



BRADFIELD TENNIS CENTRE

TERMS & CONDITIONS



On behalf of the coaching team, I would like to personally welcome you to Bradfield Tennis Centre. In order for everyone to enjoy the facilities and coaching, please make yourself familiar with the terms and conditions within this document.

Best wishes,

Damian Fuller
Director of Tennis at Bradfield Tennis Centre

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Bradfield Tennis Centre operates both a membership and pay and play system.

Bradfield Tennis Centre Standard Membership Benefits

- Members can enjoy the usage of our world-class 3 court Indoor Tennis Centre (Plexi – Pave Australian Open surface) and our superb 6 floodlit clay courts (as used for the WTA Porsche Open in Stuttgart)
- Reduced court hire costs for clay courts
- Reduced hourly rate for private indoor and outdoor bookings
- 5 day advance online court booking
- Regular LTA competitions for Junior members and FUN social events for Adult members
- **FREE** entry to our annual Club Championships
- 10% off at our Pro – Shop on all Babolat and Head merchandise (excluding re-strings)
- Restring loyalty card
- Discounted Adult and Junior courses
- Guests – Adult members are welcome to bring a guest(s) to Thursday and Sunday Club evenings at a cost of £10 (Adult)

Bradfield Tennis Centre Membership PLUS Benefits

Membership **PLUS** benefits are all of the above plus the following:

- 10 day advance online court booking
- **FREE** Squash membership and preferential court hire rates
- Preferential tennis court hire rates
- **FREE** clay court hire (1 booking per day, maximum of 2 hours)
- **FREE** floodlight usage on the clay courts
- 20% off at our Pro – Shop on all Babolat and Head merchandise (excluding re-strings)
- **1 FREE** tennis clinic per quarter (*subject to staff availability*)
- Advance invites to exclusive Racket Demo Days
- Option to pay monthly or annually via the Tie Tennis App
- **PLUS** membership is only available on Family and Adult packages

Membership runs for 365 days from the date of purchase.

Membership categories explained:

- **Junior member** – 18 and under in full time compulsory education
- **Student** – Full time at College or University
- **Adult** – Over the age of 18 and not in education
- **Family** – Parent / Parents with children under the age of 18 in full time education living in the same household

Other:

- Junior Members have the same rights as Adult members to play on the courts
- Adult Club evening occurs on the following days and times:
 - Thursdays 20:00 – 22:00 Indoor Centre*
 - Sundays 19:00 – 21:00 Indoor Centre

**In the summer, Thursday Club night is run on the clay 18:00 – 20:00*

Sessions are supervised by the Adult Representative/s

Tennis Courts

- Tennis court hire **must be booked and paid for in advance using Tie Tennis**
- Upon arrival, all players must report to Reception to check in
- Clay court usage is subject to an induction with a member of the Bradfield Tennis Centre Coaching Team, all players wishing to use the courts must first receive training how to prepare the court in readiness for the next users – YouTube link: <https://www.youtube.com/watch?v=28lmmkY0tBg>
- Tennis court hire hourly rates for 2022 are as follows:

| Court | Membership PLUS | Standard Membership | Non - Member | Contract hire 1 or 2 courts | All three indoor courts / special events |
|-----------------|-----------------|---------------------|--------------|-----------------------------|--|
| Indoor Court | £14.00 | £16.00 | £24.00 | £21.00* | £100 |
| Clay court | FREE | £10.00 | £15.00 | | N/A |
| Floodlight card | FREE | £3.00 | £3.00 | | |

Court rates are split according to the individual players membership level. For example:

- If a **PLUS** member books a clay court to play singles with a non-member, they will pay 0, and the non-member will pay £7.50. The Indoor version of this would be Member pays £8.00 and the non-member will pay £12.00
- If a **PLUS** member books an indoor court to play doubles with 2 other members and a non-member, **PLUS** member pays £3.50, the two members pay £4 each, and the non-member pays £6.

