

RLTSC Tennis and Squash Booking Rules

Last updated 5th June 2024

BOOKING RULES

- Full and Squash Only Members can book courts online up to 21 days in advance. In other words, a new "booking sheet" is automatically added to the booking system 21 days in advance at 7am. Members must select their playing partners/opponents' names to show on the booking sheets so that the Club has an accurate record of attendance.
- Tennis and squash
 - Members cannot book more than one court for the same date/time slot; for example, a member should not book courts 1 and 2 between 10am and 11am on the same day. This is the 'side by side' rule restriction.
 - Courts are available for bookings from 7:30am to 10:00pm 7 days a week
- Tennis
 - Maximum 4 bookings (2 hours) per member per day
 - Community membership and Squash only membership categories restricted to courts 6 to 11 and bookable 2 days in advance
- Squash
 - Maximum 1 peak booking (45 minutes with start times Mon-Fri 4.30pm - 9.15pm, Sat 8.15am – 11.30am) and 4 off-peak bookings per member per day. Bookings as an opponent are unlimited.
 - Community membership categories bookable 2 days in advance.

BOOKING FEES

- Each Member has an account within the booking system and must have credit to book a court.
- You can purchase credit (£10 minimum) with any credit/debit card when logged into this website <https://rltsc.mycourts.co.uk>. Your transaction will be processed by Stripe.
- Tennis
 - £0.00 per 30 minutes for Full Members
 - £6.00 per 30 minutes for Adult Community Members
 - £3.00 per 30 minutes for Junior Community Members
 - £6.00 per 30 minutes for Adult Squash Only Members
 - £3.00 per 30 minutes for Junior Squash Only Members
 - £2.00 additional per 30 minutes for All Member Categories for Floodlit sessions
- Squash
 - £3.00 per 45 minutes for all Full & Squash Only Members (Peak)
 - £1.50 per 45 minutes for all Full & Squash Only Members (Off-peak)
 - £9.00 per 45 minutes all times for Adult Community Members
 - £4.50 per 45 minutes all times for Junior Community Members
- Members can share booking fees by using the facility to Transfer Credit -- on the day they are playing, the system will send an email to invite playing partners/opponents to use this facility to share the booking fees paid by the member who booked the court.

- When a Full Member books a tennis court and plays with a community and/or Squash Only Member then the Community and/or Squash Member must use the Transfer Credit facility on MyCourts to transfer the appropriate fee, equivalent to their proportion of the tennis court booking fees for their category of membership, to ****** Booking Fee** which appears on the drop-down Members list. For example, for a 30-minute tennis session booked with 2 players an Adult Community Member would need to pay £3 to ***** Booking Fee** on the MyCourts system, for a 30-minute tennis session booked with 4 players this would be £1.50. **It is the responsibility of the Member who booked the tennis court to ensure that any non-Full Members (ie Community, Squash Only or Guest) who are playing, pay their fees due.**
- When a Full or Squash Only Member books a squash court and plays with a Community Member then the Community Member must use the Transfer Credit facility on MyCourts to transfer the appropriate fee, equivalent to their proportion of the squash court booking fees for their category of membership, to ****** Booking Fee** which appears on the drop-down Members list. For example, for a 45-minute squash session booked with 2 players an Adult Community Member would need to pay £4.50 to ***** Booking Fee** on the MyCourts system. **It is the responsibility of the Member who booked the squash court to ensure that any Community Members who are playing pay their fees due.**
- Whilst Guests are still allowed when playing with a member, the Club would strongly prefer that Members register their Guests as Club Community Members prior to play.
 - Select "Guest Adult or Junior" as the playing partner/opponent to show on the booking sheet. The booking system will then charge the £5 Adult Guest Fee or £2.50 Junior Guest Fee to your booking system account by adding the guest fee to the booking fee already paid.
 - If you're no longer playing a Guest, you can change your playing partner/opponent to a member, and the court fee will automatically revert to the normal rate (and your account will be credited).
 - This can be done when you book the court or any time before playing.
 - If you forget to select Guest as the playing partner/opponent before playing, then please be sure to use the facility to **"Transfer Credit"** (£5 or £2.50) to the Guest account on this system.
 - The Guest Fee is payable per visit, not per booking session.
 - A member can bring the same Guest to the Club a maximum of 6 times per year.

