

Booking a court

To book any court at LSTC members must set up an online account and book through the Club system. Guidelines on how to set up an account are in the new member welcome pack that you should have received via email at point of joining. If you have not received this or have lost the email, please email reception on frontdesk@lstc.org.uk for a copy.

Members can book up to 14 days in advance, non-members will be restricted to one week and do not have access to online booking.

Club tennis coaches can book up to 15 days in advance.

Practice Nights

All practice nights are open to tennis players of the correct level who play in Club teams- a description of each session can be found on our club website and teams board in the clubroom.

Anyone wishing to join a practice group must contact the organiser in the first instance; numbers may be restricted due to court availability.

Member open social sessions

The club book weekly sessions for all adult club and tennis members to participate in. The purpose of the sessions is to encourage time on court where a member can turn up and have a hit with others to ensure they have designated court time. Some of these sessions are organised by members who you can get in touch with via phone to help manage numbers and ensure individuals gain some quality time on court. These sessions are displayed on our website as well as a board in reception.

Cancelling a court*

If you need to cancel an outdoor court which is free, you can do this online. If you need to cancel an indoor court which is chargeable you will need to email reception on frontdesk@lstc.org.uk so we can arrange a refund for you.

***Cancellation Policy applicable to everyone.**

Indoor courts must be cancelled within 12 hours of the exact time the booking was due to commence to receive a full refund otherwise the following conditions apply, non-members will not be entitled to any refunds.

High Demand	2 other courts in use	No Refund
Medium Demand	1 other court in use	£5.00 Charge
Low/No Demand	0 courts in use	Full Refund

Recommendation

We recommend that members top up their accounts online with cash before booking a chargeable court, as opposed to paying at the end of each booking. Booking through this option means we can easily refund the amount back onto your account. If you pay by card

at the end of a booking process, you will need to call reception so we can take your credit card details to refund it back onto your card.

Failing to cancel a court will create problems for everyone. We politely remind members to cancel a court as early as possible so that others have the chance to book and use it. **Repeat offenders may lose their online booking privilege for a period if the club believes they are misusing the booking system.**

Guests (non-members)

To play on any court, you must be either a member or a paying guest. This includes juniors aged 5 or above. Members are not permitted to bring anyone on court for free. The club is a not-for-profit organisation, and we are unable to support free access to use the facilities. Please pay at reception before you take a guest on court, not after. **Failure to do so may result in your membership being cancelled.**

Kids Zone Court (Outdoor) (mini-court and full court use)

Both adult and junior tennis members can book this court for free when booking online. It can be booked out as a full-size tennis court or as mini court. This court can hold four separate mini courts at once. The mini courts are within the blue lines painted on court.

Mini & Junior members can bring in one adult non-member to play on court for free providing they book through reception. (This is a membership benefit and is for the use of one mini court only)

Coaching on court

LSTC offers both 1 2 1 coaching and weekly group sessions which are part of our yearly programme run through DRH Sports. Both are taken by our qualified coaching team who are LTA registered, licenced and qualified to do so. **If you do not have an agreement (contract) with LSTC you are not permitted to coach anyone in the club.**

Winter block booking

Every year during the winter months the club offer all Club and tennis members the opportunity to block book indoor tennis courts. We do this by emailing out the rules along with a booking form that will need to be completed by a deadline set.

To ensure fairness across the winter season, priority is given to those groups who were not successful on the last round of block booking applications.

The block booking application is for 6 weeks starting from a chosen date and courts times will be communicated at the time of booking.
