



## Mission Statement

Roade Tennis Club provides an open and accessible tennis facilities, offering the local community a chance to *learn, play and compete whilst having fun on court*, affordable membership, varied and professionally run activities, and focuses on increasing participation in the sport.

## General Terms & Conditions

- All users of Roade Tennis Club, including the car park, clubhouse, courts and surrounding paths / areas, do so at their own risk. If in any doubt users should contact the coaching team or the village hall for further advice before use.
- Roade Tennis Club cannot accept liability for any claims, damages, costs and demands in respect of death or personal injury arising from the use of the facility by the customer pursuant to this agreement except insofar as such death or personal injury arises from negligence on the part of the tennis club, its servants, agents or representatives.
- Roade Tennis Club cannot accept responsibility for the loss of or damage to personal property incurred whilst on the premises.
- We adhere to the principles of General Data Protection Regulation (GDPR) as it applies in the UK, tailored by the Data Protection Act 2018
- No smoking is permitted within the facility, including the clubhouse, patio and courts.
- Cars parked in the car park are left at the owner's risk and the tennis club will accept no liability for any loss or damage or that the car has been locked in.
- All users of Roade Tennis Club must observe the rules and comply with any directions the management may give to ensure the smooth, safe and efficient operation of the site. Roade Tennis Club reserves the right to alter and amend these rules at any time.
- Roade Tennis Club has full welfare policies in operation and takes its safeguarding responsibilities seriously. Policies are displayed in the tennis clubhouse.
- Roade Tennis Club accepts payment in the form of cash, bank transfer.
- We reserve the right to refuse entry of any participant into activities at Roade Tennis Club should this become necessary; however, every step will be taken to avoid this course of action. Any participant who is accused of an action that would result in expulsion from the club will be offered a personal meeting with the management team of the facility at which point, they are welcome to bring a representative. The meeting will be minuted and the result of the committee team's decision provided in writing. In the case of an illegal activity taking place, the tennis club will pursue the proper legal channels.

## General Tennis Activities

- The adult mix-ins at Roade Tennis Club are open to members (and non-members, subject to a guest fee) who are 16 or over. In certain circumstances, younger juniors may be allowed to join in. Please note, we have judged this to be primarily an adult event, however, a large majority of our work generally is providing other opportunities to junior players.
- Please be aware of the local houses so close to the courts, your actions and behaviour reflect on the club and therefore please act responsibly when on court.
- Floodlights are controlled from the clubhouse, sessions organised by the club that need floodlights will incur no charge to the members. All bookings taken by the member will need to make payment for the use of the floodlights. This can be done online using reference Surname + floodlights.

## Coaching

- Whilst attending coaching groups, it is necessary that you abide by the authority of the coaches, who represent the tennis club.
- It is a parent's responsibility to fully advise Roade Tennis Club or the coaching team of any illness, medical condition, social or behavioural problem a child may have, or has experienced recently, which might affect the child or any other participants whilst using the tennis centre. We are committed to making our facility as accessible to as many people as possible and we will be pleased to advise you whether we have the staff and facilities to provide an appropriate experience in any of the above-mentioned circumstances. If you have any condition, medical or otherwise, that might affect your or other people's enjoyment of the facility, you must advise us of this at the time of any booking and we will do our best to take this into account.
- Behaviour such as swearing, racquet throwing etc. may result in a warning or withdrawal from the lesson. Bullying in particular will not be tolerated. Parents will be informed should their child be involved in any incident involving disciplinary action, and individuals may not be allowed to continue with their coaching should their behaviour continue to adversely affect the group.

- Once a coaching group has been booked and paid for, this cannot be refunded except in exceptional circumstances, and only at the discretion of the Coaching team. Any refund may be subject to an administration fee.
- If there are insufficient enrolments at the start of a given course for a scheduled group lesson to be viable, we may cancel that group for the term. Anyone who has already enrolled a child in a scheduled lesson that is subsequently cancelled or changed will be offered alternative time slots or given a full refund.

### **Tennis Courts**

- **No studded shoes to be worn on the tennis courts at any time.** Astro turf shoes are not permitted.
- There is no dress policy for the courts, however, due to requests from a number of people, players must not play shirtless at any time.
- Chewing gum whilst on court is strictly forbidden.
- Persons behaving in a manner likely to disrupt the enjoyment of, or endanger other users, may be asked to leave. No refunds will be given.
- Courts not taken within 15 minutes of the booked start time may be re-let.
- Users must keep the courts clean and tidy at all times and dispose of any litter in the bins provided.
- Should any damage occur during the period of court usage then the user will be responsible if caused by their negligence. Any damage must be reported immediately to the appropriate member of staff.
- Players are requested to please leave the court at the agreed finish time.
- During periods of poor weather, players must decide themselves whether the courts are suitable for playing and do so at their own risk.
- Courts cannot be used for coaching purposes of a commercial nature by any individual or organisation other than Roade Tennis Club or Skills4sport Ltd.

### **Membership at Roade Tennis club**

- Members may book courts up to 14 days in advance using the “Clubspark system”.
- Roade Tennis Club reserves the right to refuse admission, to suspend or cancel any membership, should circumstances require.
- Persistent failure to turn up for a booking may result in the suspension of booking rights for a given period of time, therefore please cancel your booking if not going to use it.
- Memberships are available on an annual basis.

### **Court hire at Roade Tennis Club**

- Courts are available for casual hire at all times, subject to them not being booked for another activity.
- Casual courts can be booked up to 14 days in advance. Please call 07739426683 or email [info@roadetennis.com](mailto:info@roadetennis.com) if there is any doubt about your booking.
- Equipment can be borrowed free-of-charge, assuming that the building is open. In the case of any damage or loss, the coaching team reserve the right to request payment for replacement or impose a temporary suspension / permanent ban on the offending party.

### **Online Court Booking at Roade Tennis Club**

- Courts can be booked for periods of up to 2 hours (in 1hr slots), availability depending. Please only book the amount of time that you require to allow other players access to the courts.
- Coaching / Cpts committee reserve the right to move / re-schedule / cancel bookings as necessary and would of course keep customers affected informed about any changes.
- Please try to book efficiently, considering which court is the most suitable for the booking time you are making.
- Please remember to cancel any courts that you no longer require. “No Shows” are monitored centrally, and unfortunately for repeat offenders, we may have to temporarily suspend online booking rights.
- Members can book courts up to 14 days in advance.
- Courts booked by members that are not taken up within 15 minutes of the booked start time may be regarded as “No Shows” and therefore may also be re-booked. Please contact us if you are running late.
- Courts booked by Pay-and-Play users that are not taken up within five minutes of the start time will not be re-booked, however, the end time may have to remain as booked, i.e. late arrivals may shorten the booking if the facility is busy. Please contact us if you are running late.

### **Weather**

- It is our philosophy to try and run coaching sessions wherever possible and therefore we generally ask that participants attend the start of their session regardless of the weather. Coaching will only be cancelled in advance if the appropriate forecasting tools (e.g. MET Office Rainfall Radar) indicate with certainty that the session would be unsafe to run. If it is not predictable with certainty, the decision on whether to cancel the lessons will be made on the courts immediately prior to the lesson start time.

Cancellation of one group lesson does not necessarily mean that other lessons will be cancelled that day. If you choose not to attend on doubtful days then you risk missing the class if it takes place.

- If coaching sessions are cancelled due to adverse weather conditions, these will be credited back the following half-term or additional sessions added, however, we cannot refund the money if the participant stops attending coaching groups.
- For private lessons, please contact your coach to find out if your lesson will go ahead.