



South Devon Pickleball – Policies & Procedures

Introduction

South Devon Pickleball was launched in June 2023 at the South Devon Tennis Centre by Ivybridge Tennis Club, whose trading name is South Devon Tennis Centre.

South Devon Tennis Centre organises and manages pickleball activities under the name South Devon Pickleball. Pickleball as an activity is not part of the membership of Ivybridge Tennis Club.

As an activity run by South Devon Tennis Centre, pickleball is a pay and play activity (no membership required) and anyone is welcome to give the sport a try.

Pickleball is an activity that the Executive Committee has decided can take place on the tennis courts at the South Devon Tennis Centre.

All Pickleball related activities at the South Devon Tennis Centre are the responsibility of the Centre's management and are governed by the policies and procedures adopted by the facility.

Health, Safety and Safeguarding

As an LTA (Lawn Tennis Association) registered venue, the centre has public liability insurance, provided through the LTA for all sporting activities on the premises. The insurance provided through the LTA is by Howdens.

All tennis coaching staff and referees are LTA accredited with the correct DBS and First Aid qualifications. As the Centre is registered with Pickleball England, the coaches and referees will comply with qualifications and training as requested by Pickleball England, as the governing body for Pickleball.

Safeguarding, welfare and inclusion policies apply in respect of all users of the Centre and are audited by the LTA.

All matters of Health and Safety are supported by Croner through Bright Safe and through the LTA Registration, with bespoke risk assessments provided by Howdens. Additional risk assessments have been carried out by the Centre to provide all activities, including pickleball, with the protection that they need.



Communicating with South Devon Pickleball:

For ease of streamlining communications, the following channels are official South Devon Pickleball channels and shall operate as follows:

- **Phone:** 01752 893700
- **Email:** Pickleballinfo@sdtennis.co.uk
- **Website:** Southdevontenniscentre.co.uk
- **Facebook Group:** [South Devon Pickleball | Facebook](#)
- **WhatsApp Community:** **South Devon Pickleball@ The Centre**
- **Instagram:** [South Devon Pickleball \(@south_devon_pickleball\)](#) • [Instagram photos and videos](#)

Rules and Guidance for the use and participation in the official communication channels are shown in the Appendix and must be observed at all times.

Key staff involved in the management of Pickleball at South Devon Tennis Centre are:

- **Lesley Crocker** – General Manager
- **Paul Butcher** – Head of Tennis and Sport
- **Harry Hargreaves** – Head of Pickleball Coaching
- **Katharine Lawrence** – Customer Service and Administration Assistant
- **Gail Daniels** – Lead Administrator

Marketing and Branding

South Devon Pickleball operates out of The South Devon Tennis Centre. The Centre has a Venue Sponsorship agreement with HEAD. It states:

“The partner (South Devon Tennis Centre) will not, during the validity of this agreement, enter into any partnership or promotional activities with a brand deemed a competitor to HEAD. Specifically, this relates to companies who manufacture or distribute rackets, paddles, balls, bags, strings, grips, dampers, sportswear, footwear and other equipment that HEAD manufactures.”



“If the partner (South Devon Tennis Centre) or any coaches included in this agreement are taking part in any promotional activities, including photoshoots or filming they must ensure that only HEAD products are used in such activities.”

Pickleball Court Bookings

These are made in advance through ClubSpark (our pickleball court booking system). Courts are allocated for pickleball by the Centre at specific times. Users are not allowed to book a tennis court and play pickleball on it.

Pickleball Mix-Ins

Are open to ANYONE, ANY AGE (over 11), ANY LEVEL. They are:

- 10 min rounds where everyone mixes together
- On a Tuesday Evening, players can choose to enter either social or competitive events
- Booking links are via ClubSpark only and the links to the following weeks sessions only become live once a session has started
- BOOKINGS ARE NON EXCHANGABLE & NON-REFUNDABLE VIA SDTC.
If you cannot attend a booking that you have made, you can exchange this with a fellow pickleball player via the South Devon Pickleball WhatsApp Community.

Pickleball Coaching

Is open to ANYONE, ANY LEVEL (see age restrictions on certain groupings)

- Group Coaching Bookings are made through ClubSpark. These are NON EXCHANGABLE & NON-REFUNDABLE VIA SDTC. If you cannot attend a booking that you have made, you can exchange this with a fellow pickleball player via the South Devon WhatsApp Community.
- Individual Coaching Bookings are made directly with the coach. The coach sets their own individual fee (paid direct by the player), and the South Devon Tennis Centre sets the court booking fee, which must be paid before the players enters the playing area.
- Our Coaches are Pickleball trained coaches, and LTA accredited with First Aid at Work and Safeguarding qualifications.
- Coaching can only be provided by approved South Devon Pickleball coaches unless prior approval has been given by the Centre.



South Devon Pickleball DUPR

DUPR is the international rating system for Pickleball. All tournaments which take place at the South Devon Tennis Centre will feed into the DUPR Ranking system.

All players are asked to make South Devon Pickleball one of their DUPR clubs. They will then be able to join the South Devon Pickleball WhatsApp DUPR chat.

