



TERMS & CONDITIONS

MatchPoint is the trading name of Cai Younger (sole trader)

V1 - February 2026

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1. EVENT ENTRY TERMS & CONDITIONS

1 - Contract and Scope

1.1 - These terms apply to all event entries, attendance, participation and related services provided by the organiser.

1.2 - By purchasing an entry or attending the event you agree to these terms, the event rules, venue rules, and organiser instructions.

2 - Eligibility and Categories

2.1 - Eligibility (age, standard): Under 19s need consent from a parent or guardian to enter our events. Under 11's are not permitted to enter our events. All players are expected to be familiar with the rules set out by World Squash before participating in our events.

2.2 - Proof of age/identity may be required.

2.3 - The organiser may refuse entry or reassign categories where eligibility is not met.

3 - Event Rules and Organiser Discretion

3.1 - Format, scoring, timing, warm-up rules, match conduct and officiating: Our matches are all best of 3 games, PAR scoring to 11 (2 clear at 10-10). Players are expected to turn up 30 minutes before their match and to warm up accordingly before their match. We expect all players to abide by our Code of Conduct. Winners are expected to referee the next match on the court they played on.

3.2 - Decisions of the organiser and officials are final on the day for scheduling and safety matters.

3.3 - The organiser may amend the draw or schedule for safety, operational or fairness reasons.



4 - Fees and What is Included

4.1 - Entry fee is as specified on the event poster and in-app.

4.2 - Travel, accommodation and other personal costs are your responsibility.

5 - Withdrawals, Transfers and Refunds

5.1 - Withdrawals: Withdrawals can be made at any point via email to cai.younger@matchpointsport.co.uk. We would ask that players try to withdraw before the draw is released on the Wednesday before the event.

5.2 - Refund policy: If a withdrawal is made up to 10 days before the event, the entry fee will be refunded via Stripe (less Stripe fees). Any withdrawals after this date will not be refunded.

5.3 - Transfers: 5-10 business days.

5.4 - No refund for non-attendance except where required by law.

6 - Cancellations and Changes

6.1 - The organiser may cancel, postpone, or materially change the event due to safety, venue unavailability, low entries, or circumstances outside reasonable control.

6.2 - If cancelled by the organiser, refunds are limited to: full entry fee / minus admin fee.

6.3 - The organiser is not responsible for travel/accommodation losses to the maximum extent permitted by law.

7 - Prizes

7.1 - Prizes are as advertised and may be substituted with equivalent value where necessary.



7.2 - Winner verification rules: As deemed by tournament organiser and shown on the draw.

7.3 - Taxes (if any) are the winner's responsibility.

8 - Conduct and Removal

8.1 - The organiser may refuse entry, remove attendees, forfeit matches, or impose bans for unsafe or inappropriate conduct. See the MatchPoint Code of Conduct.

8.2 - No refunds are due where removal results from your conduct.

9 - Liability

9.1 - Nothing in these terms excludes or limits liability that cannot be excluded by law.

9.2 - Subject to 9.1, liability is limited or excluded to the maximum extent permitted by law. Where lawful, total liability is limited to the entry fee paid for the event giving rise to the claim.

9.3 - Indirect or consequential loss is excluded to the maximum extent permitted by law.

10 - Data Protection and Media

10.1 - Personal data is processed in accordance with the MatchPoint Privacy Notice.

10.2 - Photography and filming are governed by the MatchPoint Photography & Filming Policy.

11 - Governing Law

11.1 - England and Wales.



2. PARTICIPATION WAIVER – ASSUMPTION OF RISK, RELEASE & INDEMNITY

1 - Participation and attendance involve inherent risks, including collisions, slips and trips, impact injuries from ball or racket, overexertion, aggravation of existing conditions, and injuries caused by other participants.

2 - You voluntarily assume all inherent risks.

3 - You confirm you are fit to participate and will not play if unwell, injured, concussed, or advised not to by a medical professional.

4 - You are responsible for warm-up, hydration, equipment and playing within your ability.

5 - Mandatory eyewear rules:

Under 19: appropriate squash eyewear during on-court warm-up and match play.

