



The Wimbledon Club

Tennis Member Handbook

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Welcome to The Wimbledon Club

Welcome to The Wimbledon Club's tennis section, part of a thriving and busy multi-sports club nestled in the leafy suburbs of Wimbledon. We look forward to an enjoyable year of tennis at our club across both our adult and youth programmes and we hope to see as many of you around the club as possible taking part in many aspects of club life.

The Club offers members the opportunity to play socially, in box leagues, club tournaments, inter-club matches and in teams which compete throughout the year in county and national competitions.

There are also comprehensive adult and youth coaching programmes, providing group and individual coaching, including Cardio Tennis, throughout the week. Our LTA Youth tennis programme offers popular termly group sessions, thriving holiday tennis camps and junior social tennis. We also have a highly qualified team of LTA accredited tennis coaches who are available for private and small group lessons for members, and a high-quality ball machine which can be hired out for a small fee.

We have 18 high quality tennis courts (including 6 beautifully maintained grass courts), with 3 of these covered by an indoor Dome in the winter months. Two courts have recently undergone an exciting makeover and we now have two brand new porous acrylic courts.

We have a great restaurant and bar area in the clubhouse, providing an excellent food and beverage service, with the balcony overlooking the grass courts a perfect space to relax, unwind and enjoy the club. The tennis section is proud to be sponsored by Babolat, and we sell tennis balls for members to purchase at the bar.

The tennis section is governed by the Tennis Committee, and run on a day-to-basis by the Tennis Director and Tennis Administrator.

The Tennis Committee

Nicholas Miles **Chairman**

Dorothy Lim **Honorary Secretary**

David Renshaw

Jeff Wakefield

Nina Ghosh

Chris Pinnington

Nicola Milburn

Tennis Staff

Tennis Director – Erwan Nicolas

Email: director@TWCTennis.co.uk

Tennis Administrator – Michaela Knespl

Email: admin@TWCTennis.co.uk

Junior Tennis Head Coach – Bailey Robbins

Email: juniorheadcoach@TWCTennis.co.uk

Code of Conduct

INTRODUCTION

This code of conduct and policy on court etiquette sets out what the Club regards as good practice for all members to follow, and is available so that every member is clear as to what is expected of them in order to create the right playing environment in which everyone can enjoy their tennis.

Both the code of conduct and the policy on court etiquette reflect the friendly and co-operative spirit which members at the Club have enjoyed for many years, as well as advice from the LTA. The Tennis Committee of the Club is confident that this ethos will continue and sees this as important in maintaining the Club's reputation.

The Code of Conduct sets out minimum standards of behaviour, which all members are expected to follow, and seeks to avoid any serious issues arising. The policy on court etiquette then sits alongside the code of conduct and sets out a range of actions and behaviours, which are considered acceptable or unacceptable on and around the tennis court.

Should a breach of the code of conduct or a serious breach of the policy on court etiquette occur then the Club has a complaints procedure to deal with that.

AIMS OF THE CODE OF CONDUCT AND POLICY ON COURT ETIQUETTE

The aims of this code of conduct and policy on court etiquette are to:

1. Ensure that all members are treated fairly and with respect;
2. Advise all members of the standards of behaviour and court etiquette which they are expected to meet so that an environment is created within which members can enjoy their tennis and the Club can continue to flourish

CODE OF CONDUCT - STANDARDS OF BEHAVIOUR

All members are expected to treat all other members and all other players respectfully. The Club will not accept any behaviour which may cause any physical or mental harm to any other member or player.

Unacceptable actions will include:

- Being abusive or showing aggression towards another member or player;
- Swearing;
- Racket throwing;
- Intimidating another member or player;
- Creating a danger to another member or player;
- Calling into doubt the integrity of another member or player such as by repeatedly querying line calls.

POLICY ON COURT ETIQUETTE

Tennis etiquette covers different areas from those addressed within the rules of the game. Etiquette covers a range of actions and behaviours which are considered acceptable on and around the tennis court.

