

New Member A-Z

Welcome to Reigate Lawn Tennis Club! Ready to join in?

The best source of information about club activities and navigating your way around the club and clubhouse is our website (www.reigateitc.org.uk) and using the Pitchero Club app. Here are a few tips to get you started.

A

About Us — We are a friendly and open community of tennis players (of all abilities) and fans who love the sport of tennis. We are a volunteer led club with a lot of opportunities for activities as well as fun and competitive play. We are happy you've joined us! If you have any questions please don't hesitate to reach out to the appropriate club volunteer.

Accidents — If you do have an accident at the club please email accident@reigateitc.org.uk with details as soon as you are able. For more information see First Aid.

App — We use the Pitchero Club app as a way to communicate news and information. You can also use the app to directly message other adult members as well as indicate your attendance at events.

B

Ball Machine — Use of the ball machine is available for a small surcharge each membership year and requires training. Please use our website Shop to buy your membership after which you will be contacted by club member Owen McWilliams to arrange a training session.

Bar — Our bar is operated by Mudfords Bar and Grill Ltd. Beer, wine, various spirits, soft drinks, coffees and snacks at regulated prices are available for purchase from the bar. The bar is open for members during and after organised social tennis sessions, for various other club social activities and events, and during regular operating hours during the week.

Booking a Court — Members can log in and make a court booking for a maximum of 2 hours a day, up to one week in advance. All courts are now bookable, as from 1st April 2023. Upon joining as a full adult member you should receive an email from Jon Strange inviting you to register for ClubSpark (parents of junior members on request). You need to click on the link in Jon's email to register for our court booking system via ClubSpark. Please do so as soon as possible as this link does expire. Once you have set up your ClubSpark account, you can easily log in and book a court at the club.

If you need to book a court for a match or for an organised tournament, Heather Prophet is your contact (heather@willowlea.co.uk).

Juniors have priority access to the Club at certain times during the week (see website for details) and do not have court booking rights automatically. If they are signed up as members of the Ball Machine Users Group ("BMUG") however, they should contact Jon, to obtain booking rights to use the Ball Machine on court. If Juniors require court bookings to play matches, they should contact Heather Prophet, in the normal manner.

Bridge Club — Our friendly Bridge Club meets in the clubhouse on the first Friday of every month between October and March. Players should arrive by 7.15 pm so that they can be ready to start play by 7.30 pm. The bar is open for the evening, and we have a break for coffee and biscuits. Each session costs £3 per player and there are prizes for the first and second pairs of the evening. New players are welcome, and if you would like to join us then please contact Sue Woodall or Jan Dixon.

C

Cardio Tennis Drills — Numbers and weather permitting, our Head Coach James Smith offers cardio tennis drill sessions on Thursdays at 9:00 am (Coach Jack Hicklin) and Saturdays at 11 am (James Smith). There is a cost of £10 per session payable to the Coach. If you are interested in joining the cardio sessions then contact Jack or James to be added to the WhatsApp group they use for bookings.

Changing Rooms and Toilets — The code to access these facilities is 'C1289Z'.

Clubhouse — The kitchen and public lounge area of our clubhouse is available for member use during club operating hours. During Mudfords operating hours the clubhouse is unlocked. Outside of Mudfords operating hours it is accessible via the key fob you are issued upon joining. The bar area is restricted at all times to Mudfords employees only. The kitchen is open to all Club members. Please keep it clean and tidy.

Coaching — Coaching is available for an extra fee. We offer junior group coaching sessions, cardio tennis and private coaching. Alternatively, you can also self-organise a group coaching session with one of our coaches. Details of the coaches and a summary of all group sessions can be found on our website or on the coaching notice board in the clubhouse. For information please contact James Smith, our Head Coach. James has been involved in tennis for over 20 years winning 3 professional doubles titles and has had notable wins over Kristof Vliegen, Richard Gasquet and Ivan Ljubicic.

Court Floodlights — Please pay close attention to the restrictions regarding use of our court floodlights. Outside of the weekday evening organised sessions, floodlights cost £1 per 15 minutes. The floodlight operating boxes are located on either end of the outbuilding that houses the women's and men's changing rooms and toilets. Simply insert your coins on the side of the box for your numbered court. A coloured light will illuminate on the court when your time is about to expire. If your floodlights expire before you add more coins, they won't come back on immediately as they will have to cool down for a bit. Please do use British £ 1 coins.

Important notice about the floodlights: We like to be good neighbours in general and our court floodlight planning permission requires it. *There cannot be any court lighting used after 10 pm.*

Additionally, on Saturdays, Sundays and public holidays the floodlights on courts 1, 2, 3, 4 & 8 cannot be used at all. There is a reminder notice to this effect on the floodlight operating boxes. Please ensure you respect these limitations.

D

Debit cards — The bar went cashless during the COVID pandemic. Please bring a debit card with you for bar and café purchases.

E

Etiquette — We ask our members to follow established court etiquette and protocols including behaviour on the court, not walking across any courts while a point is in play, sweeping the artificial clay courts after use and brushing the lines.