Doubles: eyewear is mandatory for all ages.

6 - Zero tolerance for violence, threats, intimidation, harassment, discrimination, reckless play, deliberate dangerous play, abuse of officials or other players, unsporting behaviour or unlawful acts. The organiser reserves the right to remove individuals, forfeit matches, ban attendance, and contact venue security or police where required.

7 - Release and waiver: To the maximum extent permitted by law, you agree that the organiser is not liable for losses arising from your attendance or participation.



8 - This does not exclude liability that cannot be excluded by law, including liability for death or personal injury caused by negligence, or for fraud.

9 - Indemnity: You indemnify the organiser against claims and losses arising from your breach of rules, negligent, reckless or intentional acts, violence or aggression, unlawful acts, or property damage, except to the extent caused by the organiser's negligence where liability cannot be excluded by law.

10 - Medical emergencies: You authorise reasonable emergency assistance to be sought or given. You are responsible for medical costs and transport.



1- Expectation of Participation

As a participant in the upcoming squash event, both you and your child must be fully informed about the nature of this competition, including the potential challenges and expectations involved. Please read the following disclaimer before you consent.

1.1 - By allowing your child to participate, you acknowledge that they will compete and mark players of varying ages and skill levels, including adults. Participants will be graded in accordance with the SquashLevels ranking system, which aims to match players of similar abilities while providing a competitive environment. It is also important to understand that some adult players may be beginners and may not have a full understanding of strokes and lets, which could affect gameplay dynamics.

1.2 - While we take every possible step to ensure a safe environment during the event, there is a risk of exposure to inappropriate behaviour, including the use of bad language from adult competitors. We request that all those involved in our tournaments uphold the standards set out in our Code of Conduct during the event.

1.3 - It is against our Code of Conduct to consume alcohol or illegal substances while playing in our events. We do not take responsibility if adults are intoxicated while playing or spectating.

1.4 - We encourage open communication with your child regarding their comfort level with competing against various opponents. Please ensure that your child is aware of the nature of the competition and is prepared for the challenges they may encounter.



1.5 - Participation in squash events carries an inherent risk of injury. By giving your consent, you assume all risks associated with your child's participation and release the organisers, hosts, and affiliated personnel from any liability arising from this event.

1.6 - We strive to manage any potentially difficult situations that may arise. The tournament organisers and their helpers are trained to handle conflicts and behavioural issues, and we ask for your cooperation in ensuring a positive experience for all involved. Please refer to our Code of Conduct and Disciplinary Policy for more information.

1.7 - All players under 19 years must wear eye protection during competition, including when competing in adult age groups. Players who wear prescription glasses must either wear appropriate squash eye protection worn over prescription glasses or prescription eye protection for squash. When buying eye protection, look for the British Standard BS EN 18527-2:2021 to ensure it meets necessary safety standards.

1.8 - Parents are responsible for arranging adequate supervision for any junior participants for the duration of the event, as well as transport to the event and collection after the event.

1.9 - If you do not wish your child to be filmed or photographed during the event, please use the contact details below to opt out.

Any queries regarding junior participation in MatchPoint events should be directed to:

Cai Younger
cai.younger@outlook.com



4. SPECTATOR & VISITOR TERMS

- 1 - Spectators accept risks including balls leaving the court area, slips and trips, crowding, and other visitors' conduct.
- 2 - Follow venue rules and organiser instructions at all times.
- 3 - Prohibited behaviour includes violence, threats, harassment, discriminatory behaviour, intoxication, and interference with play.
- 4 - The organiser may refuse entry or remove spectators for safety or conduct reasons without refund where removal is due to conduct.
- 5 - Personal property is your responsibility.
- 6 - Liability is excluded to the maximum extent permitted by law, subject to non-excludable liabilities.



5. PRIVACY NOTICE

1 - Data we collect:

- Identity and contact data (name, email, phone; address optional).
- Event data (entries, categories, results; membership number optional, SquashLevels ID).
- Junior data (DOB and parent or guardian contact details).
- Emergency contact details.
- Medical information (optional - only if you provide it).
- Images or video (event media).
- Incident and disciplinary records where relevant.

