



## Frequently Asked Questions

**Q1: I've paid for my membership but it's still charging me £4.50 to book a court, what do I do?**

A: When you login onto the ClubSpark website, make sure you click on the LTA Red button and login with your LTA details. If you're still having problems, contact the team.

Make sure that you are listed as a member as well as a main contact on your account. See below for instructions.

**Q1a: I have made a booking but I haven't received my gate code via email, how do I get it?**

A: If a junior (17&U) makes a court booking, the email will go to the adult main contact, therefore if the junior doesn't have a main contact the email will not be received. Resolutions can include: ensure main contact is an adult with the same email as the junior, book via the Booker App where the gate code will be visible or access code via their booking page.

**Q2: How do I add members of my household to my account?**

A: Go to your account, select "member info" and click "add member", then enter their name/email address. Please **remember to add yourself** along with your household members. **If you do not, you will not be able to book courts as your name will not be on the system for bookings.**

**Q3: How many days can I book a court in advance?**

A: You can book a court 14 days in advance.

**Q4: How many times can I book a court in a week?**

A: A household can book a court for a maximum of 4 hours a week (8 x 30 min slots). If you've booked 4 hours during a 7-day period you will not be able to book another court in that time frame.

**Q5: Why doesn't my code work?**

A: Your code is unique to you and will give you access to the courts 10 minutes either side of having your court booked.

- Check your booking is on the correct day and time.
- Are you entering the code within your allocated booking time? (No more than 10 minutes before or after your booked session).
- Make sure you press the \* key once then the six-digit code (Heath Park only 4 digit code, no \* needed)

**Q6: What do the tones/sounds mean on the keypad?**

- Two short tones (with a blue light displayed) signals that the code has been input correctly.
- A short tone (with a red light displayed) signals that the code has been input incorrectly.
- A long tone (with a red light displayed) signals that the code has been input incorrectly three times. The keypad has now been locked, and you will need to wait one minute before trying again.

**Q7: How do I cancel a court?**

A: Click on your court booking and it will give you an option to cancel. There is no limit on cancelling a court and if you're not a member, you will receive a refund if cancelled before 24 hours of the court booking.

**Q8: When are the courts open?**

A: Every day from 8.00am until dusk (parks close in line with daylight hours). Please note some courts may be booked for coaching activities or events. As Heath Park has floodlights on three of it's court, these will be open until 9pm.

**Q9: How do I purchase an Annual Tennis Pass?**

A: Please visit our ['Annual pass'](#) page - payment is made online and costs just £39 for a year for a household of up to 4 people or £19 for a student pass. This pass entitles you to play at any of our [current sites](#).

**Q10: Do I have to be a resident of the local authority where the park is located to join?**

A: No, everyone is welcome!

**Q11: I only want to play once or twice, what can I do?**

A: That's fine! We offer casual Pay as you Play Tennis charged at £4.50 per court per hour. Simply register, book and pay for your court. Enter the pin access code detailed on your confirmation email at the gate to the tennis courts.

**Q12: Do I get a separate parks tennis pass for each person in the household?**

A: No - you only need one membership per household that any of you can use to access the courts.

**Q13: Once I have an Annual Tennis Pass, do I still have to pay court fees?**

A: No - all court fees are included once you have your annual pass. Court fees are payable on each occasion if you opt for the pay as you play option. If you are being charged extra for these courts, please refer to question 1.

**Q14: Once I have an Annual Tennis pass do I still have to book the courts that I want to use?**

A: Yes, you will still need to book the tennis courts using the online booking system to ensure they are available.

**Q15: Once I have booked my court, how do I get access?**

A: Once you have booked your court, you will receive your booking confirmation email.

Your booking confirmation will include either a 4 digit or a \* and 6-digit PIN which you can then enter into the keypad at the gate (the PIN will be active 10 minutes before the booked session, throughout the booked session and then until 10 minutes after the booked session has ended).