*Contract Hire and Special event hire must be requested through the Tennis Director and courts will be invoiced by the Tennis Office by way of Stripe (payment provider).

| Membership Type | Advance court booking allowance |
|------------------------|---------------------------------|
| Membership PLUS | 10 days |
| Standard Membership | 5 days |
| Non-Member | 24 hours |

Court advance booking allowances from 01/01/2022 (**NB**: this only applies to courts and **NOT** courses)

Cancellation policy

- Courts and Pay & Play courses cancelled with less than 48 hours' notice are **strictly non-refundable** (with the exception of the clay courts when affected by wet weather.)
- Please note that should you wish to cancel your membership the balance is non-refundable
- If the request is reasonable (e.g., leaving the area etc.) an administration charge of 20% will be applied to the balance.

General court rules

- Prior to commencing play, all players are to report to the Tennis Centre Reception to sign in (from March 2022)
- All courts may only be booked for a maximum of 2 hours
- Only one court may be booked at any one time per person per time slot
- Only one booking per day can be made per member (all categories)
- The following footwear is **not** to be worn on any of the Courts
 - Astro boots / shoes
 - Running shoes
 - Shoes with heels
 - Non-sports footwear
 - Muddy footwear
- Video and photography are **strictly prohibited** unless given prior consent by the Director of Tennis (or Tournament Director if during an LTA competition).
- Please take all litter with you to the nearest bin
- Please ensure your tennis shoes are clean before wearing on court
- Anyone found using the courts without pre - booking / paying will be asked to pay immediately, failure to do so will result in players being asked to leave the courts
- Please do not excessively wind the nets up as they are checked daily by the Coaching
- Chewing gum; anyone found or seen to be leaving chewing gum on the playing surface of either the Indoor Centre or Clay Courts will be asked to pay for the removal and may subsequently be barred from playing at the centre.
- External coaching is not permitted

Indoor Tennis Centre usage

- Indoor Tennis Centre lighting is LED and can be switched on and off like a normal household light, the switches can be found to the left-hand side of the entrance with court numbers clearly indicated. Please turn the lights off as you leave the building.

- Clay Court footwear must **not** be worn in the Indoor Tennis Centre

Clay court usage

- Clay court play **must finish 5 minutes** before the end of each hour to sweep and prepare the courts for the next users
- Floodlighting cards can be purchased for £3 from Reception (floodlighting is free for **PLUS** members)
- When entering the Clay Courts please do so by the dedicated door at the back of each court
- Should a tennis ball leave the court and end up on the grass, you are welcome to retrieve it. Please remember to clean your footwear afterwards as bringing soil onto the courts can compromise the playing surface and affect drainage
- Upon leaving the Clay Courts, please remove any surplus clay from your shoes

Wet Weather

- **ALL** courts / courses must be paid for in advance via the Tie Tennis App
- During wet weather, play will continue up to a point where the coaching team feel that the surface is:
 - Unplayable
 - Unsafe for the user
 - At risk of damage or to the detriment of the playing surface

Upon cancelling play, the user can be issued a credit (to their Tie Tennis Club Wallet) pro rata to the time they played on the court, i.e. if a course is 1 hour and they play 15 minutes they will receive 75% credit and so on, this will also apply to court hire. Please email tennisinfo@bradfieldcollege.org.uk

Booking System – Tie Tennis


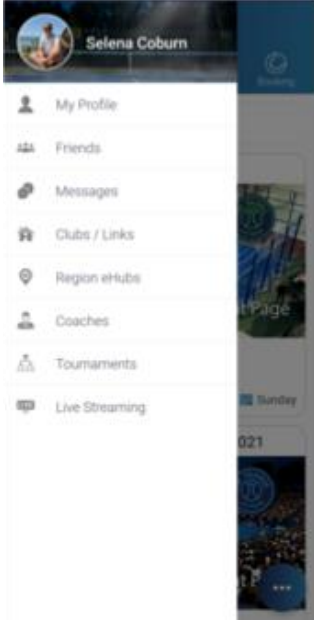
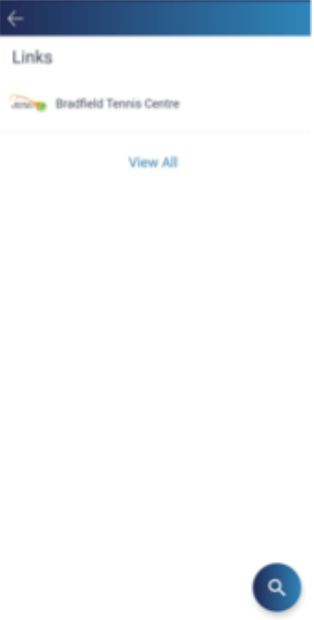
Bradfield Tennis Centre uses the Tie Tennis booking system for courts, courses, Pay & Play sessions, and membership. All bookings must be made through the [Tie Tennis App](#).

