



Old College Lawn Tennis & Croquet Club
Getting Started Guide
for
New Tennis Members
Version 5.0
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1. INTRODUCTION	3
2. THE WEBSITE	3
2.1 Overview	3
2.2 Logging in for the first time	3
2.3 Your Personal Details	3
2.3.1 Your Profile.....	3
2.3.2 Your Settings.....	4
2.3.3 Keeping your details up-to-date	4
2.3.4 What if I forget my password or PIN?	4
2.4. The Court Booking System	4
2.4.1 Introduction	4
2.4.2 How to make a booking	5
2.4.3 Cancelling a booking.....	5
2.4.4 Checking in	5
2.4.5 How to set up a booking alert.....	5
2.5 Members' Directory.....	6
3. CLUB PLAY AND DROP-IN COACHING SESSIONS	6
3.1 Club play sessions	6
3.2 Drop-in coaching sessions.....	7
4. TENNIS PRACTICALITIES.....	7
4.1 Play times.....	7
4.2 Grounds maintenance.....	7
4.3 Guests.....	7
4.4 Floodlight tokens.....	8
4.5 Club balls	8
5. COACHING	8
5.1 The coaches.....	8
5.1.1 Head Coach - Chris Barker	8
5.1.2 Coach - Hamid Irshad	8
5.1.3 Coach - Matthew Cowie.....	9
5.1.4 Assistant Coach - Simon Tricker	9
6. COMPETITIVE TENNIS	9
6.1 Club tournaments	9
6.2 Teams	9

7.	SECURITY	10
7.1	General.....	10
7.1.1	Entry codes.....	10
7.1.2	Chubb lock on the clubhouse	10
7.1.3	Burglar alarm	10
7.2	The drill if you are the last person to leave.....	10
7.3	Bikes.....	10
8.	STANDARDS OF BEHAVIOUR AND ETIQUETTE.....	11
8.1	Behaviour.....	11
8.2	Etiquette.....	11
9.	OTHER PRACTICALITIES	13
9.1	Clubhouse maintenance.....	13
9.2	Lost and found	13
9.3	Communications	13
10.	SOCIAL	13
10.1	Bar.....	13
10.2	Social events.....	13
11.	WHO TO CONTACT.....	14

1. INTRODUCTION

Welcome to the club! This guide is intended to get you up and running so that you can start making the most of your membership right away.

2. THE WEBSITE

2.1 Overview

The website – <http://www.oldcollege.co.uk/> – is one of the features that make Old College such a great tennis club. It contains:

- The Court Booking System
- A Members' Directory, enabling you to find contact details for any other member and for other members to find your contact details
- Details of coaching, club play sessions, tournaments, social events and the many other activities and events, as well as historical information such as Honours Boards

2.2 Logging in for the first time

You should by now have received an e-mail from no-reply@oldcollege.mycourts.co.uk giving you details of your username, password and PIN. You will need to use these to access the Court Booking System and Members' Directory. If you haven't received this e-mail, it could be that it has found its way into your "junk mail" folder, in which case please add the "mycourts" e-mail address (above) to your address book or "allowed list" to ensure that future club e-mails are not also junked.

If you still can't find any e-mail, please contact the Director Membership on ocdirectormembership@gmail.com, who will endeavour to sort it out soon as possible.

To log in, click either the <**COURT BOOKING**> or the <**MEMBERS' DIRECTORY**> button. Clicking either of these for the first time will take you to a Welcome screen where you will be required to read and accept

- The website privacy policy
- The booking rules
- Terms & conditions for the use of the website
- Copyright notice

This is done by checking the box on the left.

You should now review your contact details (phone numbers and e-mail address) and specify which of these items you are happy to have shown in the Members' Directory (i.e. visible to other members).

2.3 Your Personal Details

2.3.1 Your Profile

Your profile is the way you appear on the website to other members. You can check what it looks like by clicking the **My Profile** option on the left. Your profile includes

your phone and e-mail details, your British Tennis membership number, your membership category, a description of yourself (optional), a photo of yourself (optional). All this is helpful towards getting known and recognised in the club.

To change your profile, click **Edit My Profile** on the left.

2.3.2 Your Settings

The information held here is private information that no one else sees: your password, PIN, e-mail settings, address, date of birth. You also specify here whether you wish to receive e-mail confirmations when you book or cancel a court, whether you want to receive e-mails from the club (news, notices etc.) and/or cancelled court alerts.

To edit your settings, click **My Settings** on the left.

