

H O O L E



A T M I C K L E  
T R A F F O R D

MEMBERS' HANDBOOK

2023

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## INTRODUCTION

In this handbook you will find useful information to help you make the most of your membership of Hoole LTC.

When you signed up for membership of the club you agreed to the terms & conditions set out below.

### Membership Terms & Conditions

As the principal member, or parent of members under 18 years old, you agree on behalf of all named individuals in your membership to:

- Ensure that the membership fees are paid in full
- Abide by the club's [rules](#)
- Ensure that children under the age of 13 have parental supervision whilst at the club, unless they are participating in organised sessions
- Adhere to the club's policies and codes of conduct. In particular, all members should read our [Safeguarding Policy](#)
- Agree not to divulge any of the club's access codes to non-members
- Inform the club about any special care needs, dietary requirements, allergies or medical conditions that could affect the individuals' safety at the club
- Ensure that the details of the individuals in your membership are accurate and kept up to date
- When you sign up to this membership, you agree that Hoole LTC may use the membership information provided for the purpose of running the club, and you consent to receive information related to your membership of the club by email and SMS/WhatsApp.

**NB.** All of the club's rules, codes of conduct, and policies, such as Health & Safety, Privacy, Diversity & Inclusion and our Guest Policy, can be found on our website. If you have not already read them we would encourage you to do so now. They can be viewed and downloaded here:

<https://clubspark.lta.org.uk/HooleLTC/Policies>

## A BRIEF HISTORY OF THE CLUB

Hoole L.T.C. began life in 1896 at Vicarage Road, Hoole, Chester, later moving to Fairfield Road, Hoole. In early 2018 the club moved to its current site at School Lane, Mickle Trafford. The newly built premises were officially opened by the Lord Mayor of Chester, Councillor Alex Black, on 9th June 2018.

## CLUB STRUCTURE AND KEY CONTACTS

The club is a Community Amateur Sports Club registered with the Lawn Tennis Association (LTA). Its assets are held on behalf of the membership by a group of trustees. The club is managed by the General Committee and various work groups, all of whom are volunteers.

The club's coaching programme is organised by the Tennis Programme Manager, Pete Leatherbarrow (PL Tennis Coaching).

The General Committee is elected at the AGM and made up of the officers listed below and up to 10 further members.

NB. There are currently a number of vacancies that we would like to fill – please contact Anthony Wilding if you would like to get involved.



Chairman

Anthony Wilding

anthonywilding77@yahoo.com

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Treasurer

Iain Cadman

iain\_cad@yahoo.co.uk

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Secretary

Ian Wade

secretary@hooletc.co.uk

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Membership  
Secretary

Karen Massey

membership@hooletc.co.uk

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Junior  
Co-ordinator

Vacant

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Welfare  
Officer

Laura Howell

laurahowell\_smt@btinternet.com  
Tel: 07985 741845

**The Welfare Officer** is pivotal to the promotion of safety and well-being at the club, along with ensuring that children, young people and adults at risk are able to participate in tennis in a fun, safe and inclusive environment.

If you have any concerns regarding safety or well-being please contact Laura and be assured that your concerns will be treated sensitively, confidentially and in a non-judgemental manner.

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**Key Contacts:**



Tennis  
Programme  
Manager

Pete Leatherbarrow

pltenniscoaching@gmail.com  
07872 161712

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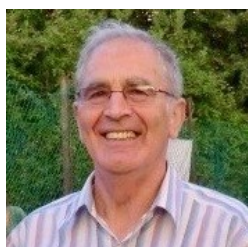


Steering Group  
Club Liaison

Anthony Wilding

anthonywilding77@yahoo.com

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Grounds/  
Clubhouse

Ken Thomas

ken.pen432@btinternet.com

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Tennis  
Programme  
Group (TPG)

Vacant

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Communications

Lori Stono

lori.parker@gmail.com

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Social

Vacant

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## CLUB OPENING HOURS

Currently the official opening hours for the club are 08:00 to 22:30 daily, with tennis allowed between 09:00 and 21:30 (10:00 start time and 21:00 finish time on courts 3 and 4).



## REGULAR & ANNUAL EVENTS 2023

The club holds a number of events each year, please see the [website](#) and noticeboards for updates.

## ADULT CLUB NIGHTS AND SOCIAL TENNIS SESSIONS

The club holds adult social tennis sessions each week. The format of the sessions is doubles, with everyone mixing in - changing partners & opponents. Balls will be provided. Please see the website for current days and times and booking instructions:

<https://clubspark.lta.org.uk/HooleLTC/ClubProgramme/ClubSessions>

## ADULT COACHING

Our comprehensive coaching programme is organised by PL Tennis Coaching. All of our coaches are LTA Accredited, meaning they have an in date DBS, as well as valid first aid and safeguarding certificates. Please visit [playpointsports](#) for all details of sessions and to book.

