



Member's Handbook

Welcome to Coombe Wood



This handbook contains all that you need to know to get the most out of your membership of Coombe Wood. It is relevant to all adult members and to parents of juniors.

The handbook has 3 parts:

Part 1 gives you some essential background information about the club and your membership.

Part 2 is all about playing tennis.

Part 3 covers everything else that the club offers.

There is a separate, short document called 'Information for Juniors' that parents and juniors should read.



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Part 1: Essential Information

The Club

Coombe Wood is a private club owned by its members and run entirely by volunteers. It has been in existence since 1919, and in 2019 we celebrated our centenary with a programme of special events.

The club is managed by a committee and several sub-committees that handle different aspects of the club.

We hold an Annual General Meeting in March in which we elect the committee and present plans for the development of the club. We hope you will attend, and we are always looking for new volunteers to help with club matters.

Photographs of key committee members are on the noticeboard and website. Please feel free to speak to a committee member if you have questions about any aspect of the club. Alternatively, you can always email **secretary@coombewoodltd.co.uk**.

To ensure the club's smooth running, we need the active cooperation of all members and request that you conform to the rules and practices set out in this handbook.

Club Website

You should make sure that you are registered on the members' website at <https://www.coombewoodltd.co.uk>. During registration you will choose a password that you will need to access the website and a PIN that you can use for fast access to the iPad through which payment is made for teas.

Access

If you arrive at the club by car, press the green button on the post to open the barrier. During social tennis and at certain other times the barrier will open automatically when you want to leave. At other times you will need a code to exit. The code is displayed in the clubhouse and changes periodically.

The same code will open the pedestrian gate from the car park to the courts. You can exit the club when the gate is locked through a button on a post to the left of the path. As with the car park, during social tennis the gate is automatically unlocked.

If you cycle, there are cycle racks just inside the pedestrian gate from the car park.

Clubhouse Access

Access to the clubhouse and the bar is controlled by electronic door locks that are operated through a mobile app called *unloc* that members can install on their phone.

The phone app is available through the Google Play store and Apple App store. Search for "unloc".



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With the app installed, adult members can request a clubhouse key or a bar key through the *Account / Clubhouse keys* menu on the club website.

Parents of juniors can obtain clubhouse keys but not bar keys.

To open a door, stand close to the door, select the appropriate door on the unloc app and press Open.

At peak times on Saturdays and Sundays and when there are tennis camps operating, the clubhouse door will be automatically open.

Club Security

There are no permanent staff managing the clubhouse and it is every member's responsibility to ensure that the club is secure. If you are the last to leave during the day or in the evening, you must ensure that the bar door is shut, the floodlights are off, all windows are closed, and the clubhouse door is securely closed.

Club Account

Teas, visitor's fees, tournament fees and payment for some events are charged to your club account which is set up when you pay your subscription.

You will receive an invoice for your account at least annually when your subscription renews and after purchasing tickets for events.

We ask that you settle your account by direct debit. We will inform you by email when we want to take a payment and you will be asked to confirm any payment online.

Club Communication

We communicate regularly with members about tournaments, social events and other news through the members' website and by email.

As a club member you agreed to receive the club's emails about membership and general matters. You cannot unsubscribe from those mails. However, we do manage which emails different membership categories receive. For example, we only send mails about junior matters to parents.

Ollie Lloyd, our Head coach, also sends periodic emails about coaching. You can choose to opt out of those emails through the *Unsubscribe* link at the end of every coaching mail. You can also manage this through the Account menu on the website.

Members' Contact Details

If you wish to arrange a game outside social tennis, you can find most member's contact details on the members' website under the *Club Info* menu, through the *Account/ Edit personal details* menu item on the club website.

Members are only permitted to use those contact details for the purpose of arranging matches. Use for marketing products or services is prohibited.



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Safeguarding, Diversity and Inclusion and other Club Policies

All members must adhere to the club's rules and the Safeguarding, Diversity and Inclusion, and other policies which can be found on the members' website under *Club Info*.

There is also a clear statement on Safeguarding under *Juniors/Safeguarding* on the club website.

The club has a designated Welfare Officer who can be contacted at ***welfare@coombewoodltc.co.uk*** if any safeguarding concerns arise.



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Part 2 Playing Tennis

Playing Times and Court Bookings

With the exception of drop-in social sessions, all play at the club should be booked in advance.

We operate a court booking system that shows members' bookings and when specific courts are reserved for coaching, inter-club matches, organised junior activities or for social tennis.

Booking times

Each day is split up into **booking slots**.

Morning slots start at 8 am, 9 am, 10 am and 11 am. and are all 1 hour long.

