



Andover Lawn Tennis Club

Mission Statement

Andover Lawn Tennis Club Limited seeks to promote and encourage tennis in Andover and District and to be a Centre of Tennis Excellence.

Management and Governance

Andover Lawn Tennis Club (hereafter known as ALTC) operates as a Company Limited by Guarantee. All adults, juniors and min-juniors who become members of ALTC also become a party to the Limited Company when signing up through the Club's management system, Clubspark. The company is limited by guarantee, which means that all members will be a guarantor in the event of ALTC Limited folding - the total liability per member under this guarantee is a maximum of £1.00 and is only payable on the winding-up of the Company and if there are any outstanding debts.

ALTC is also a member of CASC (Community Amateur Sports Club).

It receives the approval of the LTA annually through its Venue Registration Scheme.

It is governed through the Directors of the Company and the elected Management Committee.

Membership (Annual Subscriptions)

Membership, either new or renewal is activated through the LTA online management tool Clubspark. Members are requested to pay their annual subscription through either GoCardless (secure direct payment) our preferred method, Strip (secure card payment) or by online Bank Transfer.. Once paid, annual membership / subscriptions will not be refunded for any reason. If a member opts to pay by monthly contract, this must be completed over 9 months (Family membership over 12 months) or 3 months for a junior and mini membership.

A variety of Membership categories are available to suit the different requirements of players (see the ALTC website for more details – www.altc.net).

ALTC reserves the right to refuse admission, to suspend or cancel any membership, should circumstances require.

General

All users of ALTC facilities, including the car park, clubhouse, courts and surrounding paths /areas, do so at their own risk. If in any doubt, users should contact the Committee at ALTC for further advice before use.

ALTC 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 Client pursuant to this agreement except insofar as such death, or personal injury arises from negligence on the part of the tennis centre, its servants, agents or representatives.

ALTC cannot accept responsibility for the loss of, or damage to personal property incurred whilst on the premises.

We adhere to the principles of the General Data Protection Regulations (GDPR) which was introduced on 25th May 2018. For a description of how we use your personal data, please see our Privacy Policy published on the 'Policies' page and "Home Page" on the ALTC website – www.altc.net .

Fire exits are clearly marked throughout the Centre, and must not be interfered with. If the fire alarm does go off, you should leave the premises immediately through the nearest safe exit and make your way to the assembly point outside (car park).

No smoking is permitted within the Centre, including the clubhouse and courts.

Cars parked in the car park are left at the owner's risk, and the centre will accept no liability for any loss or damage.

Goods purchased from ALTC will only be accepted for return, exchange, or refund if faulty and upon proof of purchase. This does not affect your statutory rights as a consumer.

All users of ALTC facilities must observe the rules and comply with any directions the management may give to ensure the smooth, safe and efficient operation of the site. ALTC reserves the right to alter and amend these rules at any time.

ALTC has full policies for Safeguarding and Diversity & Inclusion. Copies are available on request or can be viewed on the 'Policies' page on the ALTC website – www.altc.net .

All prices, features and benefits are correct at the time of print but are subject to change without prior notice.

ALTC reserves the right to refuse entry of any participant into activities at ALTC facilities, 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. This meeting will be minuted and the result of the management team's decision will be provided in writing. In the case of an illegal activity taking place, ALTC will pursue the proper legal channels.

Tennis Activities

Members are expected to behave courteously and to treat the facilities of the club, with due care. All members shall conduct themselves in a manner, which shall not bring either the game of tennis, or the club, into disrepute.

No disclosure shall be made, statement given, or correspondence entered into, with the press or other media, concerning the affairs of the club, by any member without the express consent of the Committee.

Suggestions or complaints should be made directly to any Committee member of the club, preferably in writing. If required, please follow the Club's complaint's procedure under the Complaints and Appeals Policy as published on www.altc.net/policies.