2 - Why we use it:

- Event administration and communications.
- Safeguarding and welfare management.
- Health and safety incident management.
- Customer support and complaints handling.
- Tournament Seedings.
- Legal compliance and insurance administration.
- Marketing (only where you have consent or another lawful basis).

3 - Lawful basis:

- Contract (event entry administration).
- Legitimate interests (event safety, safeguarding, fraud prevention, service improvement).
- Legal obligation (where applicable).
- Vital interests (medical emergencies).



- Consent (marketing where required, optional medical notes, certain media uses for minors if you choose consent-based).

4 - Sharing

We may share data where necessary with venue management, first aid providers and emergency services, insurers and legal advisers, payment providers and booking platforms, and authorities where safeguarding or unlawful conduct requires escalation.

5 - Retention

- Event administration records: 24 months
- Financial records: 6 years
- Safeguarding and serious incident records: 6 years unless involving a minor, in which case records will be kept until the individual reaches the age of 25 or 7 years after the incident (whichever is longer).
- Marketing preferences: until you opt out.

6 - Your rights

You may have rights, including access, correction, deletion, restriction, objection, and portability (where applicable). You may complain to the UK Information Commissioner's Office (ICO).

7 - Contact

Contact for data protection queries:
cai.younger@matchpointsport.co.uk



6. PHOTOGRAPHY & FILMING POLICY

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- 1 - MatchPoint may capture photos or video for event operations, safeguarding, evidence of incidents, and promotion.
- 2 - No filming or photography in changing rooms or toilets.
- 3 - Where minors are present, parents can email cai.younger@matchpointsport.co.uk to opt out of their child being photographed or filmed (as shown in our junior disclaimer form on sign-up).
- 4 - Spectator photography or filming may be restricted for welfare, safeguarding, or venue compliance reasons. Anyone asked to stop must comply immediately.
- 5 - Images and video may be used on MatchPoint channels (website, social media, newsletters).
- 6 - Requests for removal should be sent to cai.younger@matchpointsport.co.uk with the event name, date and sufficient detail to identify the image.



7. SAFEGUARDING POLICY & PROCEDURES

Applies to the participation of any junior under 19 years of age.

1 - Purpose

To protect children and adults at risk attending MatchPoint events, and to set reporting and response procedures.

2 - Scope

Applies to all staff, volunteers, officials, participants, spectators, and third parties engaged with MatchPoint events.

3 - Principles

- Welfare is paramount.
- Zero tolerance of abuse, grooming, harassment, and bullying.
- Clear reporting routes and prompt action.
- Minimum necessary data handling and need-to-know confidentiality.

4 - Core Rules

- Parents or guardians remain responsible for juniors unless explicitly agreed otherwise in writing.
- No one-to-one isolated situations with juniors (unless unavoidable and documented).
- Appropriate language and behaviour at all times; immediate action on concerns.
- No filming or photography in changing rooms or toilets.
- No children under the age of 8 are allowed to use the changing rooms without being accompanied by a parent/guardian.
- Report concerns immediately and record facts; do not investigate.



5 - Standards of Behaviour (Safeguarding)

- Appropriate language at all times.
- Physical contact only when necessary and with explanation and consent.
- Photography rules apply at all times.
- All MatchPoint organisers are to complete Safeguarding Training every 3 years as a minimum.

6 - Reporting Concerns

Immediate risk: call 999 and notify the Safeguarding Lead.

Non-urgent concerns: report to the Safeguarding Lead as soon as possible and within 24 hours.

Record facts promptly (who, what, when, where, witnesses). Do not investigate. Preserve evidence.

7 - Responding

- Separate parties where safe to do so.
- Support the person raising the concern.
- Decide escalation: venue management, police, local authority, or relevant bodies where appropriate.
- Maintain confidential records and share on a need-to-know basis.

8 - Training and Review

Review annually and after any serious incident. Provide role-based briefing for volunteers and officials.