The TWC Tennis Section policy on etiquette covers these areas:

Showing respect and being courteous

- Welcome new members and players to the Club irrespective of their experience of the game and their level of play;
- Show respect and courtesy to your partner, your opponents, staff and others on or around the courts;
- Instead of criticising your partner or opponent, offer encouragement instead;
- If a loud dispute during a match occurs, take it off court and away from other players on adjacent courts;
- Do not walk behind courts when a point is in progress to avoid causing a distraction;
- During play and particularly between games keep the amount and volume of conversation to a minimum so as to avoid distracting players on other courts;
- If a ball from an adjacent court strays onto yours do not hit it back immediately but do so when the players on that court are ready and then hit it to the server's end of that court;
- Courtesy to your opponents should include leaving the court together at the end of the match.
- Do not stand at the side of a court and talk

Do not walk onto another court during a game

- Before crossing a court to get to yours, wait for the conclusion of the point or if the match is a competitive one, wait until the end of game, or until you are invited to cross, and do so as quickly as possible;
- Close the gate behind you, as you would on your own court;
- Be aware if you are already playing on court that others may wish to cross your court in order to access their own court and facilitate that where possible;
- If your ball rolls onto an adjacent court, wait for a break in the play in that court before politely requesting its return rather than retrieving it yourself.

Line calls

- Only call the lines on your side of the net;
- Call clearly on the basis of what you honestly believe to be correct;
- If you are not certain, or did not see the ball clearly, the ball was good and the doubt must be given in favour of the opponent;
- If occasionally you have serious doubt over a line call, ask your opponents politely if they are certain as to the accuracy of their call, and if they are, move on and play the next point;
- If there is doubt over a line call, consider offering to replay the point.

Keeping score

- The server should announce the score before each point;
- If the server forgets or does so inaudibly, the receiver should request the server to make an audible announcement of the score.

Mobile phones

- Mobile phone calls should not be made or received on court; leave the court to make or receive a call;
- Mobile phones taken onto court should be switched off, or put on silent or vibrate mode, so as to avoid creating a distraction.

Clothing and footwear

- Players should wear recognised tennis clothing of any colour together with tennis footwear;
- Tennis footwear is required both to promote safety as unsuitable footwear can provide insufficient grip, and also to prevent damage to the courts.
- Dimpled grass court shoes should not be worn on the grass courts

We ask all members to pay attention to the above rules of etiquette and not be offended if you are reminded by a member of staff, committee member or other member of the Club.

Court Booking User Guide

All members are put on our online court booking system called MYCOURTS® when you join the Club.

Logging into mycourts

All courts are bookable on the Mycourts® booking system.

You can log into your account via the following link:

<http://thewimbledonclub.mycourts.co.uk> and log in using your username and password.

If you have any issues with logging in or accessing your username and password, please contact admin@twctennis.co.uk

Adding credit to your booking account

Every member has a personal booking account which holds credit for the purpose of making an indoor booking, paying a guest fee or booking onto a group session. Your balance is shown on the left of the screen after you log in. Bookings may only be made if enough credit exists in your account to cover the booking fee. Please add credit by paying online using a debit/credit card.

Paying Online

Log in and choose the “Buy Credit Online” option and follow the instructions. You can choose the amount of credit you wish to add in a single transaction.

Making a court booking

Select the day you wish to make a booking from the ‘Booking Sheets’ menu. Members may book grass courts online from 10am the day before play, and non-grass courts online from 10pm up to 8 days in advance for peak members and off-peak members.

Select the court and time(s) you wish to book and confirm the booking.

Guest fees

An adult member may invite guests on up to 12 occasions per year.

On each occasion, the member may invite up to 3 guests. No guest may be introduced more than 12 times per year.

Members must pay for their guest fees at the time of booking by selecting the appropriate guest fee from the drop-down menu when selecting their playing partners. If a member is bringing 3 guests, then 3 guest fees must be paid as playing partner 1, 2 and 3. Guest fees stated are per visit per guest.

Please note: Members only need to select their guest fee(s) **for the first 30 minutes** of their booking. To ensure you are not over charged, please **UNTICK** the box that automatically adds your playing partner into each 30-minute slot of your booking.