How to start: The first thing you will need to do is download the [Tie Player](#) App (as this is an app-based product) by selecting your phone/tablets operating system below:



Once you have got the Tie Player App it will ask you to put in your email address, followed by info required for creating your account. Complete those details, and eventually you will end up on the Tie Player home screen.

In order to be able to book at Bradfield, players need to be linked to the club. Players can link by following the instructions below:

| | | |
|--|--|--|
| <p>Click on the 3 lines in the top left-hand corner:</p>  A screenshot of the Tie Player app home screen. At the top left, there is a blue header with a white menu icon (three horizontal lines). Below the header, there are navigation icons for Home, Wallet, Schedule, and Booking. The main content area shows a message input field, a 'DOUBLE WATERLOO' tournament card with a 'Click for info' button, and a 'Vanguard Stars - Sevilha 2021' tournament card. | <p>Then select “Clubs/Links” from the menu:</p>  A screenshot of the app's main menu. At the top, there is a profile card for 'Selena Coburn'. Below it is a list of menu items: My Profile, Friends, Messages, Clubs / Links (highlighted with a blue bar), Region eHubs, Coaches, Tournaments, and Live Streaming. | <p>Select the magnifying glass (bottom right) to search for clubs, and highlight Bradfield:</p>  A screenshot of the 'Links' search results page. At the top, there is a blue header with a back arrow. Below it, the word 'Links' is displayed. A search result for 'Bradfield Tennis Centre' is shown with a green highlight. At the bottom right, there is a magnifying glass icon. |
|--|--|--|

Once you have linked to Bradfield Tennis Centre, the club should appear in the list of “clubs/links. You will be able to purchase membership, sign up for courses/sessions and book our courts.

How to video guides:

Available in a playlist on YouTube: https://youtu.be/l_U0fhluTl8

Coaching – Courses

The Bradfield Coaching Team are all **LTA accredited, insured, Safeguarding Qualified, DBS checked** and work solely for Bradfield Tennis Centre and Bradfield College.

- **External coaching is strictly prohibited** unless sanctioned by the Director of Tennis, any coach found in breach of this will be asked to leave the courts without a refund, barred from future use of the facility and potentially reported to the LTA
- All coaching must be paid for in advance. This includes:
 - Pay and play sessions (Cardio, Ladies Coffee Morning, Vets, Club Night)
 - Termly courses
 - 1:1 lessons
- All courses are non – transferrable
- Make up sessions - if you are unable to attend a certain day without good reason (and prior notice), this day will be deemed lost and cannot be made up by attending another course
- If you wish to cancel a course the balance of the course will be non-refundable
- If you would like to access any of our courses rather than commit to the full term, sessions will be priced pro-rata at 1.5x the member / Non-Member rate

Coaching – Pay & Play

- All Pay & Play Adult sessions can be booked and paid for 1 week in advance using the Tie Tennis App
- Sessions must be paid for at the time of booking via the Tie Tennis App
- Pay & Play sessions are non-refundable
- Subject to a minimum of 48 hours-notice, if your circumstances change and you need to edit your booking, you must contact TennisInfo@BradfieldCollege.org.uk