Afternoon slots start at 12 pm, 1 pm, 2 pm, 3 pm, 4 pm and 5 pm. All afternoon slots are 1 hour long except for the 5 pm slot which lasts 90 minutes.

Evening slots start at 6:30 pm and 8:15 pm and last 105 minutes.

All morning and afternoon slots on weekdays are **off-peak slots** as are the slots from 5pm onwards on **Saturdays and Sundays**. All other slots are **peak slots**.

The one-hour morning and afternoon slots can be extended to last 2 hours if the court is free for the following hour at the time of booking.

Who can book courts?

- Only members who have paid their subscription and have registered on the members website can book a court. A subscription is considered paid as soon as a GoCardless payment has been initiated.
- Full adult and Under-26 members can book any available slots.
- Off-peak members can only book off-peak slots defined as:
 - Weekdays: Morning and afternoon slots
 - Saturday and Sunday: Slots from 5pm onwards
- Parent members and juniors 13 and over can book as follows:
 - Weekdays: Morning and afternoon slots
 - Saturdays: Morning and evening slots
 - Sundays: Afternoon and evening slots
- Juniors under 13 and cadets cannot book courts.

Parents may book courts on their child's behalf.

Who can I play with?

- All players must be club members or visitors who have been entered in the online visitors' book in advance of play.



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- Parent members can play singles or doubles with any of their family who are also members.
- Juniors 13 and over can play with other juniors 13 and over, or with people in their household. If anyone on court is aged under 13, an adult must be present to supervise them.

Your booking must contain the names of those with whom you are playing. Ideally you will specify the names at the time of booking, but if that is not possible, please update the booking once names are firmed up.

All players will receive an email to confirm the booking. You can edit your booking to change the players at any time before the booking starts.

Booking system rules

The booking system is open to handle bookings between 8am and 11pm every day.

Bookings can be made up to **6 days in advance**.

An **advance booking** is a booking made for a date beyond the current day.

You can have 1 advance booking for a daytime slot and 1 advance booking for an evening slot in any 7-day period.

A **same-day booking** is a booking made for later in the current day. There is no limit to the number of times that you can make a same-day booking as long as they are on different dates. Same-day bookings do not count towards your advance booking limits.

You can normally only book one **session per day**, but if a court is free at the end of your session you are allowed to book it and continue playing. This is only possible after 1 hour of your original session has elapsed.

Club tournament bookings

During the club tournament you can book matches directly from the tournament system on the website. When you do that, the names of all players are automatically entered in the booking. Tournament bookings can be made up to 13 days in advance, and do not count towards your advance booking quota.

Cancellations

If you do not need a court that you have booked please cancel the booking to free it for other members.

Floodlights

Every court has LED floodlights for which there is no charge to members. These have no warm-up or cool-down times and can be turned on and off as needed. The on/off buttons for each court are situated by the court gates. The floodlights switch off automatically at 10pm.

The floodlights are expensive to run. If you have finished playing and there is no one else waiting for the court, please ensure you switch the lights off.



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Balls

The club provides balls for players to use whenever they want to play. They are renewed at least twice a week and are kept in nets that hang on hooks under the shelf in the clubhouse lobby.

Please take only 1 set of 4 balls on court.

During social tennis, when you have finished play please collect the balls and leave them on the court bench for the next players to use. At other times please hang them back on the hooks in the clubhouse.

If you hit a ball into the golf course, car park or surrounding bushes, please make every reasonable effort to retrieve it.

There are buckets of used balls available in the clubhouse entrance for service practice or hitting.

Social Tennis

There are several social tennis sessions during the week where you get the opportunity to play doubles and meet other members. The aim is to play in balanced fours for a set and then to mix in with another four.

We ask that members achieve a minimum standard before joining in social tennis by attending individual or group coaching sessions.

Social tennis times are:

- **Monday evening** (6:30pm to 10:00pm)
This is targeted at improvers and intermediates.
- **Wednesday evening** (6:30pm to 10:00pm)
This is targeted at intermediates and advanced players.
- **Saturday afternoon** (2pm onwards)
This is for all players. The session is normally managed by our Head Coach, Ollie Lloyd.
- **Sunday morning:** (10am – 1pm)
Doubles play for intermediate and above. The number of courts available is restricted if club matches are being played.

If you are at the club during social tennis times you are expected to mix in with other players.

Club Teams

Coombe Wood enters several men's, ladies, mixed and veteran's teams into the Surrey league and other competitions. If you are interested in playing for a team then please contact the match secretary: ***matches@coombewoodltd.co.uk***.



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Tournaments

The club's **Annual tournament** is a knock-out event that normally starts in May. The finals are played in early July and are followed by an informal finals night party. The winners' names go on the honours board in the clubhouse.