If you have any issues, please contact admin@twctennis.co.uk

Court	Peak Guest Fee (6pm-10pm Mon-Fri) (7am-6pm Sat/Sun)	Off Peak Guest Fee (7am-6pm Mon-Fri) (6pm-10pm Sat/Sun)
Grass	£20	£10
Indoor	£15	£8
Outdoor	£10	£6

*Juniors may only invite guests at off peak times and the guest fee for another junior will be 50% of the adult fees.

Please note:

If a member has accidentally selected the incorrect guest fee for their booking, the tennis section reserves the right to adjust the fees accordingly on their MyCourts account.

Checking in

Check-in is not currently required.

If you are not playing within 15 minutes of your booking start time, you forfeit your booking rights and another member is entitled to use the court for the duration of your booking.

Booking cancellations and refunds

As a courtesy to other members, all members must cancel a court **as soon as possible** so that the court may be booked by others.

To cancel a court, log in and select "My Bookings". Your booking fee is automatically refunded as credit in your account when cancelling at least 24 hours prior to your booking.

If you cancel a court less than 24 hours prior to the booking, the booking fee is only refunded if the court is subsequently booked by another member.

Personalising your account

Log in and select "My bookings", "My Settings" and "My Profile" tabs to personalise your booking account.

My Bookings contains all your bookings, including those made by other members who have selected you as an "opponent". Useful features include: click on the envelope to send an email message to an opponent for a booking; click on an opponent's name to view their contact details; click "cancel" to cancel a booking.

My Settings allows you to change your password, PIN and subscribe/unsubscribe from email alerts including confirmation of your court bookings/cancellations and cancelled court alerts (select the days of the week and times of interest to you).

My Profile allows you to see and edit how you appear to other members in the members' directory. Upload photos and edit your contact details and member profile.

Forgotten pin, password or username

If you have forgotten your PIN, username or password you can retrieve them using the 'Forgotten Password' link on the Mycourts® website: <http://thewimbledonclub.mycourts.co.uk> and entering your email address. Providing this matches the email address stored in the Mycourts® database, you will receive automatic reminders. Please also check your spam inbox for this email.

Turning on floodlights

Lights for the floodlit courts will automatically turn on when you have a court booking after sunset. Floodlights are charged at £1 per hour booking, and this is debited from your account at the time of booking.

Court Booking Rules

Booking rights

Peak adult and off-peak members may book grass courts from 10am the day before play and non-grass courts from 10pm up to 8 days in advance.

Junior Tennis members (aged 8- to 17-year-olds) may book 1 hour per day, on any court at any time, up to 8 days in advance. Junior Tennis members may book a maximum of 2 hours court booking time per week.

All members and coaches must enter the names of their playing partners/clients at the time of booking or **at least before play commences.** If a member makes a booking and no playing partner is named, the tennis section reserves the right to contact the member and if needed, deduct the appropriate guest fee from their account.

When cancelling a clay court in favour of a grass court, members must first cancel their clay court so that court becomes available for other members to book. The member booking a grass court must also ensure that all playing partners are named on their new booking.

PLEASE NOTE: The groundsmen reserve the right to close any grass court(s) on the day of play if they deem it unplayable due to rain or schedule it for rest. Therefore any grass courts booked before the day of play are booked at members own risk. The status of the grass courts will be confirmed by no later than 10am on the day of play. Please check on mycourts for the status of the grass courts on any given day. If a court is labelled as "closed" on the booking sheets, then it will not be available for play that day and any bookings on that court will not be able to go ahead.

Member booking fees

Booking fees only apply to indoor courts and are shown below.

Indoor Court	Booking Length	Peak Price (6pm-10pm Mon-Fri) (7am-6pm Sat/Sun)	Off Peak Price (7am-6pm Mon-Fri) (6pm-10pm Sat/Sun)
Doubles Court	60 minutes	£16	£10
	90 minutes	£24	£15
Singles Court	60 minutes	£12	£8
	90 minutes	£18	£12

Coaching courts

Service Providers (Tennis Coaches at TWC) may book any courts for private lessons subject to the following conditions (which can be amended by the Tennis Committee at any time and without notice):

- (1) Coaches may book courts up to 28 days in advance. They must enter the name of their client in the booking sheets at least 48 hours in advance. Court rental is £8 per hour for coaches and is automatically debited from their MyCourts account when they book a court.