F

First Aid — Our Automated External Defibrillator (AED) and first aid kit are located in alarmed boxes on the side of the changing rooms. If you do have an accident at the club please email accident@reigateltc.org.uk with details as soon as you are able. Olivia Saro-Wiwa maintains the first aid kit. Most of our session organisers and all level 2 and above coaches are trained first aiders. Jeremy Howard runs occasional AED and CPR training sessions, and the club pays for volunteers to undertake first aid training. If you would like to undertake any of this training, please contact our Secretary at secretary@reigateltc.org.uk to be added to the waiting list.

Fitness Studio — Our fitness studio is operated by Ergo Fitness. For a fee, Ergo Fitness offers a wide variety of fitness classes ranging from SkiFit to Pilates and personal training. More information and pricing is available on their website (www.ergo-fitness.co.uk) and is also posted in the clubhouse.

G

Guests — You may bring the same person as a guest 3 times per membership year. There is a £5 adult fee or £2 child fee per guest. Please log into your account on our website and go to the Shop to pay the fee.

H

Hours — The club is open to members for tennis from 7 am to 10 pm every day of the year except Christmas Day. The clubhouse is alarmed overnight from 11:45 pm until 6 am. Whenever using the facility, please be mindful of our neighbours and your noise levels, and always respect the court floodlight restrictions.

House and Grounds — Andrew Parker is responsible for all aspects of the fabric of the club from court surfaces to floodlights. Please report any damage or repairs needed to him at houseandgrounds@reigateltc.org.uk.

I

Information — Information about our club, court schedule, volunteer opportunities and activities can be found on our website, on our app and posted in the clubhouse.

J

Juniors — We have a vibrant junior tennis programme with opportunities for coaching, match and tournament play. For more information please check out our website and contact our Junior Chair(s), Clare Barraclough & Melanie Hall at juniors@reigateltc.org.uk. In the winter, the club runs weekly open junior tournaments, which switch to social sessions with free group training in the summer. Our coaching team, led by James Smith, provides individual and group coaching for juniors. They also run regular Holiday Tennis Camps during school holidays and our better juniors may also head off to a tournament with our coaches for a week. On the competitive side, we have 14 junior teams playing in County / Regional tier of Team Tennis competition during the summer and a similar number during the winter in the Surrey Junior Team Trophy competition.

Junior Night — Friday night is junior night at the club. In the summer season (April to September) there is informal group coaching from 4.30 pm to 6.30 pm. Juniors working for their Duke of Edinburgh's Award badges or coaching qualifications are able to volunteer to assist at these sessions. In the winter the club runs Level 6 match play for all age groups. The bar is usually open for their supporters!

K

Key Fob — You will be given a key fob by the Membership Secretary. This fob currently is required only for clubhouse access. The street gate to the site does not require a fob as it is currently only secured overnight.

Kidzone — We have a dedicated floodlit 'Kidzone' with mini red and orange tennis courts for our younger juniors to use.

Kitchen — Our kitchen is open to all Club members and is run on a voluntary basis. Please keep it clean and tidy and wash up after yourselves. Gill Dowling is our kitchen co-ordinator – please contact her if you would like to volunteer to help out or would like to report any issues.

L

Lights — See the Court Floodlights section of this document.

Locking Up — If you are the last to leave the clubhouse, please ensure all the windows and doors are firmly shut and turn off the indoor lights (the switch is located to the right-hand side of the exit door by the coat rail). Please also ensure the changing room lights are switched off, windows closed and the doors locked, as well.

LTA Membership — Please sign up for 'Advantage', the LTA's membership scheme if you wish to play in a competitive league team or if you'd like to have the chance to purchase Wimbledon tickets through the LTA. As a member of our club, the 'Advantage Play+' category of membership is free – you will need to scroll sideways across on the website to find this category. You will also need to link to our club – Reigate LTC as your place to play.

M

Management of the Club — The club is both volunteer organised and led. A list of current members of our Management Committee is available on the website.

Membership Directory — You can message other adult members directly through the website and app. Please contact junior members via their parents. You can also access our Membership Directory from the 'Information' menu of our website (please consider adding your own details to this by clicking the link provided at the bottom of our newsletter emails).

Mudfords — Mudfords Bar and Grill Ltd is the business we have contracted to provide bar services in our clubhouse. They offer for purchase a selection of alcoholic and soft drinks, coffee and snacks.

N

Newsletters — Keep an eye out in your email inbox for the regular newsletters sent out by the club.

Night-Time Tennis Opportunities — There are many opportunities for evening and night-time tennis. There are organised social tennis evenings available weekly. Please note court floodlights are only allowed to be used until 10 pm. Additionally, on Saturdays, Sundays and public holidays the floodlights on courts 1, 2, 3, 4 & 8 cannot be used at all. For more information on the use of court floodlights, please check out the Court Floodlights section of this document.

O

Organised Social Tennis — There are day and evening organised tennis sessions several days per week. These sessions are either run by the club or are organised by volunteer club members. There are evening sessions on Mondays and Thursdays, morning sessions on Tuesdays and Thursdays and social tennis on Saturdays. Details of how to join in and who to contact may be found in the information section on our website and are also provided on joining.