## ADULT SINGLES LADDER

For those who prefer to play singles we have a singles ladder. The ladder is accessed through a free app called Sportch. Further information and details of how to enter can be found here:

<https://clubspark.lta.org.uk/HooleLTC/ClubProgramme/SinglesLadder>

## ADULT TEAMS

The club enters teams in the Chester & District Summer League (men's, ladies and mixed) and the Wirral Winter League (open and ladies). Summer league matches are played from April to July with the majority of matches on weekday evenings, however, some teams play on the weekends. Winter league is played on Sunday mornings from September to April. All matches are doubles.

If you are interested in playing for the teams please contact our Teams Captain Ian Wade at [wadei1@btinternet.com](mailto:wadei1@btinternet.com)

Players interested in playing for the teams will be invited to some coach led team selection / training sessions before the start of each season.

**NB.** All team players need to have a valid LTA Membership\* number to register with the winter league.

\*See section on LTA membership on page 9.

## TABLE TENNIS

We hold a weekly Table Tennis Club for members on Wednesdays 7-9pm. Booking via WhatsApp is required - please contact [membership@hoolelta.co.uk](mailto:membership@hoolelta.co.uk) to be added to the WhatsApp group.

Members can book to use the table tennis table at other times – for full details please see the website: <https://clubspark.lta.org.uk/HooleLTC/ClubProgramme/TableTennis>

## JUNIOR COACHING PROGRAMME

Our comprehensive coaching programme is organised by PL Tennis Coaching. All of the coaches are LTA Accredited, meaning they have an in date DBS, as well as valid first aid and safeguarding certificates. Here are some of the sessions on offer:

- Red - 8&U
- Orange - 9&U
- Green - 10&U
- Development - for beginners/improvers
- Challenger - for players starting to have individual lessons and showing key signs of improvement
- Challenger+ - for players having regular individuals and starting to compete externally as well as internally, playing 2-3 times a week
- Advanced - for players having regular individuals, regular external competitions and playing 3-4 times a week.

Please visit [playpointssports](https://playpointssports.com) for all details of sessions and to book.

## JUNIOR CLUB NIGHTS

The theme of the sessions is a mix of fun based games, rallying and social matchplay. The sessions are supervised by the club coaches, with the assistance of some of the junior leaders. There is also table tennis, and the tuck shop is open at the end of each session.

All sessions are FREE for members.

For details of session times please see the website:

<https://clubspark.lta.org.uk/HooleLTC/ClubProgramme/JuniorNights>

## JUNIOR COMPETITION

We have lots of opportunities for juniors to compete, whether it is their first steps into friendly competition or more structured, higher level tournaments. We have junior teams competing in leagues year round across different age groups. As well as this, we host a week long and regular one-off tournaments throughout summer, attracting external players as well as our own.

Friendly team challenge events have also proved a hit and provide a great first step for players who want to start competing.

For more info on any of the above, contact Pete on [pltenniscoaching@gmail.com](mailto:pltenniscoaching@gmail.com).



## ACCESS, SECURITY AND MEMBERSHIP CARDS

Membership cards can be purchased via the website - £10 per card.

Cards are for the use of the member/family they are issued to and should not be lent to others.

Your membership card will give you access through the main entrance door of the clubhouse. It works like a contactless credit card - you just need to hold it close to the keypad/card reader (located on the gate and to the right of the doorway). On presenting your card you have a few seconds to push down on the handle to release the latch. **NB.** For more details about the access system see the [appendix](#) at the end of this handbook.

**IMPORTANT:** The clubhouse is not manned, so we need **ALL** members to play their part in ensuring that the club is secure.

Whenever you leave the site - regardless of the time of day - please ensure that all heaters and lights are switched off (except the lobby and external lights which are on auto control) and all three sets of doors in the Club Room are locked, before exiting via the main entrance door, which will lock automatically.

If you haven't used the clubhouse yourself, we would ask that you check the doors from the outside and follow the procedure above if any doors have been left unlocked.

## CLUBSPARK

ClubSpark is an online venue management tool provided by the LTA to its registered clubs. The club uses the ClubSpark platform for our website, and for the administration of our membership database, court bookings, and member communications. All individual members (or their parent if the member is under 18), and main contacts for group memberships, should have a ClubSpark account. You will need to log in to your ClubSpark account whenever you book a court, or sign up for a club session, and also when you renew your membership.

Your ClubSpark profile page: <https://clubspark.lta.org.uk/HooleLTC/Profile> displays your current membership status and has links to manage your court bookings.

