



Woodstock Badminton Club

Members' Guidebook



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Introduction

Welcome to the Woodstock Badminton Club (WBC), a membership owned and operated organization. We welcome players of all ages to join our club. As a member, we want you to feel part of this great club. Please read this Membership Guide thoroughly so you will be fully acquainted with your benefits and responsibilities as a club member. Please do your part to help keep our club neat, clean and running smoothly. A friendly, tolerant, clean and safe environment helps make it fun for everyone. When you have any questions, concerns or suggestions, please feel free to approach the canteen staff or any member of the Board of Directors.

Member's Club

WBC is a members' club. What do we mean by that?

First of all, this means that the club belongs to you. The club membership owns the club. There are no shareholders. There is no one making a profit at the club. In fact, we are legally registered as a non-profit organization. This means that any profit after all expenses have been paid must be used exclusively for reinvestment in the club.

Secondly, the club is managed and operated primarily by volunteer members. The club has only one part-time employee. The remainder of the many jobs associated with the club must be done by members or are contracted out. The active involvement of volunteers allows the club to offer memberships fees at a very reasonable price.

So, when we ask you to tidy up and clean-up after yourselves, we are asking you to look after your club. When we ask for volunteers, we are asking you to take an active role in operating your club and keeping your rates reasonable.

Volunteers

Occasionally the club is looking for volunteers to do various odd jobs. This could be to help out at a tournament or participate in a seasonal clean-up or do some painting or to provide some complimentary expertise that you may have. Volunteers allow us to keep our rates low as we do not have to contract out easily executed things that can be handled by members.

WBC Mission Statement

The mission of the Woodstock Badminton Club is to promote, develop and administer the recreational sports of Badminton and Pickleball within the City of Woodstock and the County of Oxford; emphasizing fair play and sportsmanship, while encouraging universal participation, operating within the guidelines of the governing bodies for these sports.

Code of Conduct

We believe in equal opportunity and the respectful treatment for all persons interacting in the Woodstock Badminton Club. We are committed to providing an environment that promotes, develops, and provides the recreational sports of Badminton and Pickleball while emphasizing fair play, sportsmanship, and healthy participation.

We believe:

That all club behaviour is positive and respectful.

That members avoid public criticism/negative comments towards others.

In the spirit of sportsmanship, sport leadership, and ethical conduct in adherence to the rules of sport.

In acting to correct or prevent practices of discrimination.

In treating individuals fairly and reasonably.

In positively promoting the sport of Badminton and Pickleball.

In refraining from any behaviour that constitutes any harassment (sexist, offensive, abusive, racist, degrading, bullying or malicious).

In a zero tolerance for any behaviour that constitutes violence (both physical force and threats to harm).

In respecting the property of others and the WBC facility.

In adhering to being law abiding in all behaviours within the WBC.

A more detailed description of the WBC Code of Conduct as applies to employees, members, competitors, coaches, and Board of Directors can be found in Code of Conduct Policy 03-20 posted on the website.

https://woodstockbadmintonclub.org/wp-content/uploads/2020/10/Code-of-Conduct_2020.doc-Google-Docs.pdf

Club Annual Memberships

Memberships are divided into the following types:

Family Membership is comprised of 1 or 2 parents or guardians and any number of children 17 years of age or under at the time of application. A family membership may also include adults between the ages of 18 and 25 who are single and in attendance full time in school.

Couples Membership consists of 2 adults who are 18 years of age or older, and are living in the same household at the time of application. A couple's membership that has one or both members who are 55 and over is eligible for a senior's discount.

Adult Membership consists of one person over 18 years of age. If the adult is 55 and over, they are eligible for a senior's discount.

Student Membership consists of one student registered full time at a post-secondary accredited institution up to the maximum age of 25.

Youth Membership consists of one student attending JK to Grade 12, up to 17 years of age.

Social Membership is a non-playing member however this person is entitled to participate in club social events, volunteer as a club opener, run for office, and participate in fundraising activities.

Membership fees are reviewed annually by the board of directors. Fees will be adjusted when required to ensure the financial viability of our non-profit organization. The current fees are posted on the club's web site.

