

RTC Adult Coaching Programme

From September 2024 booking for the adult coaching programme is changing to improve the experience for both players and the coaching team. Rather than signing up to 1 session at a time you will be signing up to pay for credits for 6 sessions which can be used across a 12 week period. We are making this move to keep the flexibility allowing you to miss sessions when you have other things on whilst providing coaches the ability to run every session even when numbers are low.

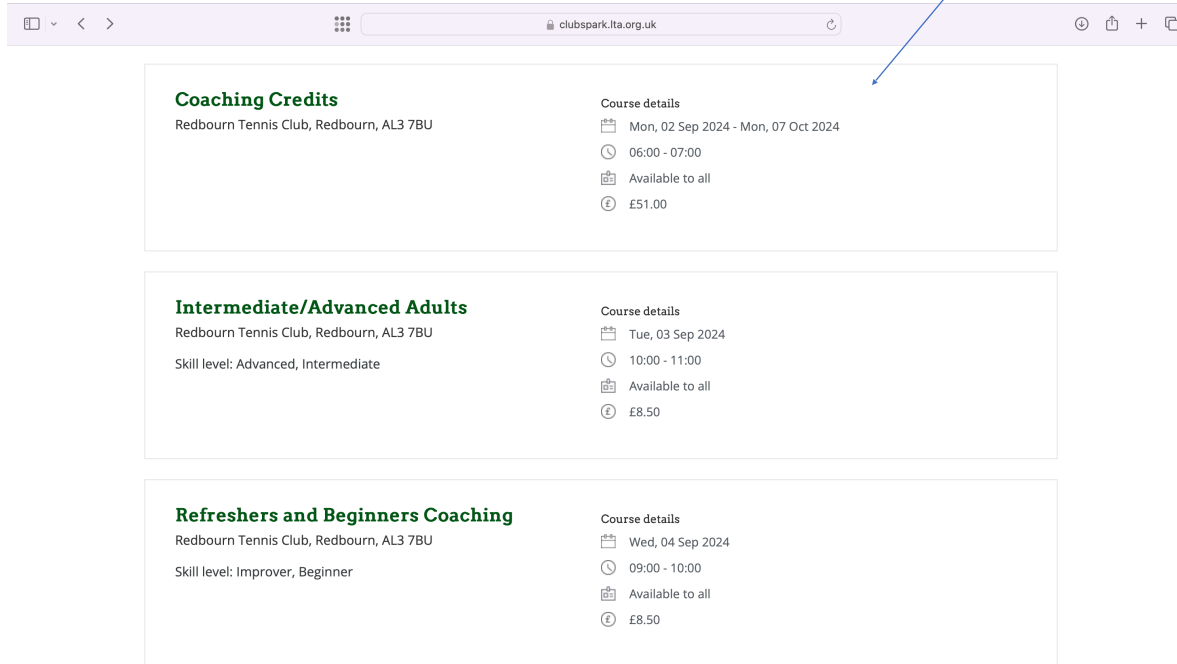
Benefits of this change:

- Provides more consistency for players learning
- Ensures that classes are run whatever the numbers
- No increase in cost when numbers are low
- Provides a stable income for coaches
- Encourages players to complete courses
- providing better value for players.
- Motivates players to attend (we hear so often that our members love the sessions but like with any exercise it's hard to motivate yourself to get out the door, especially in the winter)

The overall intention is to run more sessions consistently through the year except in very poor weather, enabling players to benefit from a more complete range of lessons developing their skills step by step building upon previous learnings. This will help grow skills and confidence leading to better outcomes for players and coaches. When players consistently attend, the coaching team can provide a more personalised experience for individuals and their groups.

How to book group adult coaching sessions

Sign in to your Clubspark account on Redbourn Tennis Club website and head to the coaching page. Firstly, you will need to purchase credits to pay for coaching sessions by clicking on the course that says coaching credits as seen in the top box below.



The screenshot shows a web browser at clubspark.lta.org.uk. It displays three coaching course cards:

- Coaching Credits**
Redbourn Tennis Club, Redbourn, AL3 7BU
Course details: Mon, 02 Sep 2024 - Mon, 07 Oct 2024; 06:00 - 07:00; Available to all; £51.00
- Intermediate/Advanced Adults**
Redbourn Tennis Club, Redbourn, AL3 7BU
Skill level: Advanced, Intermediate
Course details: Tue, 03 Sep 2024; 10:00 - 11:00; Available to all; £8.50
- Refreshers and Beginners Coaching**
Redbourn Tennis Club, Redbourn, AL3 7BU
Skill level: Improver, Beginner
Course details: Wed, 04 Sep 2024; 09:00 - 10:00; Available to all; £8.50

This will take you to the payment page for purchasing coaching credits. Select book now and make payment. The coaching team will then convert this into 6 credits and you will be emailed with a confirmation.