P

Parking — We have a small on-site car park at the back of the fitness studio adjacent to Manor Road. Please use this as much as possible. If the car park is full, we have a responsibility to be a good neighbour so please be considerate and park responsibly on the street ensuring you leave plenty of space and do not block any of our neighbours' access or driveways. In particular, please do not park between the driveways of the two houses opposite the club. Please also be aware of your noise level when leaving the club especially late at night or early in the morning.

Practice Wall — Feel free to warm up or to practise your tennis strokes on our practise wall, which can be found at the side of court 5.

Q

Queries — For information not covered in this document, please check out our website or contact the Membership Secretary, Debra Anderson (membership@reigateltc.org.uk).

R

Racket Stringing — Club member Richard Skalsky offers racket stringing services for a fee. If you are interested, please contact him.

Reigate Rhinos — We are the home club for the Reigate Rhinos who participate in the National Tier of the LTA's Team Tennis competition. Home matches are always entertaining with top amateur tennis on the courts and food and drink available for purchase.

S

Safeguarding and Welfare — Reigate LTC is keen to create a safe, accessible, enjoyable and welcoming environment for everyone. In particular, the club is committed to prioritising the well-being of all children and adults at risk, promoting safeguarding in the club at all times, including all programmes and events that are run. A summary of our safeguarding policy is displayed on the Welfare notice board outside the changing rooms. The full policy, which all members are asked to familiarise themselves with, can be found on our website and in the policy handbook kept inside the clubhouse. Safeguarding training material is also available on our website. Tracey Milbourn is our Welfare Officer and can be contacted at welfare@reigateltc.org.uk.

Social — We love our social members and enjoy seeing them at suppers, coffees, club events and other activities throughout the year. Our Social Secretary is Ruth Cook and she leads the club's social activities. Ruth can be contacted at social@reigateltc.org.uk.

T

Table Tennis and Table Football — The clubhouse has both table tennis and table football for use by club members.

Team (Competitive) Tennis — We have adult teams playing at all levels ranging from the local Dorking & Leatherhead League, via county level to national level. We enter junior teams at every age group. If you are interested in playing competitive league or team tennis, please contact club members Antony Davies (mensteam@reigateltc.org.uk) or Alison Newman (ladiesteam@reigateltc.org.uk) who are our men's and ladies' team captains. Juniors and/or their parents should contact Clare Baraclough and Melanie Hall (juniors@reigateltc.org.uk) who are our Junior Chair(s).

Tennis Balls — Wilson Open balls may be purchased on our website or app (in the Shop) and the small surplus this generates helps support our activities. You can arrange for pick-up with club volunteer and Assistant Treasurer Kate Strange at a mutually convenient time.

Tennis Committee — Responsibility for running all tennis at the club lies with our Tennis Committee. There are representatives from every section of the club. They are also responsible for court allocations, running tournaments and the tennis calendar. Contact tennis@reigateltc.org.uk.

Tournament Play — We offer our members tournament play opportunities at every level including the Club Championships, Junior Championships and Handicap Tournament, as well as social tournaments throughout the year.

U

Used Tennis Balls — There is a bin in the clubhouse whereby you can recycle your personal used tennis balls to benefit the club.

V

Visitors — You may have the same person accompany you as your guest (visitor) 3 times in a membership year. The guest fee is £5 adult or £2 child per visit. Please register your visitors in advance of playing by logging into your account on our website, going to the Shop and paying for a visitor fee.

Volunteers — In case you haven't figured it out yet, we are a volunteer, member-led club and we'd love everyone's participation. Whatever talents or skills you have, we are certain to be able to find a need for them. We have volunteers who garden, captain tennis teams, serve on committees, manage the website and much much more. Please let us know what talents you'd be willing to share to help keep our club vibrant and strong.

W

Website — Our website is www.reigateltc.org.uk and should be your primary source of information about your club membership. In addition to news, calendar and event information, it contains important information about your membership: for example our policies, procedures and rules, annual reports and committee minutes, and safeguarding policies.

Welfare Officer — Tracey Milbourn is our Welfare Officer and can be contacted at welfare@reigateltc.org.uk. If you have any concerns or questions, do not hesitate to contact her.

WhatsApp — A lot of teams and group activities use WhatsApp to communicate. Please be sure you ask an activity leader to include you on the WhatsApp group for that activity so that you don't miss out.

WiFi — The club offers free WiFi for its members. Password is: rltctennis1

Wimbledon Ticket Draw — To be eligible for the Wimbledon ticket draw, please link your LTA Membership to Reigate LTC and opt in to the Wimbledon ballot. The draw is undertaken by the LTA and the lucky recipients of tickets will be contacted by the LTA.

XYZ

We are eXcited to have You join us in our member Zone and hope this A-Z guide gets you started!

Please remember to frequently check the website or club app for news, updated calendar information and club happenings.

If you have further questions, please contact the Membership Secretary, Debra Anderson (membership@reigateitc.org.uk) and she will try to point you in the right direction. Welcome to Reigate Lawn Tennis Club. We are happy you have joined us.