



Downend & Frenchay Tennis Club

◆ Bob Stone Memorial Ground, Common Mead Lane, Hambrook, Bristol, BS16 1QQ
◆ www.downendandfrenchay.co.uk ◆ info@downendandfrenchay.co.uk ◆ 07928 349154

**Terms and Conditions for Users of
Downend & Frenchay Tennis Club (DFTC)**

Updated April 2024

1. Member Agreement

The following terms and conditions are an agreement between you (the member), and DFTC. For insurance purposes, any person visiting or using the facilities of DFTC will be deemed to be a member of DFTC. There are three categories of member:

- A. Standard Member.** Players who have bought one of our standard membership packages, as on the DFTC website.
- B. Temporary Member.** Players who DO NOT have a Standard Membership package, but have permission from DFTC Committee or Coaching Team to use of the courts at a given time; this includes Pay & Play users, and invited guests of members who have been booked and paid for.
- C. Associate Member.** Non-playing, who accompany and/or spectate one of our Standard or Temporary Members, as above.

All those visiting the grounds and the Club, are subject to and must agree to the terms and conditions (T&Cs) set out in this document. Members making a booking for other members regarding any tennis activity and/or visit to DFTC will be responsible for ensuring that all their group is aware of the T&Cs.

By booking, attending, accompanying a participant for any tennis course/activity you confirm that you have read and agreed the terms and conditions and regulations stated by DFTC and detailed below.

- Full details of the clubs current membership packages and membership offers are shown on our website:
<https://www.downendandfrenchay.co.uk>
- All membership payments are to be made online via ClubSpark.
- Memberships will not be part refunded
- All members are required to register through the ClubSpark online system and book a court BEFORE playing.
- For Temporary Members (Players) access is via the Book a Court tab (Pay & Play).



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- Use of tennis courts is only permitted where your membership allows, unless specifically requested to do so by a coach.
- DFTC reserves the right to suspend/cancel the membership of a player who does not abide by the terms and conditions laid down. No refunds will be due in these circumstances. Please refer to the Complaints and Grievance Policy for more information.
- DFTC reserves the right to make or change minor points or amendments in this agreement without notice to you (the member)
- A member is permitted to invite non member guests to play on the courts, but must be booked and fee paid online.

2. Payment

- By signing up, completing the online application form you are agreeing to be bound by these T&Cs, you agree to pay all memberships, pay and play fees, or other fees on time and in full, as per the rates detailed on the DFTC website.
- Payment of annual /monthly memberships are to be made through our booking software and collected annually or monthly by GoCardless.
- Any other bookings should also be made through our booking/payment software.
- Annual renewal memberships are billed on the member's annual renewal date. Reminders are auto generated.
- Monthly memberships are billed monthly on the first of the month; your second and subsequent payments will be collected from you on the first of every calendar month. Payments for all other services should be paid in advance.
- Access to the club may be suspended if payment fails.



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3. Parking

- DFTC has all year access to parking in the main car park, except during certain periods when it is used for other purposes, when the golf centre will allow some of their spaces to be used.
- The golf centre has a courtesy gate access to the cricket club, but it is indefinitely locked at this time, but should be available during the six weeks of Christmas tree sales.
- There is a pin code for the main gates.
- During cricket activities you must be aware of flying cricket balls and vehicles.

4. Guidelines for access and use of Frenchay Cricket Club (FCC) Ground

Please be aware that DFTC is located within the grounds of FCC. Therefore, please respect the fact that FCC is our landlord and during the cricket season, there will be hard balls in play. If you should breach the rules agreed with FCC for access, this will be at your own risk.

PLEASE note the following:

- Use the main car park immediately on your left as you enter the grounds
- The access code for the gate should be within your welcome letter, but is also shown on your booking confirmation.
- The main gates **MUST** be kept closed unless there is an organised event on, in which case it will be closed by the last person leaving.
- Lights- there is a light switch by the gates for the main car park lights
- The lane from the car park to the cricket clubhouse & the path from there to the courts are lit by sensor-activated lights.
- **Everyone MUST keep to the tarmac path - do not walk across the grass. Parents to be responsible for their children at all times. Bicycles should be pushed along the path, not ridden**
- DFTC members should be mindful of FCC's facilities/equipment. Parents must be responsible for their children, keeping them under supervision at all times, and not allow them to play near any of the FCC equipment or on the surrounding grounds.
- This is a shared facility/ grounds but due to the nature of cricket everyone must be aware and vigilant for cricket balls, and use of heavy machinery.



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- FCC Clubhouse access is restricted. FCC holds a list of names and addresses of those key and security fob holders and these people include DFTC committee members and coaches. The FCC Clubhouse should be kept locked and alarmed at all times when it is not occupied. The kitchen is kept locked but FCC will allocate a key for our use. After use we must close the blind and please leave it as found.
- Dogs are allowed on the grounds but should be KEPT ON a LEAD and CLEANED up after. Please do not allow dogs on the courts and we would prefer that they be kept out of the small log cabin.