The courts that can be booked by a Service Provider are given below (see points 3, 4 and 5):

- (2) Coaches must cancel courts at least 24 hours in advance of the booked time, failing which that time will count towards the total rental.
- (3) **Grass Courts** must not be used by Service Providers for private lessons at any time.
- (4) **Summer** (when the dome is down): the Service Provider may book:

(a) Courts 8, 11, and 16 at any time, provided Court 16 is not being used for social or other tennis programmes

(b) The Service Provider can book any one of the above courts on the day after 8am, provided that i) no more than two service providers are coaching at any one time during off-peak hours, and ii) no more than one service provider is coaching at any one time at peak hours

(5) **Winter** (when the dome is up): the Service Provider may book:

(a) Court 8 at any time

(b) Court 11 at off-peak times

(c) Court 11 at 6 -7pm during Monday to Friday and at 8am-2pm Saturday and Sunday

(d) Court 16 at any time, provided it is not being used for social or other tennis programmes

(e) Court 11 on the day after 8am

(6) Members are not permitted to book courts in their name for coaching.

(7) Coaches are not permitted to coach children under 8 years old.

(8) Coaches are not permitted to coach non-members.

(9) Coaches are not permitted to compete for TWC teams.

Matches

Court bookings for all representative club matches, including adult and junior teams and singles matches where opponents travel from an external club, take priority over all other court bookings.

Court bookings for the Club Championships must be booked by competitors who may book consecutive slots to ensure completion of their game within their booking time.

All representative club matches must be booked by the Tennis Administrator.

In exceptional circumstances, where matches run over their allocated booking slot, inconvenienced members will be fully refunded and their next booking provided free of charge.

Club bookings

From time to time the club may book tennis courts for multi-sport functions and events. The tennis committee works closely with the general committee to ensure these events are in the best interests of the club and the benefit to the tennis section outweighs any inconvenience to tennis members.

The Sports Hall is a multi-purpose sports hall and this facility is shared equally between the Club's tennis, cricket and hockey sections.

External bookings

The club occasionally receives external requests for court bookings. Each request is considered by the tennis committee on a case-by- case basis. External bookings are only approved if they provide a clear benefit to the club and tennis section at minimal inconvenience to tennis members.

Adult Tennis Programme

The Wimbledon Club has an adult programme that is aimed at different levels and standards of players. Members should assign themselves a rating based upon our TWC Tennis Self Rating System so they can judge which sessions will be most appropriate for their level.

Please see details of all of the adult tennis programmes below starting with the weekly schedule.

Group Coaching Schedule (Adult Clinics)

Intermediate - Monday 7pm to 8pm

All round game development through a series of cooperative and competitive drills.

Most suitable for members with a self-rating between 4 & 6

Cost £8 per session payable upon booking.

Coach – Steve Joyce

Courts – 13 & 14

Improvers - Wednesday 12.30pm to 1.30pm

All round game development through a series of technical practices, progressed through more open and cooperative drills.

Most suitable for members with a self-rating between 2 & 5

Cost £8 per session payable upon booking.

Coach – Ben Halstead

Courts – 9 & 10

Cardio Tennis – Thursdays 11am to 12pm

The aim of the session is to have fun, work hard, and burn calories. The session is run in the sports hall (to music) and is a coach fed and led session so all attending will get a great workout.

Most suitable for members with a self rating between 2 & 8

Cost £8 per session payable upon booking.

Coach – Karin Govan

Courts – Sports Hall/ Court 16

Doubles Improvers - Thursdays 2-3.30pm

A doubles based drills and matchplay session for members with a TWC self rating between 4 & 8.

Cost £12 per session payable upon booking.

Coach – Ben Halstead

Courts – 9 & 10

Doubles Drills and Tactics - Friday 11am to 12.30pm

A social doubles-based session.

Most suitable for members with a self-rating between 3 & 5

Cost £12 per session payable upon booking.

Coach – Ben Halstead

Courts – 13-15

Singles Drills and Tactics - Saturday 1pm to 2pm

All round game development through a series of intense drills with the focus on working hard and getting the most out of your technique and game.

Most suitable for members with a self-rating between 6 & 7

Cost £8 per session payable upon booking.

