



WhatsApp Community Group Policy

1. Purpose of the Group

The **primary goal** of this WhatsApp community is to provide an accessible and interactive space for members of **Harrow Lawn Tennis Club** to:

- **Coordinate tennis matches, events, and training sessions.**
- Share relevant **updates about the club**, including announcements, tournaments, and social events.
- **Exchange tennis tips, advice**, and match strategies to improve individual and group skills.
- **Discuss tennis news**, trends, and information relevant to the club and sport.

This WhatsApp group is intended for **adult members of Harrow Lawn Tennis Club**. **Junior members aged 16 and 17 can join**, provided a parent or guardian is also included in the group and has given their consent. The group should remain focused strictly on topics related to tennis and the club's activities.

For privacy and security, all messages are set to **disappear after 90 days**.

2. Respectful and Positive Communication

- **Respect All Members:** Treat every member with kindness and respect. Disagreements should be handled maturely and without personal attacks. We encourage open dialogue, but please be considerate of others' opinions and experiences.
- **No Offensive Language or Content:** Any form of offensive language, harassment, bullying, or hate speech will not be tolerated. This includes both verbal and visual content. Keep it friendly, constructive, and positive.

3. Group Purpose and Relevance

- **Focus on Tennis:** This group is for discussions, coordination, and sharing of information related to tennis. Keep all messages relevant to the sport, including but not limited to:
 - Match results, scores, and highlights
 - Upcoming tournaments and club events
 - Tennis tips, techniques, and coaching advice
 - Local tennis news or community tennis opportunities
- **Avoid Off-Topic Conversations:** While casual chatter is welcome occasionally, keep off-topic conversations to a minimum. If you need to talk about non-tennis-related matters, please take it to private messages.

4. No Spam, Promotions, or Advertisements

- **No Unsolicited Marketing:** Refrain from posting advertisements or promotional content, including but not limited to products, services, or events unrelated to tennis or the club.
- **Club-Specific Promotions:** If you want to share an offer, promotion, or event relevant to the club, you must first seek approval from the admin team.
- **No Forwarded Messages:** Avoid forwarding messages from external groups or sources unless it's directly related to tennis.

5. Event Coordination and Match Scheduling

- **Event Announcements:** For club events such as matches, training sessions, social meetups, or tournaments, provide clear and accurate details, including:
 - Date and time
 - Location (with directions if necessary)
 - Required level of participation (e.g., beginner, intermediate, advanced)
 - Any equipment requirements (e.g., balls, rackets)
- **RSVP Responsibly:** If you are attending or not attending an event, please respond promptly to avoid confusion.
- **Private Arrangements:** For organizing private matches or practice sessions, it's better to arrange these directly via private messages.

6. Group Etiquette and Messaging

- **Keep Messages Concise:** Avoid sending long, unnecessary messages. Stay focused and make your point clearly.
- **Limit Group Mentions:** Avoid tagging everyone (@everyone) unless it is critical or urgent. Use individual tagging responsibly to keep notifications relevant.
- **Avoid Excessive Forwarding:** Refrain from excessive forwarding of messages. If you must forward something, ensure it's relevant to tennis and of interest to the group.

7. Member Privacy and Data Protection

- **Respect Privacy:** Do not share anyone's personal contact information, photos, or other private data without their explicit consent.
- **Club Confidentiality:** Any club-specific information, such as financial details, internal discussions, or member-specific matters, should be kept within the group unless otherwise agreed upon.

8. Club Roles and Admin Rights

- **Admin Authority:** Admins are responsible for ensuring the group remains a safe, organized, and welcoming space for everyone. They have the right to moderate the group, remove content, or remove members who repeatedly violate these policies.
- **Feedback to Admins:** If you have concerns or feedback about group interactions, please approach an admin privately rather than airing grievances in the group. We are happy to listen and take necessary action to improve the experience for everyone.

9. Inappropriate Content and Behavior

- **Zero Tolerance for Bullying and Harassment:** Any form of bullying, discriminatory behavior, or harassment based on gender, race, sexual orientation, religion, or any other personal characteristic is strictly prohibited.
- **Inappropriate Content:** The sharing of inappropriate, violent, or explicit content (images, videos, or messages) is strictly forbidden. This includes any content that goes against the values of the club and the sport.
- **Respecting Boundaries:** If someone asks for privacy or indicates they are not interested in participating in a discussion or event, respect their boundaries without further insistence.

10. Dispute Resolution

- **Conflict Resolution:** If a conflict arises, the affected members are encouraged to resolve the issue in a private chat. If the matter remains unresolved or escalates, admins will step in to mediate and address the issue fairly and impartially.
- **Reporting Issues:** If you witness behavior or content that violates group policies, please contact an admin privately. Do not engage in negative interactions or public shaming within the group.

11. Member Removal and Warnings

- **Warnings and Removals:** Admins reserve the right to issue warnings or remove members who repeatedly violate group policies. Serious breaches, such as harassment, spam, or inappropriate content, will lead to immediate removal from the group.
- **Rejoining the Group:** If you are removed for a violation, you may be allowed to rejoin only after discussing the matter with the admin team.

Updated December 2025