8. SAFEGUARDING EVENT PLAN & ON-THE-DAY CHECKLIST

1 - Pre-Event

- Confirm the safeguarding lead and deputy.
- Confirm junior supervision expectations (parents remain responsible unless agreed otherwise in writing).
- Confirm changing room arrangements and any restrictions.
- Confirm photography controls and signage.
- Confirm incident reporting forms are available.
- Brief volunteers and officials on reporting routes.

2 - On-The-Day

- Safeguarding signage is visible.
- No one-to-one isolated contact with juniors.
- Monitor behaviour and intervene early.
- Record and escalate concerns according to the safeguarding policy.

3 - Post-Event

- Log concerns and outcomes.
- Decide follow-up actions and communications.
- Store records securely with retention period applied.



9. DBS & SAFER RECRUITMENT POLICY

1 - MatchPoint assesses roles to determine if they are eligible for DBS checks. At every event we ensure that there is a MatchPoint representative who is DBS checked with an Enhanced DBS which is to be renewed every 3 years (either provided by the venue or by us).

2 - Roles working with children or adults at risk require DBS checks and identity verification, depending on whether the role is eligible. Both our Tournament Director & nominated Welfare Officer are DBS checked with an enhanced DBS in the past 3 years.

3 - Recruitment steps for relevant roles may include application, references, identity check, role briefing, safeguarding briefing, and DBS (where eligible).

4 - Records: Through the online DBS update service.

5 - No unsupervised deployment to eligible roles until checks are completed.

6 - All of our tournament organisers have also completed First Aid Awareness training and Safeguarding in Squash training, which is to be monitored and renewed every 3 years.



Role Eligibility Assessment (to complete per role when new staff are recruited for MatchPoint)

Role title: _ _ _ _ _

Role description: _ _ _ _ _
_ _ _ _ _
_ _ _ _ _

Does the role include supervision, instruction, training, or care of children without a parent present? [Yes/No]

Is it frequent (once a week or more, or 4 days in a 30-day period) or overnight? [Yes/No]

Decision: DBS eligible? [Yes/No]

If yes: [Basic/Enhanced/Enhanced with barred list]

Decision made by: _ _ _ _ _

Date: _ _ _ _ _



10. HEALTH & SAFETY RISK ASSESSMENT

Reviewed by event manager and tournament organiser before an event.

Event: _ _ _ _ _ Date: _ _ _ _ _ Venue: _ _ _ _ _

Assessor: _ _ _ _ _ Reviewed: _ _ _ _ _

Hazard	Who may be harmed?	Existing controls	Further Actions	Owner	Target Date
Slips & Trips (wet floor, bags etc)	Players, spectators	Bag drop zones; stop play, venue altered	Add signage; extra mats if needed	Event manager	
Ball or racket impacts	Players, spectators	Eyewear rules; viewing zones	Briefing at start	Event manager	
Aggression or violence	All	Zero tolerance; removal procedure	Volunteer briefing; venue duty manager contact	Event manager	
Medical emergency	All	First aid plan; AED location known	Confirm first aid coverage	Event manager	
Safeguarding (juniors)	Juniors	Named safeguarding lead; supervision rules	Signage; photo controls	Safeguarding lead	



11. FIRST AID & MEDICAL EMERGENCY PLAN

Event: _ _ _ _ _ Date: _ _ _ _ _ Venue: _ _ _ _ _

First aid lead: _ _ _ _ _

First aid kit location(s): _ _ _ _ _

AED location and access instructions: _ _ _ _ _

Emergency address and postcode: _ _ _ _ _

Ambulance meeting point: _ _ _ _ _

1 - Procedure

- Stop play and make the area safe.
- Call the first aid lead.
- If serious, call 999 immediately and provide the address and access instructions.
- Assign a person to meet the ambulance at the agreed entrance.
- Record the incident using the MatchPoint Incident Form and notify the venue duty manager.

2 - Concussion and Head Injury Rule

Any suspected concussion or significant head impact: remove from play immediately. No return to play the same day. Recommend a medical assessment and written clearance before returning to a future event.



12. ACCIDENT & INCIDENT REPORTING PROCEDURE

1 - What to Report:

- Injuries requiring first aid or medical attention.
- Dangerous behaviour, violence, or threats.
- Safeguarding concerns.
- Property damage.
- Near-misses with serious potential.

