

Poole Tennis Scheme – FAQs

Question(s)	Answer(s)
1. How do I become a member of the Poole Tennis Scheme?	<p>You will need to either log-in using your LTA registration details or register for an LTA account via our Poole Tennis Scheme website – https://clubspark.lta.org.uk/PooleTennisScheme.</p> <p><i>Please note that when you create an LTA account, ensure all information is correct and that your full postal address is entered in caps e.g., BH17 7BJ.</i></p> <p>Once logged in, go to the Memberships tab along the top and select a membership option. Following the instructions and payment details to become a member.</p>
2. How long is my membership?	1 year from the date you become a member.
3. How many times a week can I play?	<p>You can play up to a maximum of 3 hours per week.</p> <p>The booking system works on a rolling 7 days from your first booking. For example, if you have bookings on 01 April at 4pm and 5pm and another on 06 April at 5pm, the earliest you would be able to book another court would be at 5pm on 01 April and the earliest date you could play would be 08 April.</p>
4. I am currently a member of the Poole Tennis Scheme but when I try to book a court, the system tries to charge me to play. Why is this happening?	<p>Previously members have been able to have an LTA account as well as a ClubSpark account for making bookings. The LTA are now in the process of merging members accounts so that you will only have one log in username and password. It is possible that your accounts have not yet been merged.</p> <p>Please try logging into your account by selecting Login in the top right-hand corner on the website – https://clubspark.lta.org.uk/PooleTennisScheme.</p> <p>Firstly, try to sign in with your email on the left side of the page. If you receive a pop up saying, 'How to Login' is changing, please follow the instructions and 'update login now'. This will ensure your ClubSpark, and LTA accounts are merged correctly.</p> <p>Once you have logged in, go to book a court and you should not be asked to make a payment. Then the next time you login, sign in using your LTA username and password.</p>
5. How do I gain access to the gates?	When you make a court booking you will receive an email containing your unique, one-time, access code to be entered on the keypad by the entrance gate.
6. Is there a fee for using floodlights?	Branksome Park Tennis courts 1 and 2 are floodlit and are available to use between October and April, 4pm until 9pm. There is a charge to use the floodlights and payment will be processed when you book the court. Refunds will not be given in the event of poor weather.

7. How do I check when my membership expires?
- You will need to log into your LTA account and click your name in the top right-hand corner. Select 'Your Account' from the drop down which will load your personal details.
- Choose the 'Your membership' option on the left-hand side which will list your active memberships.
9. How do I cancel my membership?
- Following the steps above, you will be able to cancel your membership. If this does not allow you to process, please contact leisurepd@bcpcouncil.gov.uk and request your membership to be cancelled and if you wish your personal data to be deleted.
8. I am an existing member. Will my account automatically renew when the membership expires?
- If you are an existing member, you will be sent an email reminder that your membership is due to expire and will invite you to renew. No payment will be taken from your account; you will be asked to make payment during the renewal process.
- Please note that if you renew earlier than your expiry date, your new membership will start from the date that you renewed, not your expiry date. No refunds will be given for early renewals.***
10. How do I update my account LTA account membership details?
- You will need to log into your LTA account and click your name in the top right-hand corner. Select 'Your Account' from the drop down and then choose 'Your profile' on the left-hand side which will load your personal details. Here you will be able to edit your details and save at the bottom.
11. Why has my ClubSpark Booker App stopped allowing me to book courts or is trying to charge me?
- The ClubSpark Booker App is not managed by BCP Council and therefore you will need to contact ClubSpark directly. However, we can suggest you try the following before contacting them to see if this corrects the issue.
- If you are automatically logged in to the App, sign out. Log back in, making sure that if your email address is populated, you remove this and replace it with your LTA login details. If this doesn't work, uninstall the App and reinstall it, and try to login again.
- In most cases users should be able to resolve any problems, using the LTA self-service tools (i.e. forgot username or forgot password).
- [Forgotten Password link](#)
 - [Forgotten Username link](#)
- If you continue to have issues, try following the steps in item 4 above. If this works and you are still unable to book using the App, you will need to contact ClubSpark via the LTA contact us form directly [contact us form](#). In the meantime, you can continue to book courts through the website until you have a solution for the App from ClubSpark.
12. I have moved and I want to join the Poole Tennis Scheme, but the LTA membership
- Send an email to: leisurepd@bcpcouncil.gov.uk with the following information:

application form will not allow me to enter my new postcode. What should I do?

13 Are tennis rackets and balls available for hire?

Name, email address and phone number.
Request that you be added to our Contacts and we will send you an Invitation to Apply. You should then be able to change your LTA details and apply.
Rackets and balls are available for hire, from the coach at Branksome Park Tennis Courts, for use at these courts. Call 07717 858691 or email: branksomeparktennis@hotmail.com
If you wish to book to play tennis on the weekend, you will need to call or email before Friday, to arrange collection of the equipment prior to the weekend. There is a small fee to use the rackets and a small fee for a tube of tennis balls. You can of course bring your own tennis balls.
You can also visit the café at Branksome Park during café opening hours, to hire equipment: [Branksome Park Tennis](#)

Currently there are no equipment hire facilities available for use at Poole Park.

14 Can I get a refund for court hire?

We are unable to offer refunds, if you have booked a court and later find that you are unable to play.

15 When trying to book a court through the ClubSpark Booker App, I get a message saying ' Sorry, I am unable to connect to Server' or an 'Error' message. What should I do?

This is a known issue that is affecting some users on the ClubSpark **Booker app**.

The issue is due to the password. The following workaround has fixed the issue for all affected users:

Please [reset your LTA password](#). **Avoid using a £ sign in the new password.**
Then login again and make sure to type in the **password manually**.

You should then be able to log in to the Booker app with no issues.

If you do continue to experience issues, you can book a court through the [Poole Tennis Scheme website](#)

BCP Council reserves the right to close the courts to the public, including but not limited to essential maintenance and court improvements. We will keep this to a minimum and will endeavour to give as much notice as possible but please be aware that some maintenance and improvement works are weather dependant and may interrupt planned schedules. BCP Council is unable to offer refunds due to works on the courts, and for reasons beyond our control.