Coaching – 1:1

- All request for 1:1 coaching must go through the Director of Tennis TennisInfo@BradfieldCollege.org.uk
- Cancellations of individual lessons are subject to a minimum of 24 hours advance notice otherwise the full court fee and lesson fee will apply
- 1:1 lessons **must** be paid for before the session takes place

Coaching – Cardio Tennis

- All players participating must provide an annual health declaration for
- Any player arriving late must warm up prior to commencing play
- Anyone arriving more than 15 minutes late will not be permitted to participate

Adult Club Night

- Adult Club evening occurs on the following days and times:
 - Thursday 20:00 – 22:00 (Indoor Centre in the Winter, 18:00 – 20:00 Clay in the summer))
 - Sunday 19:00 – 21:00 (Indoor Centre)
- Members can book on to Club Night via the Tie Tennis App
- Club Night is free to members
- Members are welcome to bring a guest to Club Night at a charge of £10 per player. This must be booked and paid for via Tie Tennis.
- The Adult Representative for Adult Club Night is **Jane Yamamoto**. Jane will be on hand to ensure that Adult Club Night runs smoothly and that everyone enjoys his or her tennis, she will be the main contact for any feedback relating to Adult Club Night. Please remember that Jane's role is a voluntary one and that she is giving her time for the benefit of the club.

Inclusion & Diversity

Bradfield Tennis Centre values inclusion and diversity. It is committed to creating a culture where everyone is treated equally and fairly, ensuring that all our members enjoy our excellent facilities. The Centre aims to be inclusive and we invite disabled applicants to declare their disability when they fill out their membership form. This information will be treated as confidential. It will only be used to discuss ways in which the Centre can make the applicant's membership more inclusive, enjoyable and positive. To discuss a confidential disclosure please contact Damian Fuller (Director of Tennis) dfuller@bradfieldcollege.org.uk

Welfare & Safety

The Tennis Centre Welfare Officer is:

- **Kester Russell:** krussell@bradfieldcollege.org.uk
- **Tel: 01189 644 573**

We value the safety of all our Members and Non-Members; the Bradfield College Security Team regularly visits the Clay Courts / Indoor Centre and patrol the College grounds 24/7.

All of our Indoor courts and facilities are HD CCTV protected

Our policies can be found on our website www.bradfieldtennis.co.uk

Centre & Court Etiquette

- Please ensure that you arrive ready to play on time and wait for the current players to finish their session
- The use of foul language is unacceptable and may lead to players being removed from the courts
- Spitting on the courts is unacceptable
- Chewing gum must not be consumed on any courts
- Food apart from fruit and sports related nutrition may not be consumed on the courts
- Smoking is **strictly prohibited** on the College Campus
- Hot drinks and canned drinks are not allowed on the Indoor and Clay courts
- Clay courts must be swept and lines cleaned in readiness for the next user
- Nets are checked on a daily basis and are not to be overly wound, if you believe that the net is incorrect, please contact a member of the Coaching Team
- At no stage may anyone using the courts play without a shirt or in a state of undress.
- Racquet abuse, ball abuse, **physical and verbal abuse**** is strictly prohibited and may result in loss of membership. (**will result in immediate loss of membership)
- Court abuse, anyone found to have caused damage to the playing surface of either the Indoor or Clay courts will be charged for the repair and subsequently barred from the Centre
- Litter is to be removed from the courts upon completion of play and disposed of in the bins provided
- Please do not leave tennis ball ring pull lids on the courts as they are dangerous and could cause injury especially to young children
- Please clear all tennis balls from the courts at the end of play
- Should a tennis ball stray onto another court please wait for the point to finish before asking for your ball to be returned
- Mobile phones must be kept on silent when on court
- Always be safe. Do not participate in any behaviour that would risk injury to anyone else, such as throwing or hitting balls when not asked to, throwing your racquet or any other object on or off the court.
- Seating from the Indoor Centre terrace is not to be taken indoors
- Please continue to use the hand sanitiser provided, the dispensers can be found at each exit point of the Indoor Centre

Covid-19

Guidelines for Venues and Coaching by the LTA can be found [here](#)