

WhatsApp Code of Conduct

Safeguarding First

- Always follow the club's Safeguarding and Photography & Filming policies. If you're unsure about anything, contact the club committee via our website:
<https://estcotstennisclub.com/>
- Only adults should be members of **WhatsApp** groups used for coordinating Club activities: Under 18s should not be contacted via WhatsApp or be part of any Club WhatsApp groups. If you need to contact an Under 18 member (e.g. for a match or court booking) use their parent/guardian as the contact.
- If you ever feel uncomfortable or concerned about a message, please report it to a group admin or our welfare officer, Christina Bernard via
<https://estcotstennisclub.com/> Please do not voice your concern as a public chat.

Be Respectful

- Treat all members with kindness, courtesy, and respect.
- No offensive language, personal attacks, or inappropriate jokes.

Keep Messages Relevant

- Only post messages that are relevant to the **purpose of the group** (e.g. match availability, arranging games, club updates).
- Avoid off-topic chat, memes, or excessive messages — it clutters the group and can be overwhelming
- If you want to have a side conversation, please message the person directly. Use "Reply Privately".
- ETC WhatsApp groups are **not** for promoting private or public businesses or campaigns. Members should refrain from doing so.

Don't Overpost

- Think before you post. Ask yourself: **Is this helpful to most people here?**
- Avoid posting repeatedly or sending messages late at night unless urgent.

Key Reminders for Using WhatsApp at Estcots Tennis Club:

Use "Reply Privately"

One of the most underused but powerful features of WhatsApp is "*Reply Privately*".

If you're responding to a group message, consider messaging the person directly rather than replying in the group — especially when it's not relevant to everyone. (Select the comment and then click on the three dots in the top right to choose "Reply Privately".)

Respect WhatsApp-Free Members

Not everyone chooses to use WhatsApp. Please make sure players and coaches who aren't on WhatsApp are kept informed through other channels.