It is always useful to have your booking confirmation handy for inspection purposes.

**Q16: What do I do if my PIN doesn't work?**

A: Please refer to question 5 above. If you continue to encounter problems please email [tenniswales@tenniswales.org.uk](mailto:tenniswales@tenniswales.org.uk). Please note that this account is monitored Monday to Friday only, and we will respond within 48 working hours.

**Q17: Is coaching available?**

A: Yes – each park site will have coaching programme which you can find out more about [here](#).

**Q18: Can I make a booking for coaching purposes?**

A: Only coaches appointed by Tennis Wales are authorised to deliver coaching activities on the courts. Neither the Annual Tennis Pass nor the pay as you play rates are permitted for this purpose. If you are interested in volunteering or coaching please get in touch at [tenniswales@tenniswales.org.uk](mailto:tenniswales@tenniswales.org.uk)

**Q19: If I have purchased an annual tennis pass, am I tied into a long-term contract?**

A: No - you initially pay for a year's membership and if you want to carry on using the courts after that, you can pay for each year's renewal as you go.

**Q20: If I have purchased an annual tennis pass, when does it start?**

A: The membership will be activated when you register your email address and create a password for a booking account online.

**Q21: Are there any activities available for local community groups, businesses, and schools?**

A: There are coached tennis sessions and programmes available at our umbrella of Park Tennis Courts. If you are interested in a block booking, please contact us on the email below. To sign up to the parks tennis newsletter and stay up to date drop us an email at [tenniswales@tenniswales.org.uk](mailto:tenniswales@tenniswales.org.uk).

**Q22: What happens if I purchase a pass halfway through the year? Do I pay a reduced fee?**

A: No, there is no reduced fee. You will always receive a full year from the date you activate your account.

**Q23: Can I get a refund if I want to leave part way through my annual tennis pass?**

A: No, once you have joined and paid for your membership this will last a year and not be part refunded for any reason.

**Q24: Can I hire equipment?**

A: Unfortunately, we do not offer that facility at this time.

**Q25: How do I cancel a booking?**

A: You can cancel your booking online. Out of courtesy please cancel as soon as you know so others can play.

**Q26: If I see damage to the courts or anti-social behaviour who should I tell?**

A: If you notice the courts are damaged or unsafe, please contact us via email at [tenniswales@tenniswales.org.uk](mailto:tenniswales@tenniswales.org.uk) so we can investigate and arrange repairs.

If you witness anti-social behaviour on courts from users that is not in keeping with those set out in the [terms and conditions](#), please keep yourself safe and do not approach. You can report any concerns to us via the above email or by contacting 101/999 if an emergency.

**Q27: How do I report a safeguarding concern?**

**We strive to ensure that all children, young people and adults at risk are safeguarded from abuse and have an enjoyable tennis experience.**

Everyone who is involved in tennis has a shared responsibility to support this by promoting the welfare of all children, young people and adults at risk. Tennis at our park sites is administered by Tennis Wales Ltd who follow the LTA's safeguarding policies and procedures. See the Childrens and Adults policies below;

[LTA Safeguarding Adult Policy](#)

[LTA Safeguarding Childrens Policy](#)

Please also find the links below to both our own Tennis Wales Welfare documents;

\* [Tennis Wales Safeguarding Policy](#)

\* [Tennis Wales Diversity and Inclusion Policy](#)

**Tennis Wales Safeguarding Officer:**

Mark Vaughan is the Welfare Officer for **Tennis Wales** and is available to discuss any concerns or worries you may have -

07984 978011 OR [Welfare@tenniswales.org.uk](mailto:Welfare@tenniswales.org.uk)

In the case of an emergency please call **999**.

If you have any other questions, please contact the Tennis Wales office and we will respond within 48 working hours. Our normal working hours are Monday to Friday 8.30am to 4.30pm [tenniswales@tenniswales.org.uk](mailto:tenniswales@tenniswales.org.uk)

Thank you.