

# Flitwick and Ampthill Lawn Tennis Club Disabled Access Policy

## Introduction

Flitwick & Ampthill Lawn Tennis Club welcomes players of all ages and abilities to play tennis at the club. This document considers the policy, arrangements and procedure for the disabled to access the club's facilities and tennis courts

## Disabled Access Policy

Flitwick & Ampthill Lawn Tennis Club welcomes disabled players/friends/families to the club to enjoy our facilities.

Members of the club have access to the courts and club house between the hours of 08:00 to 22:00 hrs where there is an accessible changing room with toilet and shower, using keys which are issued to members.

Non-members who wish to play tennis on a Pay and Play basis are also welcome, provided they book and pay on-line for a court using our ClubSpark website. Non-members can access the club house during our reception hours, or outside reception hours if a member or members have opened the club house for their own purposes. Pay and play non-members access the courts through the smart access gate which is linked to ClubSpark using the pincode provided by the system when they book their court, and this access to the courts is available whether reception is open or not.

During the winter months from October to March each year, there is an air dome over courts 3 and 4, which allows for tennis to be played indoors, and all players will access these indoor courts through the smart access gate and then into the air dome via a rotating door.

For players (members and non-members) who are unable to use the rotating door to access the air dome, arrangements are made which guarantee they can safely enter and exit the air dome through the emergency exit door, and the procedure for making these arrangements is detailed in later paragraphs of this policy.

In summary, the policy of Flitwick & Ampthill Lawn Tennis Club for disabled players, is to guarantee they can safely access the courts all year round including the indoor courts under the air dome during the winter. Disabled players can also use the accessible facilities in the club house whenever they wish if they are members and have keys, or whenever the club house is open if they are non-members.

## Procedure for Disabled Players Accessing the Indoor Courts During the Winter

- Our website will include information that disabled players are welcome to book courts and play tennis at the club, and that they can therefore continue and book a court with confidence.



- The booking confirmation email includes details of the booking and the pincode for the smart access gate, and will also state clearly that any disabled player must also contact the club reception by phone or email at least 24 hours in advance of the booking to state that their booking is for a disabled player(s) so arrangements can be made for their arrival.
- The reception team will maintain a register of all bookings by disabled players and, ensure that there is a competent person from the club available at the start and end of the booking to assist the player
- During club house reception hours, the competent person will be from the reception team. Outside of reception hours, the competent person will be the person on the roster at the time of the court booking. Committee members and other club members who have been trained and are competent with the procedure are included in the Disabled Player Assistance Roster, so that there is always at least one competent person available through out the hours the courts can be booked.
- The competent person will meet and greet the disabled player(s) just before the court booking time, and escort the player(s) through the smart access gate and then into the air dome by opening the emergency exit door briefly to let the player through and then checking the door is properly closed again after the player has entered.
- The competent person will also escort the player off the court and back through the emergency exit of the air dome at the end of the court booking time.
- If the disabled player attends with a carer, and that carer is willing to be trained to become competent, then the training is provided free of charge, and for future bookings, the carer will escort the player on and off court.

### **Review and Use of This Policy**

This policy is reviewed and approved by the committee at Flitwick & Ampthill LTC, and is then posted with the other important documents on the Management page of our website.

The policy is reviewed by the committee at least annually.