



Old College Lawn Tennis Club

Guide for new members

WELCOME

Old College offers a welcoming and inclusive space for people to play tennis, whatever their playing standard. This applies regardless of age, disability, race, religion, sex, gender, sexual orientation, marital or partnership status, pregnancy or maternity status, or socio-economic status. We are committed to building an environment that celebrates diversity and promotes inclusion and equality of opportunity. We do not tolerate discrimination on any grounds.

This guide is intended to get you up and running so that you can start making the most of your membership right away. Please also familiarise yourself with our policies on the website.

1. WEBSITE

<http://www.oldcollege.co.uk/> has all you need to know about the club. It contains:

- Club committees and policies.
- Court booking system, MyCourts.
- Members' Directory with contact details for all members.
- Coach information for booking private lessons.
- Details of club sessions, group coaching and junior clubs.
- Leagues and tournaments.

1.1 MyCourts

This system is accessible only to club members and is used for:

- Updating your personal details
- Court bookings
- Floodlight and visitor fee payments
- Box leagues and tournament draws
- Booking social play and group coaching sessions.
- Paying your annual subscription.

1.2 Logging in for the first time

You will have received an e-mail from no-reply@oldcollege.mycourts.co.uk giving you your username, password and PIN. If you haven't received it please check your 'junk mail' folder and copy the Mycourts email address (above) to your address book or 'allowed list' to ensure that future club e-mails are not also junked. If you still can't find any e-mail, contact the Director Membership (ocdirectormembership@gmail.com).

Log-in using these details via the **Court bookings** tab on the landing page of the website. You will be asked to accept the website privacy policy and terms and conditions for use.

1.3 Personal Details

It's really important to keep your personal details up to date so members can contact you to arrange games and you receive email notifications from the club.

Privacy settings

This shows the information that the club holds for you. Check your email address and phone number and confirm that both can be shown in the Members' Directory. It's really helpful (but not essential) to add a profile picture as well. Note, these details are only accessible to club members logged into the site.

Email settings

This is where you can choose whether to receive e-mail confirmations when you book or cancel a court, or cancelled court alerts. Please ensure you check the box to receive email notifications from the club as this is the main route of communication of notices, news and updates.

Change password or PIN

You can choose a new password here. You can change your PIN also but the system does not allow you to choose the number, it will be randomly given.

If you've forgotten your password click on **Forgotten Password** when you log in and enter the email address that you have saved on the system. You will receive an automated email with your username, password and PIN.

2 CLUB MANAGEMENT

Old College is run by volunteer members and managed by the Club Committee and the Tennis Committee. Current membership is shown in the **Members' Area** of the website – you will need your pin to access this area. Key contacts for any concerns or for information are:

- Club Chair.
- Chair of Tennis.
- Members' Representative.
- Director Membership and Grounds.

Their contact details can be found in the Club Directory. You may also submit comments via the **Suggestion Box** in the Members' Area.

Also in the Members' Area are the club policies. Please read in particular the:

- **Management Policy** which gives all details of the management structure of the club.
- **Tennis Management Policy** which describes the rules for play.
- **Safeguarding Policy** which describes what to do if you have a concern for the welfare of a child or vulnerable adult at the club.
- **Equality, Diversity and Inclusion Policy** which describes our commitment to providing an inclusive playing environment for people of all backgrounds and characteristics.

3 TENNIS

3.1 Court bookings

Booking a court

- Go to **Court Bookings** on the website, log in and then go to **Booking Sheets**.
- Courts can be booked up to three weeks in advance.
- Book the slot that you wish and add your playing partner's and opponents' names. If you are playing a non-member choose the Guest option and pay the fee as indicated below.
- You may only make bookings consistent with your membership category (Off-Peak or Peak).
- Peak members can hold up to two peak time bookings and three off-peak bookings at any one time. This will be automatically restricted within the system.

Booking a group coaching session

Booking a place at a group coaching session (Wednesday, Friday and Saturday mornings) is also done through court bookings – the session is at the top of the page for that day. If the session is full make sure you sign up for cancellation alerts.

Checking-in

The player booking the court must 'check-in' on the clubhouse touchscreen using their PIN no longer than 15 minutes after the start time. This can be done either a) using the clubhouse touchscreen (you will need your PIN), or b) via the GPS tab on the booking sheet on your phone.