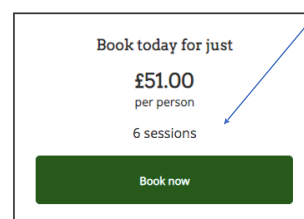
[< Back to search results](#)

About this course

Date:	Mon, 02 Sep - Mon, 07 Oct 2024	Level:	All
Time:	06:00 - 07:00	Price:	£51.00
Age:	From 18 years old	Available to:	Everyone

Description

By booking onto this course you are making payment for 6 coaching sessions at RTC. Your account will then be assigned 6 credits. These coaching credits can be used across the term for all appropriate sessions for you. The credits will expire 12 weeks from purchase date. Please note you must still book on to the individual sessions you would like to attend, this is not an actual coaching session.



A green button with the text 'Book now' is shown. A blue arrow points to the button from the right side of the page.

You have 12 weeks from your purchase date to use these credits, after that the credits will expire. Now you have your coaching credits you can book onto the pay and play sessions you want to attend. Head back to the coaching page on RTC website and select the sessions you would like to go to. (Intermediate/Advanced, Refreshers & Beginners, Improvers or Cardio)

Once you have selected the session you will be taken to the payment page where you will then need to select to use credit by clicking to tick the box. This will also tell you how much credit you have remaining. Once you've run out of credit you can email me to purchase extra credit at coaching@redbourntennis.org.uk

ClubSpark Megan Godfrey-Evans

RTC
REDBOURN TENNIS CLUB

HOME BOOKING MEMBERSHIP **COACHING** ACTIVITIES INFO HUB NEWS CONTACT

Player details

Please select the participants you wish to register

<input checked="" type="checkbox"/> You (Megan Godfrey-Evans)	Edit details
<input type="checkbox"/> Jess Grant-Baisley	Edit details

+ Add player

Basket summary

Refreshers and Beginners	
Wed, 04 Sep 09:00 - 10:00	£8.50
Quantity: 1	
Credit applied	-£8.50
TOTAL COST	£0.00

Remaining credits: £42.50

I want to use credit this time

Add discount promo code

One code per order

Promo code

This new system will allow us to run coaching sessions this term more effectively. Sessions will not be cancelled due to low attendance as we promise to run ahead regardless of the number of players at the session. In return we are asking for a little more commitment from players. Please be aware of holiday periods when coaching isn't running, you may have a shorter period in which to use your credits)

We wanted to keep the flexibility of booking the sessions you would like to attend and being able to miss the weeks you can't make and this system allows for that. With your support this move will prove beneficial for both you and the coaches that are running your sessions.

FAQ

If you have any questions please feel free to contact us at coaching@redbourntennis.org.uk. We are more than happy to help.

What if I need to miss a session?

Not a problem! This system allows you 12 weeks from purchase to use your credits which gives you plenty of time to get the most out of them.

Why does purchase of the coaching credits generate dates of Monday sessions?

We have had to create a course in order for you to purchase credits. This is **not** a real coaching session so please ignore the dates listed as well as the number of dates listed. You will have purchased 6 coaching credits to use on the sessions you would like to attend. We have chosen a Monday to have this on as we don't have any classes that day and wanted to reduce confusion. Apologies for any confusion you do find with this, we are working with Clubspark to find another solution.

What do I do when I have run out of credits?

You can either book yourself on for another 6 credits through the website as you did before or contact us at coaching@redbourntennis.org.uk to set you up with a personalised amount of credits for the remainder of term (Please be aware you must have already purchased 6 credits for the term to do this).

I have just purchased my coaching credits and they haven't appeared in my account?

Once you have purchased your credits the coaching team have to manually go in and apply them to your account. We aim to have this done within 24 hrs but usually within a couple of hours of purchase. Please note this step will not be done on Sundays. We thank you for your patience with this but if you need credits urgently, feel free to get in touch.

Why does it say the pay weekly option is still available when I go to book ?

Unfortunately this is out of our control as we are running through Clubspark. We have left notes in various areas on the website to say that we are not offering this. Anybody purchasing individual sessions without having purchased credits will be contacted and asked to rebook using the coaching credit format.