



Member's Handbook

Welcome to Coombe Wood



This handbook contains all that you need to know to get the most out of your membership of Coombe Wood. It is relevant to all members and also to parents of juniors.

The handbook has 3 parts:

Part 1 gives you some essential background information about the club and your membership.

Part 2 is all about playing tennis.

Part 3 covers everything else that the club offers.

There is a separate, short document called 'Information for Juniors' that parents and juniors should read.



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1 Essential Information

The Club

Coombe Wood is a private club owned by its members and run entirely by volunteers. It has been in existence since 1919, so in 2019 we will be celebrating our centenary with a programme of special events.

The club is managed by a committee who organise themselves into several sub-committees to handle different aspects of the club. We hold an Annual General Meeting in March where we elect the committee and present plans for the development of the club. We hope you will attend, and we are always looking for new volunteers to help with club matters.

You can see photos of all committee members on the club noticeboard. Please feel free to speak to a committee member if you have questions about any aspect of the club. Alternatively, you can always email secretary@coombewoodltd.co.uk.

To ensure the club's smooth running, we need the active cooperation of all members and request that you conform to the rules and practices set out in this handbook.

Access

If you arrive at the club by car, press the green button on the post to open the barrier. During social tennis and at certain other times the barrier will open automatically when you want to leave. At other times you will need a code to exit. The code is displayed in the clubhouse and changes periodically.

The same code will open the pedestrian gate from the car park to the courts. You can exit the club when the gate is locked through a button on a post to the left of the path. As with the car park, during social tennis the gate is automatically unlocked.

If you cycle, there are cycle racks just inside the pedestrian gate from the car park.

Clubhouse Keys

Access to the clubhouse and the bar is controlled by electronic door locks actuated by small key fobs. The clubhouse will be unlocked during social tennis times, but if you want to play at other times, you may need to obtain a key fob.

Green key fobs open the club house door. Red key fobs open the club house door and also the bar door. For security reasons, we do not automatically issue key fobs to members. Many members find they do not need a fob as they only play at times when the club house is already open.

Adult members can request a green key fob after they have been a member for 3 months. A £5 charge will be added to your club account to cover the cost.

You can request to exchange a green fob for a red fob after you have been a member for 12 months. There is no additional charge for a red fob.

Key fobs are issued by contacting membership@coombewoodltd.co.uk.



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Security

There are no permanent staff managing the clubhouse so if you are the last to leave during the day or in the evening, you must ensure that the bar door is shut, the floodlights are off, all windows are closed, and the clubhouse door is securely closed.

Club Account

Bar purchases, teas, visitor's fees and payment for some events are charged to your club account which is set up when you pay your subscription.

You will receive an invoice for your account at least annually, or more frequently if it exceeds a threshold.

We ask that you settle your account by direct debit. We will inform you by email when we want to take a payment and you will be asked to confirm any payment online

Club Communication

We communicate regularly with members about tournaments, social events and other news through the members' website, email and Facebook.

You should make sure that you are registered on the members' website at <https://www.coombewoodltdc.com>. During registration you will choose a password that you will need to access the website and a PIN that you can use for fast access to the club's bar system.

You can tailor what categories of club email you wish to receive through the *Unsubscribe* link at the end of every mail. You can also manage this through the Account menu on the website.

You can find the club on Facebook by searching for 'Coombe Wood tennis'. We encourage you to 'like' the content that is there and to publish your own photos, videos and comments to improve the club's profile.

Members' Contact Details

If you wish to arrange a game outside social tennis, you can find most member's contact details on the members' website. It is important that those contact details are only used for arranging matches, and not for marketing products or services.

Safeguarding, Diversity and Inclusion and other club policies

All members must adhere to the club's rules and the Safeguarding, Diversity and Inclusion, and other policies which can be found on the members' website.

The club has a designated Welfare Officer, Val Jermy, who can be contacted at **welfare@coombewoodltdc.co.uk** if any safeguarding concerns arise.



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2 Playing Tennis

Playing Times and Court Bookings

The club is open for play from dawn until 10pm.

There is no court booking system except for club tournament matches and inter-club league matches.