Coach – Ben Halstead

Courts – 13 & 14

Off-peak members may not attend the group coaching classes scheduled during peak times.

Social Mix-In Schedule

Social mix ins are designed to help members meet other members in a friendly but competitive doubles environment. Matches are organised either by a member of staff or a tennis member.

The following three social mix in sessions can be attended by peak and off-peak members and members must have a minimum TWC rating of 3 to attend.

Monday 9am-11am

Wednesday 9am-11am

Friday 9am-11am

Friday 4-6pm

The following three social mix-in sessions can be attended by peak members only and members must have a minimum TWC self-rating of 4 to attend.

Wednesday 6pm-8.30pm

Saturday 2pm-4.30pm

Sunday 2pm-4.30pm

The Wimbledon Club - Tennis self rating system

TMC Rating	Playing Characteristics	Technical/Radical Characteristics	Notes on the types of members at each level
1	The player is just starting to play tennis.	Objective is to learn how to judge and make contact with the ball.	
2	The player has had limited experience with tennis development and is still working primarily on getting the ball into play. This player is not yet ready to compete.	Objective is simply to get the ball in play.	Other generations maybe physically limited to this level but have the tactical knowledge and awareness to play social and moderately competitive doubles.
3	The player heads court confidently, with an emphasis on play. This player attempts to find an appropriate court position to develop a baseline and is not yet finished with basic positions for angles and doubles.	Objective is to be able to consistently hold a ray from the back of the court at a slow pace	Other generations maybe physically limited to this level but have the tactical knowledge and awareness to play social and moderately competitive doubles.
4	The player is learning to judge when the incoming ball is going and how much timing is needed to return it. This player is beginning to develop strokes. The player is becoming more familiar with the basic positions for angles and doubles, and is ready to play social matches, leagues and tournaments.	Potential weakness: grip weaknesses; limited swing and inconsistent foot on serve; limited awareness to the net.	Entry level for peak social mix is seasons.
5	The player is fully consistent when hitting from the back of the court, but is not comfortable moving forward to play for angles and doubles play and is still working on the back on, one back.	Potential weakness: inconsistency when applying or handling pace; difficulty handling shots outside of their strike zone; can be uncomfortable at the net.	Typical social mix in standard.
5.5	Similar to above	More adept at handling volleys sent from opponents and can maintain their own contact point and consistency.	Typical social mix in standard.
6	The player has dependable strokes with directional control on moderately paced shots, but still lacks depth, variety and the ability to alter distance of shots. The overhead use of ball, overhead, approach shots, and volleys is limited. This player is more comfortable at the net, has improved court awareness, and is developing teamwork in doubles.	Potential strengths: Players can generally rely from the baseline opposite a net player and use volleys. Players at this level may start to utilize mental skills related to concentration.	Higher end of social mix in. Ladies 4th team standard.
6.5	Similar to above	Potential weakness: struggles to replace practice form in matches and other competitive situations.	Members generally in box leagues 6 above. Ladies 3rd team standard.
7	The player has dependable strokes with directional control and the ability to alter depth of shots on both forehand and backhand sides during moderately paced play. This player also has the ability to use lob, overhead, approach shots, and volleys with success. This player occasionally focuses errors when serving. Points may be lost due to impatience. Teamwork in doubles is evident.	Potential strengths: dependable second serve, recognizes opportunities to finish points.	Members generally in box leagues 6 above. Ladies 3rd team standard.
7.5	Similar to above	Potential weakness: struggles to replace practice form in matches and other competitive situations.	Ladies 3rd team standard.
8	This player can vary the use of pace and spin, has effective court coverage, can control depth of shots, and is able to develop game plans according to strengths and weaknesses. This player can hit the first serve with power and accuracy and can place the second serve. The player tends to overhit on difficult shots. Aggressive net play is common in doubles.	Potential strengths: points are frequently won off the serve or return of serve; players are able to strike off their own volleys; they may have a weapon around which their game can be built.	Members in the top 3 box leagues. Mens 4th team standard. Ladies 2nd team standard.
8.5	Similar to above	Level maintains or even improves during competitive pressure situations.	Mens 3rd team standard. Ladies 2nd team standard.
9	This player has good shot anticipation and frequently has an outstanding shot or volleys around which their game can be structured. This player has a strong second serve. This player enters off of short balls and puts away volleys. He or she can successfully execute lob, drop shots, half volleys, overheads, and has good depth and spin on most second serves.	Potential strengths: covers and diggers weaknesses work; can hit effective volleys and half volleys from mid-court; can employ physical or mental fitness as a weapon.	Members in the top 2 box leagues. Mens 2nd team standard.
9.5	Similar to above	Level maintains or even improves during competitive pressure situations.	Mens and ladies 1st team standard.
10	This player has developed game and/or consistency as a major weapon. This player can vary strategies and styles of play in competitive situations and is dependable shots in stress situations.	Strengths can hit effectively at any time; can vary strategies and styles of play in competitive situations; first and second serves can be depended upon in stress situations.	Mens and ladies 1st team standard.
11	The player has typically had intensive training for national tournaments or top level competitive play. This player has a strong second serve and is able to vary strategies and styles of play in competitive situations, first and second serves can be depended upon in stress situations.	Strengths can hit effectively at any time; can vary strategies and styles of play in competitive situations; first and second serves can be depended upon in stress situations.	These are the best players at TMC. Have won or come very close to winning the club championships and are currently playing at 1 or 2 in the net teams.