NB if you don't like your password, you can change it via the **My Settings** option on the left. You can also ask for a new PIN, also in **My Settings**, but unfortunately the system does not allow you to choose a number - it will allocate you a new random PIN.

We recommend that you make a note of your PIN on a piece of paper that you keep in your tennis bag or – even better – in your mobile phone. This will ensure you have no problems checking in for court bookings in the clubhouse (see 2.4.4 below)

2.3.3 Keeping your details up-to-date

It is important to keep your details up-to-date, so that people can get hold of you and you get all the latest news and club notices. If your e-mail account changes or you get a new mobile phone, please make sure you visit the website and update your details.

2.3.4 What if I forget my password or PIN?

From your PC at home, try and log on in the normal way. Click on the **Forgotten Password?** option on the left. You will then be prompted for an e-mail address, which must be the same as the one you have saved on the system. You will then get an instantaneous e-mail that contains.

- Your username
- Your password
- Your PIN

2.4. The Court Booking System

2.4.1 Introduction

- All members can book courts for up to three weeks in advance.
- The maximum number of live bookings you can have for peak time slots (week-ends and after 18.30 on week-days) in the next three weeks is two. There is no limit on slots outside these times.
- Only one court can be booked for a given time slot.
- Members may only make bookings consistent with their membership category type – e.g. an off peak member can't book a slot for a Saturday.

2.4.2 *How to make a booking*

You can tell which dates are available for booking by the fact that bookable dates appear in black. Dates more than 3 weeks into the future are shown in grey.

To book a court,

- Log in and select **Booking Sheets** at the top
- Click the required date. (If you are not logged in, slots already taken will appear simply as “booked”.)
- Slots available are indicated by “book this court”. Click the required slot to make your booking.
- Confirm your booking by clicking “Yes”
- Select your opponent(s)
- Assuming your settings specify that you will receive e-mail booking confirmations, you will immediately be sent an e-mail confirming the booking.

2.4.3 *Cancelling a booking*

- To cancel a booking, select **Booking Sheets → My Bookings**. Your bookings will be displayed. Click “cancel” next to the booking to be cancelled.
- A booking may only be cancelled by the person who made the booking.
- A booking may be cancelled at any time before the start of the booking time.
- Cancellations made less than 48 hours before the starting time will be registered as a late cancellations on the system.
- A person who persistently cancels late could have their right to make bookings removed.

2.4.4 *Checking in*

The person booking the court must “check in” on the clubhouse touchscreen using their PIN

- not more than 105 minutes before the start time of the booking, and
- not more than 15 minutes after the start time.

Failure to check in will register as a “no show” against the person who made the booking. A person who persistently “no shows” could have their right to make bookings removed.

In the event of bad weather, cancel the court from home before the booking starts.

2.4.5 *How to set up a booking alert*

If you can't find a slot on the date you are looking for, you can ask the system to send you an alert if someone else cancels a booking on that date. This is done via the **Cancelled Court Alerts** option on the left. You can request e-mail and/or mobile

phone alerts.

2.5 Members' Directory

The **Members' Directory** function allows you to search for any other member by either their first name or last name. Just click the letter and browse down the list until you find the person you are looking for. Subject to their personal settings, you will be able to view their phone and e-mail contact details.

3. CLUB PLAY AND DROP-IN COACHING SESSIONS

3.1 Club play sessions

Club play sessions are held at specified times for each category of player. There is no need to have a partner. Just turn up and play. If the allocated courts are all full, when the next set finishes, one or more of the players will come off and their place will be taken by player(s) waiting (the number will depend on how many players are waiting to come on).

Balls are provided free of charge at these sessions, likewise floodlights for evening sessions. At the end of the session, balls should be returned to the session organiser in their container or alternatively taken back to the clubhouse.

The times of the club play sessions are as follows:

Day	Time	Categories	Restrictions
Tuesday	09.00 – 12.00	Club-Play Members*	
Tuesday	18.30 – 21.00	Improver Members**	
Wednesday	09.00 – 12.00	Club-Play Members	
Wednesday	18.30 – 21.00	“Advanced”	<i>Peak members only</i> Stronger players within the Advanced category
Thursday	09.00 – 12.00	“Advanced”	
Thursday	18.30 – 21.00	Club-Play Members	<i>Peak members only</i>
Friday	09.00 – 12.00	Club-Play Members	
Saturday	10.30 - 12.00	Improver Members	
Saturday	12.00 – 14.45	Club-Play Members	<i>Peak members only</i>
	14.45 - 17.15		
Sunday	15.00 - 17.15	Junior and Adult Members	<i>Peak members only</i>

Sessions in blue are coach-led.