<https://woodstockbadmintonclub.org/index.php/membership/>

Members may join at any time throughout the year. These memberships run for one year. Membership fees are then due on the anniversary of the day that you joined.

Membership renewals are due before the due date to ensure continuity of your membership status and continued activation of your access FOB, if you have one. If the due date lapses, you will be required to pay court fees until your payment is received.

Members will be notified by email prior to their membership expiring. The email will contain an attachment with the information we have on file about your existing membership. Members renewing should review the report to ensure that the information on file is correct. If the information needs to be updated or the membership type is changing, the member should notify the membership director of the change at:

membership@woodstockbadmintonclub.org

To renew your membership, members are encouraged to send the club an e-transfer which should be sent to

payments@woodstockbadmintonclub.org.

Members may also renew:

- In person at the club with cash, cheque, debit (INTERAC)
- By dropping off a cheque at the club (placing it into the mail box on the back of the kitchen door.)
- By mailing a cheque to:

Woodstock Badminton Club Memberships
310 Hunter St.
Woodstock ON
N4S 4E9

The Membership Director will send an email to confirm your renewal. Latest rates are posted on the web site.

WBC does not routinely issue membership cards. However, if you require a membership card for any reason, please contact staff at the canteen window and they can prepare one for you.

Guests and Court Fees

All players that do not have an active annual membership must pay court fees. If you do not recognize the person you are letting into the club, ask them if they are a member.

Members that admit guests and other persons that pay court fees are responsible to ensure that the players they admitted fill out the proper paper work and pay their court fees. This must be completed prior to the court fee player heading to the courts.

First time court fee players must:

- Fill in a registration form
- Read and sign a liability waiver
- Pay the appropriate court fee.

Registration and the waiver forms are important procedural steps to reduce the club's liability in case of an accident.

On subsequent Visits, players only need to pay court fees. When staff is not on duty, the player simply places their money in the envelope provided and then sign the visitor log book recording the envelope number. The envelope is then placed in the locked mail box on the back of the canteen door.

Following the above process reduces the liability exposure for your club and protects an important revenue stream for your club.

Court Access

The club has two entry points to the courts from the lounge; one staircase directly from the lounge area and the second via the south staircase. The first staircase is the most popular entry point to the courts. It does however, stick out behind court #1 creating a potential tripping point for players using this court.

Lifting Staircase

When the courts are busy (all 4 courts are in use), members have the option of “lifting and locking” the staircase that provides access directly from the lounge to the courts.

For safety reasons, it is recommended that the staircase be lifted up by **two** persons. Once the staircase has been lifted it must be locked in place by the provided latch. The lifted staircase provided a barrier that prevents access to the courts directly from the lounge.

When this staircase has been lifted and locked, all access to the stair case must be via the south stair case.

Lowering the Staircase

When the courts are not busy, the staircase that provides access directly between the lounge and the courts can be lowered to provide a more convenient access to the courts. The staircase should be lowered using two people.

To lower the staircase please unlatch the lock and lower the staircase slowly gently back into place. Please be careful that you do not drop the staircase as this could damage the court floor.

Sharing Court Space

Court Times

The club schedule has dedicated court times for playing pickleball and dedicated court times for playing badminton. Pickleball should not be played during a scheduled badminton time period. Likewise, Badminton should not be played during a scheduled pickleball time period.

See website for scheduled event time slots.

In off hours, pickleball and badminton can be played at the same time. It is recommended that an empty court be left between the courts playing different sports.

Only WBC approved coaching staff can reserve a court for a paid private lesson during off-hours. No more than 2 courts can be used for a private lesson for any given off-hours time slot.

Event Priorities

Badminton youth players have priority for the courts on Tuesday afternoons from 4 PM to 6 PM. We encourage our youth members to come out and play during this after school time slot. Adult players may use the courts during this time slot as long as the courts are not being used by our youth members.

Advanced badminton play is scheduled from 6 PM to 9 PM on Tuesday evening. Less skilled players are encouraged to play at a less competitive event time slot.