COACH BOOKING FEES

Coach booking

- When a Coach books a court for private coaching, they will be required to enter the name of the member being coached and select the ***** Coaching Fee (Tennis)** or ***** Coaching Fee (Squash)** as a partner/opponent. Failure to do so will result in charging the coach with an additional fine of £1 per booking session as well as the Coaching Fee.
- If the coaching is for a Community Member, then court fees apply in addition to the standard Coaching court fee. For a 30-minute tennis session this will be £4.75 for Community Adult or Squash Only (Adult, Senior & Youth) and £3.25 for Community Junior

or Squash Only (Mini & Junior) and are payable by the Community member to the Coach. The Coach should then ensure that either of the following categories is used in the booking: *** Coaching Fee Comm Adult or *** Coaching Fee Comm Junior.

- It is now mandatory to add your playing opponent when booking a tennis or squash court.
- Private Tennis Coaching should be carried out primarily on the following tennis courts: 10, 11, 7, 8 and 9.
- Tennis Courts 4 and 5 can only be booked for private coaching 48 hrs in advance
- Tennis Court 6 can only be booked for private coaching 24 hrs in advance.
- Tennis courts 1, 2, and 3 cannot be used for private coaching.
- "Pupils" to always be added to court bookings - no exception

Member booking

- When using a court for a coaching session, members **MUST**:
- Select the coach as a partner/opponent and select *** **Coaching Fee (Tennis)** or *** **Coaching Fee (Squash)** as a playing partner/opponent to show on the booking sheet. The system will then charge the £1.75 per tennis 30minute session or £3 per squash session as a Coaching Fee to your booking system account by adding this fee to any booking fee already paid. o If you're no longer playing a Coach, you can change your playing partner/opponent to a member, and the court fee will automatically revert to the normal rate (and your account will be credited).
- This can be done when you book the court or any time before playing.
- If you forget to select Coaching Fee as the playing partner/opponent before playing, then please be sure to use the facility to "**Transfer Credit**" to the Coaching Fee account (*** **Coaching Fee (Tennis)** or *** **Coaching Fee (Squash)**) on this system.
- Tennis Courts 1, 2, and 3 cannot be used for Private Coaching.

EVENTS / TOURNAMENTS

- Wherever possible, registration for Tennis and Squash Events and Tournaments will be free of charge to Full Members, but it may be necessary to make a small charge to cover balls and coaching costs.
- Wherever possible, registration for Squash Events and Tournaments will be free of charge to Squash Only Members, but it may be necessary to make a small charge to cover balls and coaching costs.

TEAMS

- Full Members can be selected to represent the Club in Tennis and Squash Team matches.
- Squash Only Members can be selected to represent the Club in Squash Team matches.
- Community Members cannot be selected to represent the Club in Team matches.

LATE-CANCELLATION REFUND POLICY:

- When unable to use a reserved court, members should cancel as soon as possible so that others may use the court.
- The booking fees are automatically refunded as system credit when the booking is cancelled more than 48 hours prior to start time.
- There is no refund within 48 hours prior to start time, unless the same court and start time is re-booked -- in this case the booking fee is automatically refunded.

The intent of this policy is to ensure that coaches and members do not block book courts on the off chance that they will be needed, thus preventing other members from booking the court.

There are instances though when courts were booked in good faith, but cannot be used, such as:

- Inclement weather (eg rain, snow, ice, gales)
- Sickness

In these instances, the coach or member should:

- Immediately cancel the court to enable another member to book, and to ensure that the floodlights do not come on unnecessarily.
- Email admin@rltsc.co.uk to request a refund.

If the coach or member cannot reasonably cancel the court before the start time of the booking, then he/she can still email the office to request a refund.

The club office will then process the refund as a rebate to the MyCourts Booking System account of the member or coach.

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NO SHOW POLICY:

- At this stage the Club has not made it mandatory for members to confirm attendance for a booked session prior to start of play by logging on to the Booking System.
- However, monitoring will be carried out and if members are booking, but not showing up for their booked session the Club reserves the right to charge a retrospective **No Show fee** as follows:
 - £6.00 per 30 minutes for Tennis (Floodlit or non-Floodlit)
 - £6.00 per 45 minutes for Squash (Peak or Non-Peak)

BOOKING RULE CHANGES:

- The Club reserves the right to change the booking rules to best manage court utilisation for the benefit of members.