* Club-Play Members refers to “Intermediate” and “Advanced” members.

** Improvers are restricted to just the Improver sessions; however, this is a transitory category designed to help beginners and people returning to tennis after an absence to improve their game and get comfortable with playing matches.

3.2 Drop-in coaching sessions

Drop-in coaching sessions are held at the following times.

DAY	TIME	STANDARD
Wednesday (Term-time only)	09.30 – 11.00	Improver / Intermediate
Friday (Term-time only)	09.30 – 11.00	Intermediate / Advanced
Saturday	09.00 – 10.30	Beginner / Improver
	10.30 – 12.00	Intermediate / Advanced
	13.30 - 14.30	Advanced

There is no need to book in advance for these sessions, which cost £8 per session (£12 for non-members).

4. TENNIS PRACTICALITIES

4.1 Play times

Our Planning permission allows us to have our floodlights on until **9.30pm** Monday to Saturday. **On Sundays** we are allowed to use our floodlights on **courts 1, 2 and 3 only until 8pm**.

4.2 Grounds maintenance

- If you have been playing on one of the Smash courts (4 and 5) **and** the court is dry, please sweep the court after use, using the drag nets provided. Smash courts should not be swept if wet.
- On all the courts, if you are the last to play, please lower the net a few inches.
- Take any balls, jugs, cups and litter off the court with you. Jugs and cups need washing up and replacing in the kitchen cupboards.
- When retrieving balls that have gone beyond our perimeters, please use the gates rather than pushing through the hedges.

4.3 Guests

Members are welcome to bring non-members to play outside club sessions for a visitor's fee of £5 per guest, but no one guest may play more than five times in one year. Please enter your name and the visitor's name in the book, which is kept by the entrance to the kitchen **before you play** and post your payment in the box mounted on the wall, using the envelopes provided.

This ensures that our insurance policy covers your guest.

Guests must play with a member.

4.4 Floodlight tokens

Floodlight tokens cost £5 for 75 minutes and can be obtained from the bar (when open), from coaches Chris Barker and Hamid Irshad and from Matt Cowie (Facilities Manager). If you are likely to want to play in the evening under floodlights, we recommend purchasing your token (or several, so as to have a stock) in advance. Otherwise you run the risk that there is no one around to buy one off when you want to play.

4.5 Club balls

Balls are provided free of charge for club play sessions. At the end of the session, balls should be returned to the session organiser in their container or alternatively taken back to the clubhouse. Balls no longer in reasonable condition should be placed in the bin at the end of the table.

5. COACHING

5.1 The coaches

The Club benefits from a team of excellent coaches headed by Chris Barker and his assistants, Hamid Irshad, Matt Cowie and Simon Tricker. All of them are CRB-checked.

Coaching is available on an individual and group basis throughout the year. Drop-in coaching sessions - for which no prior booking is necessary - are run on weekdays and Saturday mornings (see 5.2).

5.1.1 Head Coach - Chris Barker

Qualifications: LTA Level 4 Senior Club Coach, PTR level 2 and NVQ Level 2 in Coaching and Teaching Tennis, First Aid appointed person.

Experience: Coaching Old College since 2012

Indiv. lessons: Available from £32 an hour + lights and any non-member fees required

Joint lessons: From £34 an hour + lights and any non-member fees required.

Availability: Monday to Saturday

Contact details: 07900-665115; chris@barkerstennis.com

5.1.2 Coach - Hamid Irshad

Qualifications: LTA Licensed DCA level 3 Coach, Advanced Mini Tennis, First aid appointed person.

Experience: Has coached at Old College since 2004 and Dulwich College since 2010.

Indiv. lessons: Available from £30 an hour + lights and any non-member fees required

Joint lessons: From £34 an hour + lights and any non-member fees required.