2 - How to Report:

- Notify the event manager and first aid lead immediately.
- Complete an Incident Form within 2 hours where possible.
- Collect witness details and brief statements.
- Preserve evidence (photos where appropriate; avoid filming minors unless necessary and lawful).

3 - RIDDOR Decision Record

Did it involve a work-related accident connected to event operations? [Yes/No]

Did it cause death or a specified injury to a worker or volunteer acting on behalf of the organiser? [Yes/No]

Did a member of the public go to the hospital from the premises due to the accident? [Yes/No]

If any 'Yes', record reasoning and decide whether reporting is required. Record any reference number.

4 - Retention

Store incident records securely for 6 years or longer for serious incidents.



13. EMERGENCY ACTION PLAN

1 - Medical Emergency

Stop play, call first aid lead, call 999 if required, clear access route, and assign someone to meet the ambulance.

2 - Fire Alarm

Stop play, evacuate via nearest exits, proceed to muster point: _____, assist venue staff with directing attendees. Do not re-enter until cleared by the venue.

3 - Violence or Aggression

Do not physically intervene unless necessary to prevent immediate serious harm. Separate the parties where it is safe to do so. Remove offender(s) from the event and request venue support. Call the police if needed. Preserve evidence and complete an Incident Form.

4 - Missing Child

Alert the safeguarding lead and venue duty manager immediately. Search agreed zones. If not found within 10 minutes or risk indicated, call the police.

5 - Court Glass Breakage or Structural Hazard

Stop play, isolate the area, prevent access, call venue management, and record the incident.



14. VEUNE & COURT PRE-USE INSPECTION CHECKLIST

Reviewed by the event manager and tournament organiser before event

Event: _ _ _ _ _ Date: _ _ _ _ _ Venue: _ _ _ _ _

- Courts are clean and dry
- No hazards on floors; bags controlled
- Court doors are functioning and safe
- Glass visually intact
- Lighting adequate
- Ventilation acceptable
- Fire exits clear
- Signage displayed (eyewear requirement, spectator zones, first aid location)
- First aid kit present and accessible
- AED location confirmed
- Duty manager contact confirmed

Actions required: _ _ _ _ _
_ _ _ _ _
_ _ _ _ _
_ _ _ _ _
_ _ _ _ _
_ _ _ _ _
_ _ _ _ _
_ _ _ _ _



1 - Medical Emergency

Stop play, call first aid lead, call 999 if required, clear access route, and assign someone to meet the ambulance.

2 - Fire Alarm

Stop play, evacuate via nearest exits, proceed to muster point: _____, assist venue staff with directing attendees. Do not re-enter until cleared by the venue.

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Do not physically intervene unless necessary to prevent immediate serious harm. Separate the parties where it is safe to do so. Remove offender(s) from the event and request venue support. Call the police if needed. Preserve evidence and complete an Incident Form.

4 - Missing Child

Alert the safeguarding lead and venue duty manager immediately. Search agreed zones. If not found within 10 minutes or risk indicated, call the police.

5 - Court Glass Breakage or Structural Hazard

Stop play, isolate the area, prevent access, call venue management, and record the incident.



1 - What is Code of Conduct?

This Code of Conduct outlines the standards of conduct expected, at all times, by all individuals at all MatchPoint events. By entering, spectating or participating in a MatchPoint event in any form, you agree to comply with all terms in this document.

1.1 - MatchPoint believe squash is a sport open to everyone, and all individuals should be able to enjoy it in whatever role they prefer, be it as a player, coach, match official, volunteer, parent, guardian or spectator.

1.2 - MatchPoint establishes the standards and values upheld at all our events. This Code of Conduct embodies the sporting, moral, and ethical principles that define squash.

1.3 - Although MatchPoint is responsible for setting the standards which are detailed in this Code of Conduct, everyone involved in our events has a responsibility to promote the sport positively, making sure that there is equal access and opportunity for all, and that fairness and respect are upheld.

1.4 - If you participate or are otherwise involved at any level in a MatchPoint-organised event, then this Code of Conduct applies to you.