Court availability is set out in the **court priorities** document that is published on the website and pinned to the noticeboard. This sets out defined times when specific courts are reserved for coaching, for inter-club matches, for organised junior activities or for social tennis.

Outside of these reserved times, courts are available for general play subject to certain rules as set out in the document. These include:

- Doubles has priority over singles at busy times
- If you are playing doubles and another four is waiting for a court, you should complete your set (with a tie break at 6 games all) and then come off to let others play.

Floodlights

Every court has floodlights for which there is no charge to members. The on/off buttons for each court are situated under the shelf in the clubhouse lobby. The floodlights switch off automatically at 10pm.

The floodlights are expensive to run. If you have finished playing and there is no one else waiting for the court, please ensure you switch the lights off. Note that when the lights have been switched off there is a period of about 10 minutes before they can be switched on again so please do check no one wants to play.

Balls

The club provides balls for players to use whenever they want to play. They are renewed at least twice a week and are kept in nets that hang on hooks under the shelf in the clubhouse lobby.

Please take only 1 set of 4 balls on court.

During social tennis, when you have finished play please collect the balls and leave them on the court bench for the next players to use. At other times please hang them back on the hooks in the clubhouse.

If you hit a ball into the golf course, car park or surrounding bushes, please make every reasonable effort to retrieve it.

There are buckets of used balls available in the clubhouse entrance for service practice or hitting.

Social Tennis

There are several social tennis sessions during the week where you get the opportunity to play doubles and meet other members. The aim is to play in balanced fours for a set and then to mix in with another four.



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We ask that members achieve a minimum standard before joining in social tennis by attending individual or group coaching sessions.

Social tennis times are:

- **Monday evening** (6:30pm to 10:00pm)
This is targeted at improvers and intermediates.
- **Wednesday evening** (6:30pm to 10:00pm)
This is targeted at intermediates and advanced players.
- **Saturday afternoon** (2:30pm onwards)
This is for all players. Between 2:30pm and 4:30pm our Head Coach, Ollie Lloyd will organise the fours.
- **Sunday morning:** (10am – 1pm)
Men's doubles. The number of courts available is restricted if club matches are being played.

If you are at the club during social tennis times you are expected to mix in with other players. Arranged fours or singles matches are not permitted except for club tournament matches where courts have been booked under the tournament booking system.

On Saturday afternoons between 2.30pm and 4.30pm, regardless of the number of people attending social tennis, all sets must have "sudden-death" at deuce (receiver's choice) and have a tie break at 5 games all.

During the summer months, Wednesday night social tennis is sometimes followed by a DIY BBQ. These are publicised by email, on the website and noticeboard.

Teas

On Saturday afternoons at around 4:30pm we have afternoon tea. This is an ideal time to mix with other members. The tea is provided by volunteers who sign up to the tea rota. New volunteers are always welcome, so if you feel you can help then please contact Nandini Narayanan through social@coombewoodltc.co.uk. We make a small charge for tea and cakes that go on your club account.

Club Teams

Coombe Wood enters several men's, ladies, mixed and veteran's teams into the Surrey league and other competitions. If you are interested in playing for a team then please put your name on the sign-up sheet on the noticeboard or talk directly to our Match Secretary, Daniel McQue or the Ladies 1st team captain, Nicki Tattersall.

Tournaments

The club's **Annual tournament** is a knock-out event that starts in May. The finals are played in early July and are followed by a finals night barbecue. The winners' names go on the honours board in the clubhouse.

If you would like to play in a doubles event but do not have a partner, you can sign up and be matched with a partner. There is a small entry charge for each competition.



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First round losers in doubles competitions are entered in a plate draw, which is as keenly contested as the main competition.

There is a separate **Junior tournament** which usually takes the form of a qualifying event on 1 or 2 Sundays in June, with the finals being played on the same days as the adult finals in early July

From time to time we organise **American Tournaments**, usually in aid of charity. In an American tournament, you enter as an individual and play a series of mixed doubles matches with different partners, accumulating an individual score. There is then a mixed doubles final for the 2 highest scoring men and ladies.

There is also a box league that is organised by members.

