminding guest) to do so. The following conditions apply to this:
  - I. The guest must be over 18 years of age.
  - II. The guest must not be eligible to be a member of the Club as an associate member under Rule 11 III (Associate Members).
  - III. The guest may not enter or remain in the Club except when accompanying the child nor may they take part in any Club activity.
  - IV. The Guest may not accompany other child guests in the way a nanny is permitted to do so under Bye-Law 7 F.





- b. All the rules, Bye-Laws and regulations relating to guests apply equally to a childminding guest except that:
  - I. There is no requirement for a childminding guest to be accompanied by a member so paragraph a) of Bye-Law 4 (Guests – Accompanied by a Member) does not apply to them,
  - II. There is no requirement for a childminding guest to be accompanied by a member when using sporting facilities so Bye-Law 33 B does not apply to them,
  - III. Club policies may provide that, in exceptional circumstances, guest fees for use by the childminding guest of certain of the Club facilities do not apply,
  - IV. A visit to the Club as a childminding guest does not count as an introduction of that guest for the purposes of the annual limit of 21 introductions per calendar year in Bye-Law 5 B (Limit on Guests), and
  - V. A childminding guest will not be required to pay a guest parking fee under Bye-Law 4 D.

#### **Bye-Law 10. Visitors**

- a. Anyone invited by a member to a ticketed Club function is a visitor and is the responsibility of that member.
- b. A competitor in an open tournament is a visitor for the duration of their visit as a competitor in the tournament and must sign in at the relevant gatehouse when they enter the Club. They may only use those facilities which are particular to the tournament.
- c. Members of visiting teams are visitors and are the responsibility of the relevant host team. If the visiting team wishes to bring any non-competing visitors, the Club must be informed at least 24 hours in advance.