If you would like to play in a doubles event but do not have a partner, you can sign up and be matched with a partner. There is a small entry charge for each competition.

First round losers in doubles competitions are entered in a plate draw, which is as keenly contested as the main competition.

There is a separate **Junior tournament** which usually takes the form of a qualifying event on 1 or 2 Sundays in June, with the finals being played on the same days as the adult finals in early July.

From time to time we organise **American Tournaments**, usually in aid of charity. In an American tournament, you enter as an individual and play a series of mixed doubles matches with different partners, accumulating an individual score. There is then a mixed doubles final for the 2 highest scoring men and ladies.

There is also a popular **Singles Box League** that is organised by members.

Coaching

We have an extensive coaching programme that includes one on one and group coaching for both adults and juniors, led by our Head Coach, Ollie Lloyd. If you would like some help to decide what coaching would be best for you then contact Ollie on **07748 961359** or e-mail **ollie@oltennis.com**. More details can be found on the website and noticeboard.

There is a term-time junior coaching programme for children who are club members and there are camps during school holidays which non-members may also attend.

Guests

Guests must be identified through the booking system before play commences.

The guest fee of £7 for adults and £3 for juniors is added to your annual account.

A guest may only play a maximum of 6 times within a membership year.

Juniors cannot invite adults as guests.

Dress Code

It is important that you wear proper tennis shoes with flat soles, not only to protect the courts but to prevent slips and falls. Trainers with heavily ribbed soles and running shoes are not permitted.

Please wear recognised tennis clothing. Unacceptable items on court include t-shirts with prominent non-tennis slogans, football shirts, beachwear and jeans.



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Court Etiquette

Please be considerate towards other players. Do not disturb play by walking onto a court when play is in progress. Wait until players are between games or change of ends before crossing a court.

Don't return services that are clearly out.

Please sweep the clay courts and brush the lines after you have finished your set/match unless they are very damp, when brushing is ineffective. Instructions for sweeping the courts and brushing the lines are on the noticeboard.



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Part 3 Everything Else

Social Events

We are a very social bunch and run social events throughout the year. These are advertised on the noticeboard and on the members' website. Typical events include:

- Cocktail party
- Finals day BBQ in early July
- End of summer party in September
- Fancy dress party
- Games/quiz nights
- Wine tasting
- Disco / karaoke night
- Christmas mulled wine and mince pies

Honesty Bar

The club has a bar stocked with beers, wines and spirits, soft drinks and snacks.

Access to the bar is through the *unloc* app which can be obtained as set out in Section 1 above.

Juniors are not permitted behind the bar at any time.

The bar must not be left open unattended during the day. If you open the bar during the day you must ensure that it is closed when you leave.

Apart from some social events, the bar is self-service and operates on a cashless, honesty basis.

All purchases must be registered on the iPad Point of Sale (POS) system inside the bar and paid for by either a contactless card or smartphone equipped with Google Pay or Apple Pay.

Dirty glasses should be placed in the glasswasher.

Barbecues

The club has 2 gas-fired barbecues. Members are welcome to use these providing that they clean the barbecues after use.

Kitchen

Members may use the kitchen to prepare meals but must always clean up fully afterwards. Dirty cups and dishes should be placed in the dishwasher which should be run if more than half full. There are dishwasher tablets under the sink.



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British Tennis

British Tennis is the Lawn Tennis Association (LTA) membership system. As a club member you are entitled to free British Tennis "Play +" membership. You should register on the LTA site www.LTA.org.uk and select Coombe Wood as one of your 'places to play'.

Wimbledon Tickets

As a club member registered with the LTA you are entitled to enter the LTA's Wimbledon ballot provided that you have opted in beforehand. You will receive emails from the LTA to inform you when and how to opt in.

Table Tennis

There are bats and balls available and members may play at any time except when the room is required for bridge or committee meetings. Please put the bats and balls back in the box where you found them after play.

Darts

Adult members may play darts at any time except when the table tennis table is in use or the extension room is being used by the bridge club or for a committee meeting. Table tennis has priority over darts. The darts are kept behind the bar and must always be returned there after play.

Juniors must not play darts.

Bridge

The club has a bridge section that meets in the clubhouse on the first Tuesday evening of each month to play duplicate bridge. On other Tuesdays the club plays online. During winter months it fields 2 teams that compete against other tennis clubs in a round robin competition.

If you are interested in playing, contact membership@coombewoodlta.co.uk.

Restringing

If you need your racket re-strung there are members who can offer this service. Please note that they work independently and are not providing a service on behalf of the club. See the noticeboard for details or ask one of the coaching team.

Tennis Discounts

Coombe Wood members receive a small discount off equipment and clothing at the Wimbledon Park Sports shop close to Southfields tube station and through the tennisnuts.com website