Coaching

We have an extensive coaching program that includes one on one and group coaching for both adults and juniors led by our Head Coach, Ollie Lloyd. If you would like some help to decide what coaching would be best for you then contact Ollie on **07748 961359** or e-mail **ollie@oltennis.com**. More details can be found on the website and noticeboard.

There is a term-time junior coaching program for children who are club members and there are holiday camps which non-members may also attend.

Guests

Guests must be signed in the visitors' book before play. The book is currently located on the shelf in the lobby but will be replaced by an iPad-based system during 2018.

The guest fee of £6 for adults and £3 for juniors is added to your annual account

A guest may only play 6 times within a membership year.

Juniors cannot invite adults as guests.

Dress Code

It is important that you wear proper tennis shoes with flat soles, not only to protect the courts but to prevent slips and falls. Trainers with heavily ribbed soles and running shoes are not permitted.

Please wear recognised tennis clothing. Unacceptable items on court include t-shirts with prominent non-tennis slogans, football shirts, beachwear and jeans.

Court Etiquette

Please be considerate towards other players. Do not disturb play by walking onto a court when play is in progress. Wait until players are between games or change of ends before crossing a court.

Don't return services that are clearly out.

Please sweep the clay courts and brush the lines after you have finished your set/match unless they are very damp, when brushing is ineffective. Instructions for sweeping the courts and brushing the lines are on the noticeboard.



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3 Everything Else

Social Events

We are a very social bunch and run social events throughout the year. These are advertised on the noticeboard and on the members' website. Typical events include:

- Cocktail party
- Finals day BBQ in early July
- End of summer party in September
- Halloween party
- Games/quiz nights
- Wine tasting
- Christmas party

Bar

The club has a bar stocked with beers, wines and spirits, soft drinks and snacks.

Access to the bar requires a red key fob which can be obtained as set out in Section 1 above.

Juniors are not permitted behind the bar at any time.

The bar must not be left open unattended during the day time. If you open the bar during the day time you must ensure that it is closed when you leave. In the evening you may leave the bar open if there are other adult members in the clubhouse or on court who agree to shut it before they leave.

Honesty Bar System

Apart from some social events, the bar is self-service and operates on a cashless, honesty basis.

Adult members are set up automatically with a bar account. Every purchase must be entered using the touch screen system in the bar. Members are identified by their name and a PIN or password which is set up when you register. Your bar purchases will then appear on your next bill.

If you have not already registered, you can do so through the bar system.

British Tennis

British Tennis is the Lawn Tennis Association (LTA) membership system. As a club member you are entitled to free British Tennis "lite" membership. You should register on the LTA site www.LTA.org.uk and select Coombe Wood as one of your 'places to play'.

Wimbledon Tickets

Each year the club receives an allocation of Wimbledon tickets from the LTA that we distribute through a club ballot. The number of tickets that we receive is determined by the number of British Tennis members who have registered Coombe Wood as one of their places to play and who have "opted in" to the ballot on the LTA's British Tennis website.



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You will receive emails from the club reminding you to register and opt-in. Please do so even if you do intend to attend Wimbledon personally as it helps to increase the number of tickets that the club gets overall.

The club's ticket draw is held in late April or early May. To be eligible you must:

- Be registered with British Tennis
- Have opted-in to the Wimbledon ballot by the February qualifying date
- Have paid your subscription

Table Tennis

There are bats and balls available and members may play at any time except when the room is required for bridge or committee meetings. Please put the bats and balls back in the box where you found them after play.

A table tennis tournament runs alongside the summer tennis tournament.

Darts

Adult members may play darts at any time except when the table tennis table is in use or the extension room is being used for bridge club or a committee meeting. Table tennis has priority over darts. The darts are kept behind the bar and must always be returned there after play.

Juniors must not play darts.

Bridge

The club has a bridge section that meets on a Tuesday night to play duplicate bridge. During winter months it competes against other clubs in a round robin competition. If you are interested in playing, contact ***membership@coombewoodltd.co.uk***.

Restringing

If you need your racket re-strung there are members who can offer this service. Please note that they work independently and are not providing a service on behalf of the club. See the noticeboard for details or ask one of the coaching team.

Tennis Discounts

Coombe Wood members receive a small discount off equipment and clothing at the Wimbledon Park Sports shop close to Southfields tube station.