If you do not check-in it is recorded as a 'no-show', and you could lose your right to make bookings if you persistently have no-shows. In bad weather cancel the court booking from home.

Cancellations

If you no longer need your booking you must cancel it at least 24 hours in advance so that it is available for other members. Go to the **Booking Sheets** and then **My Bookings**. Cancellations can only be done by the person who made the booking. Cancellations after 4 hrs before the start time are recorded as late cancellations, and you may lose your right to make bookings if you persistently cancel courts late.

Booking alerts

If you can't find a slot on your preferred date, you can set up an email alert for cancelled bookings. Go to **Cancelled Court Alerts** on the left.

3.2 Fees

Payments for floodlights, tournaments and visitors are all paid through your account on MyCourts, so it's good to always have some credit. To top up your account, log in to Court Bookings then **Buy Credit** on the left; the minimum you can buy is £20.

Visitors

Visitors are very welcome at the club and may play up to 5 times per year with a member. The host member must pay the visitor fee (£5 for adults, £2 for juniors) when booking the court - add **Guest** as your playing partner.

Floodlights

All 8 of our courts are floodlit. Our permitted floodlight hours are:

Court	Monday to Saturday	Sunday
1	until 9.30 pm	until 8.30 pm
2	until 9.30 pm	until 8.30 pm
3	until 9.30 pm	until 8.30 pm
4	until 9.30 pm	<i>Not permitted</i>
5	until 9.30 pm	until 8.30 pm
6	until 9.30 pm	until 8.30 pm
7	<i>until 9.00 pm</i>	<i>Not permitted</i>
8	<i>until 9.00 pm</i>	<i>Not permitted</i>

The floodlights will come on automatically when you book a court after sunset. You will be charged £4 an hour (pro rata) and you must have sufficient credit to book the court. You can **Transfer Credit** to other members if you'd like to share the cost. If you cancel the court up to 4 hours before the start time the amount paid will be refunded to your account. Fees for courts cancelled after 4 hrs prior to the start time will not be refunded.

3.3 Club-play sessions

Club play sessions (doubles only) are held at specified times for each playing category and courts allocated in the booking system. There is no need to have a partner, just turn up and play. Some sessions are run by a coach (see below) who will organise the fours, aiming to match players of similar ability. For non-coach led sessions, if the allocated courts are full, you can mix in when the next set finishes.

Balls and floodlights are provided free of charge at club play. At the end of the session, balls should be returned to the session organiser or put in the bucket marked Club Play.

Sessions and categories are shown on the website (Tennis/Club play) and below. You may only play at evening and weekend sessions if you have Peak membership.

Day	Time	Categories	Note
Tuesday	09.00 – 10.30	Improver / Intermediate	
Tuesday	18.30 – 21.00	Improver	
Wednesday	18.30 – 21.00	Advanced	For stronger Advanced players
Thursday	09.00 – 10.30	Improver / Intermediate	
Thursday	18.30 – 21.00	Intermediate / Advanced	Coach led (Hamid)
Saturday	13.30 – 16.30	Intermediate / Advanced	Coach led (Alex)

3.4 Coaching

The club has four experienced LTA-qualified Club Coaches: Head Coach, Alex Heath (LTA level 4); Hamid Irshad (LTA level 3); Wayne Evans (LTA level 3), James Gibbens (LTA level 3). All are CRB checked, have safeguarding and first aid certification, and undertake ongoing development and refresher training.

Individual coaching is available throughout the year, arranged directly with the coach. Contact details, experience and fees for each coach are on the website.

3.5 Group coaching

Group coaching sessions are a great way to improve your tennis and meet other members. Sessions are held at the following times. Places can be booked via the Court Bookings page and cost £8 per session (paid directly to the coach).

Day	Time	Categories	Coach
Wednesday <i>(Term-time only)</i>	09.30 – 11.00	Improver / Intermediate	Hamid
Friday <i>(Term-time only)</i>	09.30 – 11.00	Intermediate / Advanced	Alex
Saturday	09.00 – 10.30	Improver	Alex
	10.30 – 12.00	Intermediate / Advanced	Alex

3.6 Competitions

There are opportunities for competitive play throughout the year.