Availability: Monday-Saturday
Contact details: 07872-187926; hamid.irshad@ntlworld.com

5.1.3 Coach - Matthew Cowie

Qualifications: LTA Licensed Level 3 Coach, First aid appointed person.
Experience: Coach at North Dulwich LTC, Catford Wanderers Tennis Club and Little Aces Academy. Coaching at Old College since 2014.
Indiv. lessons: Available from £28 an hour + lights and any non-member fees required
Joint lessons: From £32 an hour + lights and any non-member fees required.
Availability: Friday to Wednesday (i.e. Thursdays off)
Contact details: 07838 251866; matthewcowie@live.co.uk

5.1.4 Assistant Coach - Simon Tricker

Qualifications: PTR Qualified Coach
Experience: Coaching Old College since 2006, OC Ladies Team Coach.
Indiv. lessons: Available from £27 an hour + lights and any non-member fees required
Joint lessons: From £32 an hour + lights and any non-member fees required.
Availability: Monday & Friday evenings & Sunday afternoon
Contact details: 07905-768891

6. COMPETITIVE TENNIS

6.1 Club tournaments

The Club organises an annual Summer tournament (singles, doubles and mixed doubles), which runs from April to September and is open to all members. Separate Veterans knockout tournaments also run over the summer months. In addition we run various box leagues and one-day tournaments as well.

6.2 Teams

The Club enters two Aegon teams (one Men's and one Ladies), six Ladies, seven Men's, two Men's knock-out and four Mixed teams in the Surrey LTA Leagues, a Men's and a Mixed team in the Southwark Leagues and a local Midweek Ladies team. We also have junior teams in numerous age categories, from Mini Tennis up to U18

Members are invited to put themselves forward for the teams in advance of each season (Summer and Winter), with the Men's and Ladies' Team Captains in charge of the selection process. If you join the club after the selections have already been made for the current season, you may still be able to join the team coaching sessions for this season. Contact the relevant captain:

➤ Men's Captain: Will Skidelsky william.skidelsky@googlemail.com

- Ladies' Captain: Alison O'Mahony alisonmahony@ukgateway.net
- Mixed Captain Liz Rowland liz.emerson@talk21.com

7. SECURITY

7.1 General

Unfortunately, tight security is essential these days to protect against theft and vandalism. The club pays a lot of money for security and insurance cover, and in the event of a break-in **we are not covered unless the clubhouse is properly locked, so please read this section carefully!**

The club maintains four lines of defence, as follows:

7.1.1 *Entry codes*

Entry codes are required for both the entry gate in Gallery Road and the clubhouse. These are advised to new members on joining the club. If you are at the club and have forgotten the codes, any other member will be able to tell you what they are.

7.1.2 *Chubb lock on the clubhouse*

All members are required to have the Chubb key to the clubhouse and to lock the clubhouse if they are the last player to leave the club. The cost of the key is included in your Joiner's Fee. Please contact Matt Cowie, on 07838 251866 / matty_c77@hotmail.com to arrange to get your key. Lost keys are charged at £5 each.

7.1.3 *Burglar alarm*

The burglar alarm is set and unset manually. If you are the last person to leave the clubhouse **it is your responsibility to set the alarm**. Matt will take you through the procedure and tell you the burglar alarm code when you collect your key.

7.2 The drill if you are the last person to leave

If you are the last person in the clubhouse,

1. Set the burglar alarm
2. Lock the clubhouse door with the Chubb lock

7.3 Bikes

If you have a bike, please make sure it is locked at all times. Sadly, intruders have been known to make off with bikes unnoticed even though there were a lot of people around playing tennis.

8. STANDARDS OF BEHAVIOUR AND ETIQUETTE

8.1 Behaviour

Tennis should be enjoyed by everyone who wants to play the game. All members must treat other members with dignity with respect. Dignity is about respectful, responsible, and fair behaviour. There must be no inappropriate actions, behaviour, comments or physical contact, which may cause offence i.e. mental or physical anxiety or hurt to an individual. Inappropriate actions include:

- Racquet throwing
- Swearing
- Being abusive or aggressive
- Intimidating
- Questioning another person's integrity over line calls or other actions
- Causing danger to other players through your play.

8.2 Etiquette

The rules of tennis are set by the International Tennis Federation and can be found here: <http://www.itftennis.com/abouttheitf/rulesregs/rules.asp>. Tennis etiquette is different from the rules of the game. It covers a broad range of actions and behaviours which are traditionally considered acceptable on and around the tennis court.

Here are some actions and behaviours that Old College recommends to members.

(a) Attire

- Tennis playing members and visitors must wear clothes and footwear designed for tennis. The Tennis Committee has the right to define acceptable clothing and footwear. It is particularly important that tennis shoes be worn as other shoes mark and damage the courts and non tennis shoes do not grip the courts as well and can cause accidents and avoidable injury if you were to fall or slip.
- Members or visitors contravening this policy may be asked to leave the court.