1.5 - Note that for this Code of Conduct, references to a “child” or “children” are a reference to an individual who is under 18 years of age.



2 - Universal Conduct Obligations

All individuals involved in MatchPoint events must:

- 2.1** - observe a spirit of fair play by respecting all others and recognising the value of squash in the lives of the squash community;
- 2.2** - respect referees, officials, coaches, players, spectators, and other individuals involved in a MatchPoint event;
- 2.3** - take all reasonable measures to protect their own safety and the safety of others on and around the court;
- 2.4** - not do anything, on or off the court, that (i) is or may be (a) unsporting, (b) insulting, and/or (c) contrary to the integrity of, adversely affects and/or is detrimental to the interests of, the game, and/or (ii) brings or has the potential to bring the game, an event, other participants, themselves, MatchPoint and/or a sponsor into disrepute;
- 2.5** - not use sexist, abusive, racist, insulting, discriminatory or prejudicial language or gestures against any other participant, or make any communication or statement, on or off the court (including in e-mail, online, on social networking platforms or on group chat or messaging applications or sites) whether orally or in writing, that is or may be contrary to, or not compliant with, any other standard set out in this Code of Conduct;
- 2.6** - value diversity and treat everyone equally regardless of ability, age, disability, gender identity, marriage or civil partnership status, maternity or pregnancy status, race (including ethnic origin, nationality, and colour), religion or beliefs and sex, social status, or sexual orientation;
- 2.7** - not participate in, or in connection with, the sport in any way (including playing, coaching and officiating) having ingested or used or while under the influence (or potentially under the



influence) of any (i) drug (except one required for legitimate medical treatment) or illegal substance of any kind, whether or not performance enhancing, or (ii) “Prohibited Substance” in terms of the England Squash Anti-Doping Regulations;

2.8 - not consume alcohol while participating in any event;

2.9 - assist MatchPoint in ensuring the safety and welfare of children, young people and adults who are involved in our events in any way by maintaining appropriate standards of conduct and behaviour in their dealings with children, young people and adults in accordance with the England Squash Safeguarding Policies, and promptly report any concerns or worries to a Club Welfare Officer or Tournament Organiser/Safeguarding Lead;

2.10 - not commit a criminal offence (or commit any act, or engage in other conduct, that would constitute a criminal offence), whether or not committed/conducted in a squash context, that MatchPoint believes would adversely affect the sport, the reputation of the sport, any other participant, MatchPoint and/or its sponsors;

2.11 - if so requested, cooperate fully with any MatchPoint (or other governing or official body) investigation and provide comprehensive, honest, and accurate information and responses;

2.12 - comply with all other applicable MatchPoint rules, policies, and procedures.



3 - Player Conduct Obligations

This section of the Code of Conduct sets out additional conduct obligations and on-court regulations which apply to all players involved in MatchPoint Events. All players will, at all times:

3.1 - set a positive example for others, particularly children and spectators;

3.2 - play within the rules of the game as published by World Squash and respect the decisions of referees and other match officials without complaint;

3.3 - refrain from ridiculing or shouting at match officials, spectators, or other players;

3.4 - comply with any applicable clothing rules and regulations, including, but not limited to, the use of protective eyewear;

3.5 - wear eye protection during competition if they are under 19 years, including when competing in adult age groups. It is also mandatory for players of all ages to wear eye protection when playing doubles in competitions. Players who wear prescription glasses must either wear appropriate squash eye protection worn over prescription glasses or prescription eye protection for squash. When buying eye protection, look for the British Standard BS EN 18527-2:2021 to ensure it meets necessary safety standards;

3.6 - abide by the Rules of Squash, which are available on the World Squash Officiating website.



4 - Spectators, Parents & Guardians

This section of the Code of Conduct applies to all spectators, parents and guardians involved in MatchPoint events. All such individuals involved in MatchPoint events will, always:

4.1 - encourage all players to settle disagreements amicably without resorting to hostility or violence;

4.2 - support all efforts to remove bad or abusive language and unsporting behaviour;

4.3 - remind players that any breach of expected behaviours (see Universal Conduct Obligations - page 24 & 25) is likely to invoke disciplinary action and penalties;

4.4 - respect the decisions of officials and teach all players to do the same;

4.5 - focus on the efforts and enjoyment of all players rather than winning or losing;

4.6 - never ridicule or admonish any player for making a mistake or losing a match;

4.7 - appreciate good performances, skilful play and effort by all players;

4.8 - show an appreciation for organisers;

4.9 - be patient and help young and new markers and never intimidate them through words or behaviour.