Box leagues

Singles and doubles box leagues run from October to May. These are mixed for men and women players and run for around 6 weeks periods, with top and bottom placed players in each box moving to higher or lower boxes at the end of each period.

Summer Tournament

The annual summer tournament is a big event for the club, starting in June and culminating in Final's Day at the beginning of September. There are Open and Veterans singles, doubles and mixed doubles events, and also a junior tournament.

Teams

The Club enters men's women's and mixed teams for teams for several different leagues playing against other clubs: National League, Surrey League, Southwark League and a local Midweek Women's team. We also enter several junior teams in the Surrey League from U8 to U18.

Members are invited to put themselves forward for the teams in advance of each summer and winter season, and the Men's and Women's Tennis Captains organise the selection process.

4 BEHAVIOUR ON COURT

The Code of Conduct and guidance on expected behaviour are in the Safeguarding Policy and Tennis Management Policy in the **Members' Area** of the website. Please make sure you read these.

We want everyone at Old College to enjoy their time at the club. Please show respect and courtesy to one another, visitors, and neighbouring residents:

- Don't shout or audibly swear.
- Don't behave in an aggressive or intimidating manner to others on court.
- Don't criticise your partner or opponent or question their integrity, for example around line calls.
- Keep disruption from mobile phones or other devices to a minimum.
- Don't throw your racket or endanger others through your play.

Please also observe the following:

- a) You must wear clothes and footwear designed for tennis, or other suitable sports clothing.
- b) Do not walk across another court while a game or a rally is in progress; wait until you are invited and it is safe to do so.
- c) Do not collect a stray ball from another court during a rally; wait until the point is finished before asking for its return or collecting it. If a ball comes onto your court from an adjoining court wait until play has stopped before returning it.
- d) Only make line calls for balls that land on your side of the net. If not sure, give the benefit of the doubt to your opponent(s) or replay the point if the call is strongly disputed.
- e) Ensure that you close the gate after you when entering or leaving the courts.
- f) Sweep the artificial clay courts after your game; this is important for their maintenance.
- g) Take all rubbish and belongings from the court when you've finished playing. This includes tennis balls and cans, drinks bottles and cups. There are bins outside the courts and by the clubhouse.

5 CLUBHOUSE AND GROUNDS

The Facilities Manager, Hamid Irshad, is the point of contact for clubhouse and grounds maintenance and security (07872 187926; hamid.irshad55@gmail.com).

5.1 General

Please help us to keep the club clean, tidy and safe. Do not leave rubbish lying around - whether it's yours or others – use the recycle or general rubbish bins outside and inside the clubhouse.

Do NOT take bicycles or scooters onto the courts or leave them outside the courts, as this damages the fences. Use the cycle racks provided.

The kitchen is stocked with tea/coffee and milk for use by all members (put 20p or so in the red money box). Please ensure you do your own washing up and put away cups and cutlery.

The bar is operated on a volunteer basis by a small number of members who have the bar key and open it on a rota basis, which normally includes Monday, Wednesday and Thursday evenings, special events and to provide hospitality for inter club matches.

There is a vending machine for snacks and cold drinks.

If you find any clothing or personal items on the courts or in the grounds put them in the lost property bin in the clubhouse. Items not claimed are periodically offered to charity shops.

5.2 Security

The club pays a lot of money for security and insurance cover, and in the event of a break-in we are not covered unless the clubhouse is properly locked, so please read this section carefully!

Entry codes

Entry codes are required for main gate in Gallery Road and the clubhouse. You will be given these codes when you join but you must not give them to any non-member. If you have forgotten the code please ask another member or one of the coaches.

Chubb lock on the clubhouse

Please arrange to be given a Chubb key to the clubhouse when you join from the Facilities Manager, Hamid Irshad. This is included in your joining fee but lost keys are charged at £5. If you are the last to leave the club in the evening you **must lock the clubhouse**.

Alarm

The burglar alarm is set and unset manually. If you are the last person to leave the clubhouse **you must set the alarm**. Instructions are by the alarm, but the Facilities Manager, Hamid Irshad, will take you through the procedure and tell you the alarm code when you collect your key.