5. Health & Safety

You are solely responsible for your own health and safety and that of any dependents under your care when visiting / playing at the club and you must adhere to the following rules at all times:

- Not use the courts whilst under the influence of alcohol, narcotics, tranquillisers or
- Make use of any other medical substance, which may affect your ability to exercise safely on the premises. DFTC reserves the right to remove you from the courts/ premises if it reasonably believes you are unfit to use the facilities.
- If you are unwell, symptomatic or have tested positive for coronavirus, do not attend the grounds if possible. However, please follow any current government regulations regarding pandemics/health and safety issues, as health & safety guidance can change rapidly.
- In the case of any accidents please complete an accident form and report to the Welfare Officer, email: welfare@downendandfrenchay.co.uk
- The small log cabin next to the courts is for shelter, access to first aid box and accident book. Access can be gained by using the key safe on the left hand side of the cabin. The key safe code will be included in your welcome letter. Please ensure return of key after use. The cabin is not accessible to Pay & Play bookings.



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6. Court Rules and Right to Play

For full details and LTA guidance please see following link for LTA Codes of Conduct

<https://www.lta.org.uk/494b8d/siteassets/about-lta/file/lta-code-of-conduct.pdf>

- Players should comply with the principles of respect and fair play, both on and off the court.
- Players should wear appropriate sports clothing and footwear when on court.
- No ball games other than tennis should be played on the tennis courts.
- No playing of music is allowed unless used by a coach as part of a coaching session.
- Smoking is not permitted within or around the court boundaries.
- Please remove anything you take on the court with you when you leave (including balls, clothing, litter etc)
- All members play tennis at their own risk and are asked to apply common sense in looking out for themselves and other court users at all times.
- Ensure you close all the court /access gates properly when you leave. Do not let anyone else (who is not playing with you) through the gates. Allow them to use their own access code to gain entry.
- No person may coach others for financial gain without the prior approval of DFTC.
- Please report any damage or safety hazards to the club via the email address.
- If there are any problems / concerns use the DFTC contact information to get in touch.
- DFTC reserve the right to ask any person they feel is misusing or behaving in an anti social manner to leave the courts.

7. Coaching Groups and Private Lessons

Simply Tennis Coaches provide the coaching programme at DFTC and are LTA accredited, which means that they must have the necessary qualifications and meet minimum safeguarding standards, and hold minimum public liability insurance cover. Only approved coaches are permitted to coach at DFTC. Members are not permitted to deliver personal training/coaching whilst at DFTC and if suspected of doing so may be asked to leave, and have any memberships suspended.



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- All groups coaching bookings are made online.
- Payments for any coaching courses should be made via Simply Tennis - <https://www.simplytennis.co.uk/courses>
- Please refer to the following link for details of the Coaching programme policy: <https://www.simplytennis.co.uk/policies>
- There is a cancellation policy on our website.
- DFTC coaches may only book courts for private lessons.

- Medical Information.
Please could you ensure that you complete our medical declaration form if you join our group coaching programme and return a copy to the club email: info@downendandfrenchay.co.uk or bring to the first session and give to the coach, as all our courses require attendees to complete this form. Hard copies can be found in the clubhouse. Your health and wellbeing are your sole responsibility.

- All under 11 year olds must be accompanied to the tennis courts, and kept under supervision, and must be collected from the tennis court access gate.

8. Court Bookings and Access

- You must book a court online before you play and cancel any unwanted bookings online.
- A unique PIN CODE will be issued on each booking to enable access to the tennis courts. Please note, that there may be a 2 minute delay between the booking being processed and an email being received by the customer to confirm the PIN code
- DFTC members are limited to 'booking' one hour of tennis per day.
- All Members may make advanced court bookings as detailed on the DFTC website
- All members are advised to bring along evidence of booking confirmation (e.g. copy of email) with them when they play to resolve any booking issues. In the event of a dispute the person whose name appears on booking sheet will take precedence
- DFTC has the right to cancel bookings at their discretion. An email will be sent to the member notifying them in advance.
- DFTC reserves the right to pre-book the courts for coaching and special events at its discretion.
- DFTC reserves the right to close the courts at their discretion (notice will be given in advance where at all possible) for any court maintenance (e.g. Court cleaning, painting, fence repairs) and an offer to transfer an existing booking will be made.



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- In the event of bad weather/adverse playing conditions members should not use the courts and should do their utmost to cancel the booking asap.
- Playing in poor conditions will be at the players' **OWN RISK**.
- The court floodlights are linked to all court bookings and are on a time delay switch, which allows 20 minutes to leave the courts.
- Please make sure ALL gates are locked when you leave

9. PRIVACY POLICY

- By agreeing to these Terms and Conditions, you also agree to our privacy policy which can be found here:
<https://www.downendandfrenchay.co.uk/wp-content/uploads/2024/02/Privacy-Policy-Website-update.pdf>

10. CONTACT DETAILS

Please contact Downend & Frenchay TC for any information required

E-MAIL: info@downendandfrenchay.co.uk

Phone: 07928349154 (this phone is not manned 24 hours)

WEBSITE: <https://www.downendandfrenchay.co.uk/>

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