5 - Referees & Officials

This section of the Code of Conduct applies to all referees and other match officials involved in MatchPoint events. All such individuals involved in MatchPoint events will, always:

5.1 - act as a positive role model by maintaining the highest standards of discipline and sporting behaviour and projecting a favourable image of squash and of officiating;

5.2 - encourage all players to play within the rules;

5.3 - be honest, consistent, objective, impartial and courteous when applying the rules of the game;

5.4 - show patience and understanding towards those who may be learning the game;

5.5 - never publicly express any criticism of other referees or officials;

5.6 - refrain from any public criticism of players, organisers, spectators, sponsors, or events that may bring the game into disrepute.



6 - Breaches of this Code of Conduct

Any behaviour that amounts to a breach of this Code of Conduct will be investigated fully and dealt with in accordance with the MatchPoint Disciplinary Policy.

Any alleged breach of this Code of Conduct should be set out in writing using our Incident Form and sent, by email, to:

Cai Younger

cai.younger@matchpointsport.co.uk



1 - Disciplinary Procedure

Any alleged breach of the MatchPoint Code of Conduct will be investigated fully and dealt with in accordance with this Disciplinary Policy.

1.1 - We will consider informal action, where appropriate, to resolve any alleged breach.

1.2 - We will not take disciplinary action until the case has been fully investigated.

1.3 - For formal action, we will advise those accused of the nature of the complaint, and we will allow them to state their case before any decision is made.

1.4 - We will provide, where appropriate, written copies of evidence and relevant witness statements.

1.5 - All parties involved with disciplinary matters should maintain confidentiality at all times and only discuss with others involved in the process. Breaching confidentiality may result in further disciplinary action.

1.6 - Where allegations are made that may be of a criminal nature, MatchPoint will co-operate fully with any police investigations.

1.7 - MatchPoint reserves the right to remove any participant during an ongoing event, before any investigation, where appropriate.

1.8 - No refunds are due where removal from an event results from a breach of the MatchPoint Code of Conduct, except where required by law.



2 - Disciplinary Actions

2.1 - Where a breach of the MatchPoint Code of Conduct is confirmed, the possible outcomes include:

- Written warning.
- 3-month ban from participating in all MatchPoint events.
- 6-month ban from participating in all MatchPoint events.
- 12-month ban from participating in all MatchPoint events.
- Indefinite ban from participating in all MatchPoint events.

2.2 - All warnings and bans will be imposed retrospectively from the event at which they occurred.

2.3 - All warnings and bans will be kept on file for 12 months, except the indefinite ban, which will be kept on file indefinitely.

2.4 - Further breaches of the MatchPoint Code of Conduct while a warning or ban is on file will result in more severe disciplinary action, where appropriate.

2.5 - The outcome(s) will be confirmed in writing to all the involved parties.

2.6 - Where any involved party believes that the outcome is wrong or unjust, they may appeal the decision.



18. COMPLAINTS POLICY

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- 1 - Complaints should be submitted within 14 days of the event unless the issue is serious.
- 2 - Include event name and date, description, evidence, and desired outcome.
- 3 - Acknowledgement within 3 working days.
- 4 - Response within 14 working days, or an update with a revised timeline.
- 5 - If unresolved, escalation to venue/club management.
- 6 - Where a chargeback is raised, MatchPoint may provide evidence of terms acceptance, attendance, and service delivery.