(b) Close the gate behind you

- Whether you're coming onto the courts, or leaving, it is common courtesy to close the gate behind you. This will keep the balls inside the confines of the gate and prevent them rolling outside.

(c) Do not walk onto another court during a game

- Please do not walk behind players whilst a game or a rally is in progress, this is to avoid distracting other members and most importantly to avoid any potential accidents on court.
- Wait for the players to finish the game, or minimally the point, before walking onto their court.
- If you are trying to cross a court please wait until you are invited to and it is safe to do so.

(d) Respect and courtesy

Show respect and courtesy to your opponent(s), your partner, and others on or near the courts:

- Keep your voice down and confined to your court as much as possible so as not to disrupt players on adjacent courts.
- All mobile phones and other communication devices should be switched off as these can disrupt play.
- Do not criticise your partner or opponent, be positive and offer encouragement instead.

(e) Line calls

- Each player, or pair, restricts their calls to balls on their side of the net and call clearly
- If in doubt you must call in favour of the opposition – so be very attentive and observant to avoid doubt
- If you are sure your partner has called incorrectly tell them and they should override it
- You can gently query an opponent's call, but if they are sure, then their call stands

(f) Keeping score

- The server should announce the score at the start of each game and at the start of the second point and each subsequent point in each game.
- If the receiver cannot hear the server's announcement of the score, he or she should ask the server to speak louder. You can't wait until the server believes they have won the game to try to reconstruct the scoring point by point.

(g) Ball management

- Balls should be kept either in hand, in a pocket or ball clip, or against the fence directly behind the centre mark.
- If the server needs a ball, the player closest to a ball should get it and send it to the server.
- If a stray ball comes onto your court don't knock it back immediately, wait until the owners are ready and then hit it to the server's end.
- If your ball rolls onto an adjacent court, wait for them to finish their point before retrieving it or asking them to return it. Under no circumstances should you run over onto their court in the middle of a point to retrieve the ball yourself.

(h) Pick up after yourself

- Dispose of any rubbish you have in bins on or near the court – if there aren't any, take it with you.
- Don't leave empty cans or old tennis balls out on the court when you leave.
- If you have old tennis balls that you don't want anymore, don't leave them on the court put them with the club balls in the Clubhouse.

9. OTHER PRACTICALITIES

9.1 Clubhouse maintenance

- Please use the recycling containers in the clubhouse.
- Please keep the kitchen clean and tidy. It is your responsibility to do your own washing up and putting away of crocks/cutlery.

9.2 Lost and found

Clothing and other items found unattended on the courts are placed in a special bin in the clubhouse. Items not claimed are periodically offered to charity shops, so please take steps to recover any mislaid property as soon as possible.

9.3 Communications

Club events and notices are notified by e-mail.

10. SOCIAL

10.1 Bar

The bar is operated on a volunteer basis by a small number of members who have the bar key and open it on a rota basis, which normally includes Monday, Wednesday and Thursday evenings, special events and to provide hospitality for inter club matches.

Cold drinks are available at all times from the vending machine.

10.2 Social events

Social events are organised on a regular basis, for example, barbecues, quiz evenings, fancy dress parties, and the annual dinner dance. These are notified by e-mail. You can get an idea of the social events by looking at the photos in the year in review reports on the Club's website under **Info for Members → Club Newsletters**.

11. WHO TO CONTACT

If you have a problem or require further information, these are your points of contact:

Role	Person	Contact details
Club Chair	Jimmy Gasteen	Jgasteen@precursive.co.uk
Tennis Chair	Mark Alderson	mark.alderson@ft.com
Director Membership (incl. website)	Jeremy De Pessemier	ocdirectormembership@gmail.com
Treasurer	Vacant	
Director Clubhouse and Grounds	Ivan Savage	ivan.savage@virgin.net
Keys to clubhouse Floodlight tokens	Matt Cowie	matty_c77@hotmail.com
Social Secretary	Desmond MacMahon	desmondmacmahon@hotmail.co.uk
Member Representative	Sarah Walsh	sarahannewalsh@gmail.com
Head Coach	Chris Barker	chris@barkerstennis.com 07900 665115
Men's Captain	Will Skidelsky	william.skidelsky@googlemail.com
Ladies' Captain	Alison O'Mahony	alisonmahony@ukgateway.net
Mixed Captain	Liz Rowland	liz.emerson@talk21.com
Director Court Allocation	Vacant	