You can view and update your contact details, privacy settings and email consents at this page: <https://clubspark.lta.org.uk/HooleLTC/EditProfile>

## COURT BOOKING SYSTEM

All players should book via our online court booking system before using a court. The booking page can be found here: <https://clubspark.lta.org.uk/HooleLTC/Booking>. Members may book a court up to 7 days in advance (dates further ahead are locked). There is no booking fee for club members (other than for use of the floodlights). The booking rules and details of how to book can be found on our website at the links below.

<https://clubspark.lta.org.uk/HooleLTC/Booking/HOWTOBOOK>

<https://clubspark.lta.org.uk/HooleLTC/Booking/BOOKINGRULES>

**NB.** Upon booking a court you will receive a booking access PIN which is linked to the court booking. When you arrive at the club, please enter this PIN to gain access through the gate.

## WEBSITE, COMMUNICATIONS AND SOCIAL MEDIA

Don't forget you can keep up with everything that's happening at the club via the following online platforms:



**Our website:** <https://clubspark.lta.org.uk/HooleLTC>



**Twitter:** <https://twitter.com/hooletc>



**Facebook:** <https://www.facebook.com/hooletennis>



**WhatsApp:** The main 'Hoole LTC' WhatsApp group is used for the club to send notifications to members - members can't send replies to this group.

There are further WhatsApp groups as follows:

- **Hoole Club Nights** (general discussion group for members to check if others are planning to attend the session, or to find members to play against at other times)
- **Table Tennis night** (general discussion group where members can book to attend the session)
- **Contact the club** (for general questions from members not covered by the other groups)
- **Juniors Social Tennis** (general discussion group for parents of junior members to contact other parents to arrange games for their children.)

To join the main WhatsApp group or any of the other groups listed please email your name and mobile number to [membership@hooletc.co.uk](mailto:membership@hooletc.co.uk) with details of which groups you want to join. **NB.** Only adults should register on the groups.

Club correspondence is also sent via email, so please add the club's email addresses: [mail@clubspark.co.uk](mailto:mail@clubspark.co.uk), [secretary@hooletc.co.uk](mailto:secretary@hooletc.co.uk) and [membership@hooletc.co.uk](mailto:membership@hooletc.co.uk) to your address book / contacts list / safe senders list to ensure you receive our emails.

## LTA ADVANTAGE MEMBERSHIP

We strongly encourage all members to register for LTA membership (previously known as British Tennis membership). **ADVANTAGE** PLAY+ membership is FREE, and provides the following benefits:

- Entry to the LTA Advantage Wimbledon Ballot for a chance to buy Wimbledon tickets
- Track your match results with My Game technology
- Plus exclusive content, discounts, competitions and more

In addition to the above, please note that all members wishing to play for the club teams will need to have a valid LTA membership number in order to register with the Wirral Winter League.

You can register for LTA **ADVANTAGE** PLAY+ membership here:

<https://www2.lta.org.uk/advantage/compare/>

## COURT ETIQUETTE

While Tennis has its official rules, we would like to remind you that it's also important to be mindful of court etiquette, a set of unofficial rules that signify good tennis sportsmanship. We encourage you to take the time to read and follow these guidelines.

### Off Court

- Talk quietly when standing near tennis courts that are in use.
- Do not walk too closely behind a court while a point is in progress. Wait until the point is over.
- If a ball is hit out of court and you are kind enough to return it, wait until the point is completed.
- If people are already on your court, don't disturb them until their time is up.
- If you are going onto a court to play, wait until a point is completed before opening the gate and do the same on leaving.

### On Court

- When you're ready to play, put racket covers, ball cans, jackets etc., out of everyone's way.
- Always keep your court clear of balls even between serves. If you step on a ball during play it could be dangerous.
- When sending balls back to a neighbouring court, wait until the point is completed on that court.
- If your ball rolls onto an adjacent court, wait for the players on that court to finish the game, before retrieving your ball.
- Don't criticize your partner, offer encouragement.
- Don't swear, curse, or use profanities.
- Call your own lines and let your opponent hear the call. If the ball is good say nothing and play on.
- Always respect the line calls of your opponent.
- If there is a disagreement, offer a let. In other words, replay the point, even if it was a second service.
- The server should always call out the score.

## FLOODLIGHTS

Members wishing to use the floodlit courts should book them using the online booking system. There is a charge of £4 per hour per court - a credit/debit card payment will be taken at the time of booking. The floodlights will be linked to your booking, but you will need to turn the lights on at the switch in the box next to the court gate. Please remember to switch the switch off again when leaving the court (even if the floodlights have already gone out).