All complaint should be address to:

Cai Younger
cai.younger@matchpointsport.co.uk



19. VENUE AGREEMENT SCHEDULE

1 - Event Details

Event: _ _ _ _ _

Date & Time: _ _ _ _ _

Venue name & address: _ _ _ _ _

Venue duty manager on shift (name/mobile): _ _ _ _ _

_ _ _ _ _

MatchPoint event manager on day (name/mobile): _ _ _ _ _

_ _ _ _ _

Expected attendance: Players: _ _ _ Spectators: _ _ _ _

Juniors present: [Yes/No]

2 - Venue Confirmations

- Courts are fit for play and inspected or maintained by venue.
- Venue has adequate Public Liability insurance in place for
- £5million or more
- Fire evacuation procedure and muster point briefed to MatchPoint before event starts.
- Named first aid coverage is in place for the full event period.
- AED location and access confirmed.
- Duty manager contact provided.



3 - Responsibility Matrix

Area	Responsibility	Notes
Fire safety system and evacuation procedure	Venue	Venue provides procedure, muster point and duty manager contact.
Court condition and maintenance (glass, doors, lighting)	Venue	Venue confirms courts fit for use; MatchPoint performs pre-use visual checks
First aid provision for full event duration	Venue/Both	Confirm named first aider on duty for full event or contracted cover.
AED location and access	Venue	Venue confirms AED location and access procedure.
Security and removal of aggressive individuals	Both	MatchPoint removes from event; venue provides security and removal support.
Safeguarding or welfare support (if provided by venue)	Both	Confirm whether a venue welfare officer is present and available
Accident book and incident records	Both	Venue keeps accident book; MatchPoint keeps incident log and shares relevant details where necessary.

Venue Duty Manager: _ _ _ _ _ Date: _ _ _ _ _

MatchPoint Event Organiser: _ _ _ _ _ Date: _ _ _ _ _



20. VOLUNTEER BRIEF & SIGN-IN

Volunteers support administration only. They do not provide supervision of juniors and do not physically intervene in violence except to prevent immediate serious harm.

1 - Permitted Tasks

- Check-in, wristbands, directing people to courts.
- Timekeeping and basic scoring administration.
- Communicating schedules.
- Reporting issues to the event manager.

2 - Not Permitted

- Supervising juniors as a duty of care (parents remain responsible unless explicitly agreed otherwise in writing).
- One-to-one isolated contact with juniors.
- Coaching unless specifically authorised and competent to do so.
- Physical intervention in fights (except immediate necessity to prevent serious harm).

3 - Escalation

- Safety hazard: inform event manager and venue duty manager immediately.
- Aggression or violence: do not engage; call event manager; request venue support; call police if needed.
- Medical: alert first aid lead; call 999 if serious.
- Safeguarding: alert safeguarding lead immediately.



21. INCIDENT FORM & INCIDENT LOG

1 - Incident Form

Event Name: _ _ _ _ _

Date: _ _ _ _ _

Venue: _ _ _ _ _

Person Reporting (name/contact details): _ _ _ _ _

_ _ _ _ _

Incident type (circle all applicable):

[Injury / Medical / Violence / Near Miss / Property Damage /
Safeguarding / Other]

Time and Exact Location: _ _ _ _ _

Person(s) Involved (names/contact details): _ _ _ _ _

_ _ _ _ _

_ _ _ _ _

What Happened (facts only): _ _ _ _ _

_ _ _ _ _

_ _ _ _ _

_ _ _ _ _

_ _ _ _ _

Immediate Actions Taken: _ _ _ _ _

_ _ _ _ _

_ _ _ _ _

First Aid Given: [Yes/No] By Whom: _ _ _ _ _

Ambulance Called: [Yes/No] Time: _ _ _ _ _

Witnesses (names/contact details): _ _ _ _ _

_ _ _ _ _

_ _ _ _ _

_ _ _ _ _



Photos or Video Evidence: [Yes/No] Notes: _ _ _ _ _

_ _ _ _ _
_ _ _ _ _
_ _ _ _ _

Venue Duty Manager Informed: [Yes/No] Name: _ _ _ _ _

Follow-up Actions Required (bans, reports, insurer notice): _ _ _ _ _

_ _ _ _ _
_ _ _ _ _

Completed by: _ _ _ _ _

Signature: _ _ _ _ _ Date: _ _ _ _ _



2 - Incident Log (Summary)

Incident Date	Event	Type	Name(s)	Outcome	Closed Date