Pickleball Ladder is scheduled on Friday evenings from 7 to 9. Beginners are encouraged to play at another event time slot.

Members Waiting (Scheduled Time Slots)

At scheduled times when the club is busy (members waiting for courts) the following protocols are in place.

For Pickleball:

- Courts are restricted to doubles play.
- Members waiting in the lounge will rotate on to the courts after each 11-point game. If more than 4 persons are waiting to play in the lounge, then all four persons playing on the court at the end of a game must vacate the court and wait their turn to return.
- Players can informally decide on partner matching as long as a player waiting is not delayed from moving on to the courts when it is their turn.

For Badminton (except Round Robin Play):

- Courts are restricted to a **maximum** of two games for doubles play and for one game when singles play.
- Games should be the 21-point rally point system. After **maximum** games played, all players must come off the court.
- Members should remember to take all their gear and put used shuttles in the wastebasket.
- It is expected that the person(s) writing their names on the waiting list should have, or attempted to have, a group of 4 players ready to go once they are called onto court. In order to give others an opportunity to play, the group of players should not consist of any players who are just coming off a court.
- If the next group scheduled to enter the courts does not have four members signed up, and another waiting group does have four players signed up, then no group can use the free court until 4 persons agrees to play in the first waiting group. (This could be player(s) just leaving the court).
- When entering the courts, ensure that one group members name and the time the group entered is recorded on the white board. Once the group come off the court, erase the group member's name from the board, and sign up again for the next available court.

For Badminton Round Robin Play

- The round robin coordinator will assign courts and match partners.

For both sports

- No coaching / training exercises are permitted in scheduled time slots when there are members in the lounge waiting to play.

Members Waiting (Off-Hours)

A group of players can utilize the club in off-hours (an unreserved event time slot). Court sharing is still required when there are more than 4 groups wanting to share the courts. however, the guidelines are a bit different.

- Coaching is permitted
- A group can only utilize a court for up to 30 minutes before having to surrender it to another group. (The only exception is for WBC approved coaching staff that are providing a paid private lesson.)

Beginner / Novice Pickleball

During all scheduled Pickleball event time slots — except for the Friday evening ladder — at least one court should be available for beginner for less competitive play if needed. This is to ensure that newer or less experienced players feel comfortable and included.

Members who prefer to play at a recreational/ beginner level should rotate with other similar-level players and keep the game soft and friendly.

Skilled players are welcome to join beginner games but must agree to play a “softer” style. This means avoiding powerful smashes on easy shots (pop-ups) and limiting spin shots. The goal is to make the experience enjoyable and not intimidating for newer players.

If fewer than four beginners are present during a scheduled play time, then one or more advanced players should join to fill out the game. These skilled players are still expected to play a softer, more supportive game when on the court with beginners.

On-Court Etiquette and Rules

No Food on Courts

Food is not permitted in the court area, and only closed bottled water is allowed on court. No cans are permitted on court. The baskets (bins) next to each court are meant for used shuttlecocks and are not to be used for garbage. Please take any garbage off the court with you when you leave. When you leave your court, make sure that used shuttlecocks are placed in the baskets and that the court is clean for the next group.

Court Care

There are also dust mops on the sides of the court that are to be used to wipe the surface of the court. Please use the broom and to place any mopped-up debris into the garbage can - do not leave this beside the courts where people will walk through it. It is recommended that you mop your court before your matches to avoid any accidents from debris left on the court. If you are the last person to leave the courts, please turn off the lights.

Crossing Behind Courts

It is a common courtesy, and safety precaution, when passing behind courts to wait between courts until the point played is completed. Players should pass behind the court quickly and in single file close to the wall with their group so as to not disrupt the flow of play.

Shuttlecocks

The cost of shuttlecocks is an expense that must be endured when playing friendly and competitive games. It is a general courtesy to take turns providing shuttlecocks between all players. Feather shuttlecocks can be

purchased from the club canteen individually or as a complete tube. Members are also welcome to play with nylon shuttles.

Shoes

The club requires that players wear non-marking indoor-only court or athletic shoes when playing on the courts. Sandals, hiking shoes, bare feet or socks-only are not permitted for safety reasons. Players are not to walk into the club with the same pair of shoes that they use on the courts.