Youth Tennis Programme

MISSION STATEMENT

Our Youth Tennis Programme aims to introduce the sport of tennis to young players of all ages, encouraging them to fall in love with the sport as they progress, so that they will wish to play it for life whether at club or even higher level.

The aim of our programme is to provide a fun and inclusive environment for children of all abilities. We want to provide a platform for children to develop their skills to a point where playing tennis is an acquired skill and something they will be able to play for the rest of their lives. We believe playing tennis is fantastic for a child's life skills and will teach them the important qualities of teamwork, honesty, fairness, dedication, endurance and speed. For those children who excel and wish to compete at an even higher performance level, we can recommend external programmes that they can attend to supplement their development.

Youth Tennis Programme

To sign up for a class, all juniors aged 8 and over must first become members of the club.

Membership Category	Age (as of 1st October in the current membership year)	Price
Junior	8 to 17 years old	£195

Once a junior is a member, classes are signed up for on a per term basis with the total cost being the cost per session multiplied by the number of weeks in that term. We run alongside the Merton Schools term dates. For the current timetable and availability, please visit -

<https://www.twctennis.co.uk/juniorprogramme>

For all information relating to Youth Tennis, please contact juniorheadcoach@twctennis.co.uk

Rules for Juniors

Junior Tennis members (aged 8- to 17-year-olds) may book 1 hour per day, on any court at any time, up to 8 days in advance. Junior Tennis members may book a maximum of 2 hours court booking time per week.

Indoor court bookings are subject to the following fees:

Indoor Court	Booking Length	Peak Price (6pm-10pm Mon-Fri) (7am-6pm Sat/Sun)	Off Peak Price (7am-6pm Mon-Fri) (6pm-10pm Sat/Sun)
Doubles Court	60 minutes	£16	£10
	90 minutes	£24	£15
Singles Court	60 minutes	£12	£8
	90 minutes	£18	£12

Juniors may invite guests on up to 12 occasions per year. Guests are subject to the following fees:

Court	Peak Guest Fee (6pm-10pm Mon-Fri) (7am-6pm Sat/Sun)	Off Peak Guest Fee (7am-6pm Mon-Fri) (6pm-10pm Sat/Sun)
Grass	£10	£5
Indoor	£7.50	£4
Outdoor	£5	£3

On each occasion, the member may invite up to 3 guests. No guest may be introduced more than 12 times per year.

Members must pay for their guest fees at the time of booking by selecting the appropriate guest fee from the drop-down menu when selecting their playing partners. If a member is bringing 3 guests, then 3 guest fees must be paid as playing partner 1, 2 and 3. Guest fees stated are per visit per guest.

Please note: Members only need to select their guest fee(s) **for the first 30 minutes** of their booking. To ensure you are not over charged, please **UNTICK** the box that automatically adds your playing partner into each 30-minute slot of your booking.