Leagues and Friendlies

South Devon Pickleball may engage Players in friendly matches or league matches against Pickleball Clubs. When representing South Devon Pickleball it is important that players do not support any other brands which might contravene the Venue's sponsorship agreement. For help or guidance please email:

pickleballinfo@sdtennis.co.uk

Events and Tournaments

South Devon Pickleball may hold other events and tournaments at South Devon Tennis Centre. These events will be open to all eligible users. All events will be organised and managed in accordance with the policies and procedures of the South Devon Tennis Centre.







Any fundraising that takes place at the events, will do so under the Centre's policies and procedures including CASC regulations.



Appendix

South Devon Tennis Centre - Community Social Media Rules

Facebook:

- | | | |
|--|-------------------------------------|-----|
|  | 1 No promotions or spam | ... |
| <p>This is a page owned and created by South Devon Tennis Centre on behalf of everyone who plays Pickleball @The South Devon Tennis Centre.</p> <p>South Devon Tennis Centre is a registered LTA and Pickleball England Venue and has a Head Venue sponsorship agreement.</p> <p>There is to be no spamming or promoting of other products to our customers.</p> | | |
| <hr/> | | |
|  | 2 No hate speech or bullying | ... |
| <p>Make sure everyone feels safe. Bullying of any kind isn't allowed, and degrading comments about things like race, religion, culture, sexual orientation, gender or identity will not be tolerated.</p> | | |
| <hr/> | | |
|  | 3 Respect everyone's privacy | ... |
| <p>Being part of this group requires mutual trust. Authentic, expressive discussions make groups great, but may also be sensitive and private. What's shared in the group should stay in the group.</p> | | |
| <hr/> | | |
|  | 4 Be kind and courteous | ... |
| <p>We're all in this together to create a Welcoming environment. Let's treat everyone with respect. Healthy debates are natural, but kindness is required.</p> | | |
| <hr/> | | |
|  | 5 Think twice before sharing | ... |
| <p>Keeping personal data and images private by not sharing these without consent</p> | | |
| <hr/> | | |
|  | 6 Help us keep you all safe | ... |
| <p>If you see any behaviour which you think contravenes these rules, report it immediately to our Admins, the South Devon Tennis Centre Safeguarding Officer or info@sdtennis.co.uk.</p> | | |

South Devon Tennis Centre WhatsApp Community Rules:

By Joining this community you confirm that you are...



- Over the age of 18 – or over 16 and your parent and or guardian is also a member of the community and your phone number is not visible. Parents it is your responsibility to keep your teenager safe. [Help your teen stay safe on WhatsApp | WhatsApp Help Center](#) – remember it is illegal for anyone under the age of 16 to use Whatsapp.

Anyone under the age of 18, whose parent or guardian is not also a member of the community will be removed. Anyone under the of 16 will not be allowed to join the community.

Anyone joining this community you MUST...

- Respect other's views and beliefs.
- Avoid using any language that challenges or offends protected characteristics, uses harmful stereotypes, targets or excludes specific groups, any hate speech of any kind or derogatory/abusive language towards an individual.
- Be mindful not to use triggering language or swear.
- Be careful when sending pictures and make sure everyone in the picture has consented for you to share them and that you're not accidentally showing documents with sensitive information on.
- Report any concerns you have to the [South Devon Tennis Centre Safeguarding Officer](#) and report behaviour that looks suspicious to the Chat Admins.

Remember...

- Think twice before forwarding messages
 - Keeping personal data and images private by not sharing these without consent
 - you can use additional privacy features, like disappearing messages and view once media, whenever they share personal information within Groups.
- Encourage all members to make use of the tools and features we've designed to ensure your security and privacy.

By joining this community you also agree not to...

- Share illegal, graphic or 18+ content



- Give out any personal information. If you need to share something confidential, please use emails or message admin instead.
- Spam – Don't send repeated messages to the group and be wary of sending scams, clicking on links you don't trust and sharing incorrect information.
- Advertise any product or services not approved by The South Devon Tennis Centre
- Violate, misappropriate, or infringe the rights of our users or others, including privacy, publicity, intellectual property, or other proprietary rights;
- Act in an illegal, obscene, defamatory, threatening, intimidating, harassing, hateful, racially, or ethnically offensive manner
- Instigate or encourage conduct that would be illegal or otherwise inappropriate, such as promoting any criminal behaviour, endangering or exploiting children or others, or coordinating harm;
- Be involved in publishing false or misleading statements;
- Be involved impersonating someone else;
- Be involved in bulk messaging, auto-messaging, or auto-dialing.
- Share sensitive and personal information, such as email or physical addresses;
- Ask anyone to share any personal information;

Role of The Community Admins

As a Community, our Admins, have agreed to support the Community to ensure it conforms with WhatsApps [Terms of Service](#) and action may be taken with respect to the account, including disabling or banning the Community, in case of violations.

When sending messages in the Announcement Group – Admins won't @mention any member in the Announcement group, as doing so will expose that contact's phone number to the entire community.

Our Community Admins will oversee the adding and removing of community members:

All admins are aware of their responsibilities and trained to keep their Groups safe, they will

- Look out for signs of potential conflict, harassment, bullying, and harmful content, and enforce your community rules consistently.



- Whenever possible they will act quickly to delete inappropriate or untrustworthy messages by long-pressing on those messages, and block, report, and remove problematic Groups and members if necessary.

If you see any behaviour which you think contravenes these community rules, report it immediately to the Community Admins, the South Devon Tennis Centre Safeguarding Officer or info@sdtennis.co.uk.