The adult social tennis mix-ins/Club Nights at ALTC are open to all Gold, Silver and Young Person members. Daytime sessions are also open to Day members. Adult Social Tournaments are open to all adult members. In certain circumstances, younger juniors may be allowed to join in the club sessions and the Adult Social Tournaments. These Juniors will be given Grade A status by the Coach and Junior Organiser. Please note, we have judged these sessions to be primarily adult events, however, a large majority of our work generally is providing other playing opportunities to junior players.

Other tournaments and club mix-ins will be organised for Juniors and Mini Juniors.

Tennis Courts

No studded shoes or soles that mark the court are to be worn on the tennis courts at any time. The Committee reserves the right to stop access onto the courts if shoes are unsuitable both for safety reasons and for leaving marks on the court. The dress policy for ALTC is that clothes and footwear should be suitable for a sporting activity. Jeans are discouraged and 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 Centre users, may be asked to leave. No refunds will be given.

Courts not taken within ten 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 leave the court at the agreed finish time.

During periods of poor weather, the Committee and/or the Head Coach will decide whether the courts are suitable for playing and will close the facility if necessary.

Courts cannot be used for coaching purposes of a commercial nature by any individual or organisation other than through the Coaching Company contracted to work at ALTC.

Online Court Booking and Floodlight Use at ALTC

Club Members may book courts up to 7 days in advance via the Clubspark on-line booking system – see www.altc.net for more details. Courts can be booked for periods in 30 minute slots, depending upon availability and must be paid for in advance if booking the indoor facility or outdoor floodlit courts. For indoor and floodlight hire, courts must be booked for a minimum of one hour. Please only book the amount of time that you require, to allow other players access to the courts.

Charges apply for both the hire of Indoor courts and the use of Outdoor courts with floodlights. Management reserve the right to move/re-schedule/cancel bookings as necessary, and would of course keep any customers affected, informed about any changes.

Please remember to cancel any courts that you no longer require. Courts booked by members, that are not taken up within ten 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. "No Shows" are monitored centrally.

There is no refund of the booking fee and unfortunately, for repeat offenders, we may have to temporarily suspend online booking rights.

Courts once booked cannot be refunded, however, if the facility is unplayable due to weather, the court can be re-booked at a future time convenient to the user. Please e:mail info@altc.net if there is any doubt. Prices are published on the website (www.altc.net). Prices are subject to change without notice, and prices in printed materials are only correct at the time of press.

Weather

It is our philosophy to try and run club and coaching sessions wherever possible. Coaching will only be cancelled due to poor weather (see notes under Coaching – weather). Club sessions will only be cancelled if the courts are unfit for play. It is the responsibility of every court user to ensure that the courts are fit for play. This applies to Matches, club activities, pay and play users and coaching.

Coaching

Coaching is provided at ALTC by a Coaching Company approved and contracted by ALTC Limited.

Whilst attending coaching groups, it is necessary that players abide by the authority of the coaches, who are contracted to supply the coaching activities at ALTC.

It is a parent's responsibility to fully advise the Head Coach 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. 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 Head Coach. 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.

Weather conditions for Coaching

It is our philosophy to try and run sessions wherever possible. Coaching will only be cancelled due to poor weather conditions if the appropriate forecasting tools (e.g. the BBC weather app for SP11) indicate with certainty, that the session would be unsafe to run. Users are requested to contact the Club or Head Coach no earlier than 30 minutes before the start of the session for a decision on whether a cancellation will be required. 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 a doubtful day, 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, however, we cannot refund the money if the participant stops attending coaching groups.

Contact numbers

- Clubhouse - 01264 723949 (not 24 hours – answerphone available)
- Committee e:mail - info@altc.net
- Club Admin Management - Tina Moon – info@altc.net – 07831 527523
- ALTC Website - www.altc.net
- Head Coach - Joe Revelle - joe@jrtennis.co.uk – 07702681585
- Coaching (JR Tennis) website - www.jrtennis.co.uk