



TENNIS COURT USAGE & BOOKING ETIQUETTE

Update October 2021

To ensure the best possible experience for all customers please ensure you take note of the following court usage, court cancellation and court etiquette information...

Bookings

If you cannot make a court booking or tennis class, please wherever possible cancel as soon as you can either via the app or by contacting reception.

If you cancel less than 12 hours before the appointment start time, this must be done via reception on 01634386188 and will be recorded as a late cancel.

We will now apply a points system to late cancels (1 point) and no shows (2 points). A total of 5 strike points in a 60-day period will result in the loss of advanced court booking rights for 14 days

Arrivals

Please ensure as you arrive all players check-in, not just the member that booked the court. Members check in via fob reader and guests via reception.

Floodlighting

When requiring floodlighting on the clay courts please ask reception who will then turn them on. The team will attempt to pre-empt the need for floodlighting, but due to busy periods may not automatically pick this up without prompting. At 10:00pm lights will automatically turn off.

Sweeping of Courts

Please ensure you are sweeping the clay courts upon completion of your appointment out of courtesy for the next group of players on that court.

Ladders Matches

We have been made aware of some members multiple booking courts while they wait for a confirmation from their opponent as to which time they can do. We ask that you please show respect for other members wanting to book courts and don't book multiple courts while you await availability.