

# Cowdray Park Polo Club

## Members code of conduct

Cowdray Park Polo Club is fully committed to safeguarding and promoting the well-being of all its members ensuring a positive and enjoyable experience for all.

All those associated with the Club must always, show respect and understanding for the safety and welfare of others.

### Members Code of Conduct Standards and Behaviour

As a member of the Club, you must:

- Be sure you are up to date with the rules, understand and adhere to them.
- Members should not undertake any action which could bring the reputation of the Club, into disrepute.
- Members must not participate in action which might cause damage to themselves or others.
- Treat facilities, staff and members of Cowdray Park Polo Club with respect and abide by any rules that they may apply.
- Use correct and proper language at all times.
- At no point during play should you walk across the safety zone which is extended 10 yards beyond the sidelines/boards and 30 yards beyond the back line unless it is at half time. Please be extra vigilant during polo matches when standing by the boundary, as polo balls can arrive suddenly and at a great speed!
- Children must always be supervised on the polo grounds.
- Respect the polo grounds and obey all signage.
- Dogs must be under control and on leads. All dog owners have a legal duty to clean up after their animal immediately after it fouls in all areas.
- Be polite, honest and supportive of other members.
- When using social media in connection with the club do so in a manner which could not be deemed offensive. You are asked to consider the impact of publicly expressive negative issues relating to the Club, its officials or members on social media.

A breach of the code of conduct may result in a written warning from a Cowdray Park Polo Club Official or in extreme cases termination of your membership with immediate effect.

### Complaints Procedure

We take complaints about our sport, work, staff, members, and levels of service very seriously. If you are not satisfied, please follow the process for raising a formal complaint.

How do I make a complaint?

Where possible, we ask that you put your comments in an email and send it to [members@cowdraypolo.co.uk](mailto:members@cowdraypolo.co.uk)

The Club aims to respond within 48 hours and to resolve the concerns as quickly as possible.