Safety Glasses

Safety eyewear is mandatory for all players under 18 years of age when entering the courts, regardless of event type. It is highly recommended for adults too.

Off-Court Etiquette and Rules

Change Rooms

Change Rooms at the club are for changing and storing clothing/gear that will not be used to play. Members should not be changing in the lounge areas as a courtesy to others. If you are the last to leave the change room, please turn off the lights.

Scented Products

Due to sensitivities of some members, please refrain from using perfumes and other scented products.

Lounge Areas

The lounge areas are shared areas for all members, so please keep them clean by throwing away your garbage and using the designated blue boxes for recycling cans/bottles and shuttle tubes/paper. If you see garbage lying around, please pick it up and throw it away to help keep the club neat and clean. Coats are to be hung on the coat racks and bags are to be left in the locker room or lounge, on the floor under tables and out of the way, not on top of tables or couches.

There is a television for personal viewing in the main lounge area. When you are finished watching the television, turn it off in order to conserve energy and reduce unnecessary noise.

Return all furniture to its original place.

If you are the last to leave the club, you are responsible for turning off all lights in the lounge, courts and change rooms and ensuring the doors are locked. Please ensure that the security system is armed before exiting the building.

Winter Months

Keeping the floors clean during the winter months is a challenge. You can help by staying on the mats with your outdoor boots. Please change into your court shoes on the benches by the coat racks. Do not remove your outdoor shoes while sitting in the chairs by the viewing windows.

We want to avoid tracking the outside dirt on to the courts. Also, we have a limited housekeeping budget so we need members to do their part to keep the club clean.

Closing the Club

The last person leaving the club is responsible for:

- Ensuring all lights are out
- Ensuring all doors are locked
- TV is turned off
- The alarm has been set

Governance

WBC fundamental governance is outlined in the club's constitution, by-laws and policies.

Constitution

The Constitution outlines:

- Club's name
- Objectives and mission statement
- Rules around member rights
- Rules around member meetings
- Rules around board meetings
- Rules for changing the constitution and bylaws
- The number and titles of the Board of Directors
- Parameters around financial matters
- Parameters around suspensions
- Rules should club be dissolved.

Bylaws

The bylaws of the club are fundamentals that are more likely to change. The WBC bylaws include:

- Rules governing Board of Director and their Election and appointment,
- High level duties of the Executive and Board Members
- Fee Setting Responsibilities
- Fundamental for becoming a member
- Key Policies Identified for the club

The documents are posted on the club's website so that they are accessible by all members.

Policies

Policies are rules that the club's board of directors has put in place. The policies are generally there to improve the safety and wellbeing of the club's facilities and its members.

Policies in place include:

- Club Rental Policy
- Court Schedule Change Policy
- Court Shoes Policy
- COVID-19 Policy
- Employee and Volunteer Screening Policy
- FOB Policy
- Liquor Policy
- Locker Rental Policy
- Membership Policy
- Opener Policy
- Protective Eye Policy
- Video Surveillance (draft)

Some policies are available on the clubs' website. Others are available by contacting the club's secretary.

Youth Program

Drop-in Group Lessons

Drop-in group skills development sessions are included for youth (under 18 years of age) as part of their youth and family memberships. Group lessons are scheduled for Saturday mornings and Wednesday afternoons. On Saturday, youth under 13 years of age are trained from 9 AM to 10:30 AM while older members are welcome from 10:30 AM to Noon. Wednesday training sessions from 4:30 PM to 5:45 PM are reserved for youth under 13 years of age and older members from 5:45 PM to 7 PM.

Training

As of January 2023, pay for use training will be offered by the club. The club will offer both group and private lessons from number of coaches. Classes will have a maximum number of participants and will be offered at the beginner, intermediate and advanced levels.

Training Sessions will be available to members and non members. Non members will have to pay a court fee surcharge for their lessons.

This section will be updated when the details are finalized.

Parking

WBC does not have any parking of our own.