## COURT CARE

The new artificial clay courts have been a big investment for the club and it is important that we keep them in good condition. Whilst maintenance arrangements will be put in place, it is important that all members and visitors play their part in looking after the courts. Do not assume that the committee and coaches will do this for you. You should allow time at the end of your game to drag the courts with the drag mats provided. There's a handy guide [here](#) to show you how to do it correctly.

## CLUB CLOTHING

We have a range of Adidas club clothing available to buy online. To order, head to this link: <https://teamwear.specialistsports.com/hoole-ltc/login/ind>

Password: hooleLTC20

If you have any questions, please contact specialist sports directly on the link above.

## VOLUNTEERING - WAYS TO GET INVOLVED

A lot goes on behind the scenes...

...to make sure that your tennis club runs smoothly. Things simply wouldn't happen without the active participation of members. The club needs more members to become involved in its day to day running. There are many areas where you might help, including: tournaments, social events & bar, communications & marketing, clubhouse & grounds maintenance and more.

If you want to help...

...contact Anthony Wilding at [anthonywilding77@yahoo.com](mailto:anthonywilding77@yahoo.com) and tell him how you would like to get involved.

## TV & WI-FI

The clubhouse is equipped with TVs in both the Cadman Room and the Club Room. The TV is available for use by members but you are requested to ensure that its use does not affect anyone's enjoyment of either the clubhouse facilities or playing tennis. When you have finished watching TV please turn it off with the remote control, and replace the remote in the container on the wall.

Wi-Fi is available in the clubhouse for members to use, details are shown on the club notice board.

## KITCHEN FACILITIES

Members may use the kitchen facilities to make drinks using the tea, coffee & sugar provided. Please leave the kitchen as you find it and wash up and put away any items you have used.

NB. The dishwasher and oven are for use at club functions only and should not be used by individual members.

## FIRST AID KIT & DEFIBRILLATOR

The first aid kit is stored on a shelf to the left of the kitchen door as you enter the kitchen. If you need to use it please put it back when you have finished with it. If anything in the kit needs replenishing please notify Pete Leatherbarrow.

NB. In the case of an accident or an incident that could have led to an accident, members are required to inform the Health & Safety Officer or a member of the Committee. See [here](#) for the full Health & Safety Policy.

The club has a defibrillator which is located in a box near the entrance gate. The defibrillator is to be used after all other attempts of resuscitation have failed. The device is menu driven and requires no training.

## NOTICE-BOARDS

Members wishing to advertise on noticeboards should submit their advert to the Club Secretary. Adverts should be tennis related. The maximum size for a permanent advert is A6 (postcard size). The maximum size for a temporary advert is A4. All adverts deemed appropriate will be initialled and dated by the Secretary before being posted. Temporary adverts will be removed after 2 weeks.

## LOST PROPERTY

Lost property is housed under the freestanding notice-board in the clubroom. Perishables will not be kept, and after 4 weeks the club reserves the right to donate items to charity, where it deems fit.

# CLUB ACCESS SYSTEM

## Access through the gate

Members and visitors will be able to gain entry through the gate (between the clubhouse and court 10) by using their membership card or by one of the methods listed below. There should be no need for the gate to be propped open, except for events, such as open days etc.

### Access PIN

Every time someone books a court they will receive an access PIN which is valid from 15 minutes before the start of the booking to 5 minutes after the end of the booking, eg. if someone has booked a court from 10am to 11am the PIN will allow them access through the gate between 9:45am and 11:05am.

All court bookings for coaching courses (including fitness sessions) generate a PIN. This PIN should be included in the confirmation email which is sent out when someone books onto a session or course, and should also be passed on to attendees via the WhatsApp groups or other means. All course attendees and their parents/carers will be able to use the PIN to gain access through the gate from 15 minutes before the start of the session to 5 minutes after the end of the session.

If a coach is using the courts for 1-2-1 coaching they should book a court. If they are coaching a Mini member or a non-member the coach should give the court booking PIN to the person receiving coaching.

Courts for matches should be booked through Karen Massey, who will pass on the booking PINs to team captains. Team captains should pass on the appropriate PIN to the opposing team's captain.

## Access into the clubhouse

Members can use their card to gain access through the main double doors.

To allow course attendees, parents, visiting team players etc. access to the clubhouse, coaches or team captains should unlock one set of side doors to the club room (the set which is most visible from the courts they are using) for the duration of the coaching session or match, and then make sure it is locked again afterwards.

Use of the sliding doors in the club room should be limited to times when a lot of people are using the club, such as open days, club nights, matches, group coaching sessions etc. The keys to the sliding doors are kept in the kitchen cupboard to the left of the door. Any member who unlocks the sliding doors is responsible for locking them at the end of the session or match, and returning the key to the kitchen cupboard.