We are very fortunate that the Grace Presbyterian Church lets the club utilize their lot from Monday to Saturday. We therefore want to be respectful of their guidelines for the use of the lot. These include:

- Entering the lot from Vansittart Ave.
- Angle parking along the fences
- Exiting the lot on to Hunter St.
- Absolutely no parking on Sunday mornings.

The club will send an email when the church has other events like a wedding taking place and we have been asked not to use the parking lot.

Club Security

Members over the age of 18 may have access to the club 24 X 7 with a key FOB with a security pin code. The security pad for arming and disarming the alarm system is located at the member's entrance door.

To **disarm** the alarm, the member must enter their 4-digit code (PIN) before the alarm stops beeping. The PIN must correspond to the FOB that unlocked the door.

To **arm** the alarm, the last person leaving the building must enter their 4-digit code (PIN) and then press the "ARM" button on the security pad. All doors including the members' entrance door must be closed when the system is armed. After entering the "ARM" command, you have 20 seconds to exit the building before the alarm is fully set.

Other functions on the PAD should not be used.

Should an alarm sound when a member is in the building, please contact NiteHawk Security to report a false alarm. The password and the telephone number for NiteHawk Security are on a card posted by the security pad. If the security company is not notified, the police will be dispatched and may result in a false alarm fee having to be paid to the municipality.

Please note that the club has a video surveillance system that records activities in public areas such as the courts, lounge and entrance doors.

Keeping In Touch

Newsletter

The club publishes a monthly newsletter. This is the primary vehicle the club uses to inform members about what is happening at the club and any changes to our rules, schedules and policies that you should be aware of.

Web Site

The club website (woodstockbadmintonclub.org) is also a great source of information about the club. The site is the best source to find the latest version of the club's governance documents, announcements, schedule changes, rates etc.

Emails

Email addresses for the club's board of directors can be found on the website.

Social Media Platforms

Web Site

The website is the main means of communication with members other than by direct email. The website content is managed by the board.

<https://woodstockbadmintonclub.org>

Facebook

The Woodstock Badminton Club Facebook page is a platform for members to interact with other members. The platform is not an official communication channel for the board to communicate with members.

The board does however monitor the contents and the members that it permits to join this private Facebook page group.

https://www.facebook.com/groups/1776380899313872/?epa=SEARCH_BOX

When you search Facebook, there is another page set up for Woodstock Badminton Club. The administrator of this page is not known.

In Case of Fire

Upon Discovery of Fire:

- Leave fire area immediately and close doors. Alert occupants (all three floors) by yelling "FIRE!"
- Call 9-1-1 from a safe location.
- If safe to do so, check washrooms, assist evacuation, etc.
- Exit the building via the nearest exit.
- Await the arrival of Fire Department

The fire plan for the club building is located above the defibrillator on the wall between the canteen and stairs to the women's change room.

Accidents

For insurance purposes, please capture the following information should there be an accident that results in an injury:

- The name of the injured
- A description of what happened
- The location where the incident took place
- The date and time the incident took place
- The actions taken
- Photos of the site when possible

Please notify a board member. Email addresses are posted on the bulletin board inside the members' entrance and are available on the website.

Southgate Affiliation

The Southgate Centre affiliation was terminated in December 2024. Therefore Southgate centre members that are not WBC members must now pay court fees.

Badminton Racquet Stringing

WBC offers a badminton racquet stringing service. The work is done by a volunteer supporter of WBC. The cost of stringing is \$20 with the proceeds going to the club.

If you need this service, please give your racquet (labeled with your name on it) the staff in the canteen weekday evenings. The racquet will usually be ready the following Tuesday.

Change Log

This section identifies the section of the document changed when a new version is issued.

Version	Date	Section	Description
1	22-11-17	Release	Initial release to members
1a	22-11-25	Various	Typos and hyperlink repair
1b	23-03-21	Court Sharing	Allow WBC coach to reserve a court
2a	23-09-07	Court Access	New section – lifting staircase
3	24-01-30	Youth Program, Court Fees	Update to reflect changes
4	24-05-22	Busy times on courts / Southgate	Clarification / Update