

TWLTC Membership Terms and Conditions and General Information

1. We very much hope that you/your child will enjoy being a member at TWLTC. TWLTC is a members' club is run by a management team and committee. As a member you are required to adhere to the Club Rules which you will find on our website/noticeboard. These are usually updated each year at our AGM. If you are 18 or over, you are entitled to attend and vote at our AGM. Please do take time to read the Club Rules. Please note that we do not offer refunds on membership, but we do have a Cancellations, Illness and Injury Policy on our website/noticeboard.
2. You will receive regular emails from TWLTC updating you with our latest news and information, including up to date information regarding mix-ins, team practice, matches, our opening times, tournaments etc. We only send you emails relevant to membership of TWLTC. Your renewal notice will also be sent to you by email. Please notify us immediately if your contact details change.
3. Your membership is on a 12-month rolling basis and commences when you join TWLTC. Your renewal date will therefore be 12 months after your joining date and you will be sent an email reminding you when your next subscription is due. If you do not pay by direct debit, you have 28 days from your renewal date within which to pay your renewal subscription. If you have not paid within this time, a new joining fee will be payable at current joining fee rates.
4. Lump sum payments are paid for a minimum of one year. Direct debit payments can be made in up to four instalments over consecutive months.
5. Upgrade of membership will be permitted subject to the availability of membership within the requested category and the relevant fees being paid. Downgrade of membership will only be permitted at the time of renewal.
6. Payments can be made by Direct Debit (preferred payment method), BACS (to TWLTC: Sort code 404437, Account number 20815004), card or cheque made payable to TWLTC. Please only make payment via the office and do not make payment in cash. Please let us know in writing if you do not wish to renew your subscription. Any discretionary direct debit refunds made will be subject to a £10 administration fee.
7. If you have a Direct Debit set up with TWLTC, you may purchase bar and other items on your account. You will be invoiced for such purchases each month.
8. Membership at TWLTC is subject to our External GDPR Policy, available on our website and in the clubhouse.
9. As a member, you can make up to 20 half hour court bookings per week using our online booking facility. When you join TWLTC you will be provided with a username and password to enable you to do this. You can book courts up to 14 days in advance. When you arrive at TWLTC to play, please login to the booking terminal in the clubhouse and confirm your court. You can confirm your court up to one hour prior to the start time and up to 15 minutes afterwards. Court space can be at a premium. Please ensure that you cancel a court that is no longer required as soon as possible to enable other members to make use of it. We reserve the right to suspend booking rights if you do not confirm your court.
10. You can enter organised events such as Team Practice and our Thursday Organised Mix-In on our Events Page. Please follow the instructions on our website.
11. Guests must be signed in to the TWLTC Guest Book and the fee of £5 per adult and £2 per child (under 18) paid prior to going on court. The same guest can attend TWLTC up to three times per calendar year.
12. Children under the age of 13 should not be left at TWLTC without an adult present unless they are having a lesson. Children under the age of 12 must be collected immediately after an organised activity has finished. Membership entitles juniors to a coaching discount.
13. From time to time we take photographs to promote and advertise TWLTC. There is an opt-out clause on our membership form and we would be most grateful if you could ensure that this is completed at the time of joining. Photographs of children are only taken and used in accordance with our Child Safeguarding Policy.
14. TWLTC operates a no smoking policy in the clubhouse and on court.
15. TWLTC has a ball machine which is available for booking by the hour. Please see the website and noticeboard for further details.
16. You are required to observe general etiquette when present at TWLTC. Please:
 - a. Talk quietly near tennis courts that are in use;
 - b. Do not walk behind a court during an active point. Pass as quickly as possible after a point has finished.
 - c. Do not disturb people on your booked court until after your time is up.
 - d. Return balls from another court by rolling them safely to the back of the relevant court.
 - e. Do not retrieve a ball from another court during play.
 - f. Drag and brush lines on the clay courts (instructions on noticeboard) after use and ensure that all balls, litter and kit are removed from your court.
 - g. Do not play on the courts if they are frosty or frozen. TWLTC cannot accept any liability if you choose to play when courts are in this condition.
 - h. Respect those around you: swearing, screaming and verbal abuse will not be tolerated.
 - i. Wear appropriate tennis clothing.
 - j. Ensure that junior members are treated with the same respect as adults.
 - k. Be mindful of matches in progress on neighbouring courts.
 - l. Read and follow the LTA code of conduct for unofficial matches.
 - m. Do not participate in any behaviour that would risk injury to anyone else, such as throwing or hitting balls inappropriately, throwing your racket or any other object on or off the court.
 - n. Do not use/bring skateboards, bikes, scooters etc on court or onto the grass.
 - o. Keep young children under control and within sight and do not allow them to run on the grass courts.
 - p. Pay in advance for your floodlights and only use the hitting walls between the designated hours and with respect for our neighbours.
 - q. Do not allow mobile phone use to cause a nuisance to other members.
 - r. Do not chew gum on court.
 - s. Do have fun! The entire objective of playing tennis, aside from being good aerobic exercise is to have fun.
17. At TWLTC we host LTA and ITF-sanctioned tournaments. These usually take place over a period of around four weeks at Easter and during the summer. They are an opportunity for members to see talented players, both national and international, in action. This does mean that for around four weeks of the year, access is restricted to some of our courts.
18. As a member, you are entitled to participate in our Wimbledon Ballot provided you have paid your subscriptions or have an active Direct Debit in place, have complied with the LTA ballot requirements and selected TWLTC as your "Place to Play".
19. You are required to purchase floodlight tokens from TWLTC only.
20. Membership of TWLTC is available to all members of the community regardless of sex, age, ethnicity etc. TWLTC has an Equality Policy in place which can be found on our website and noticeboard. If the member is a child or a vulnerable adult, our Welfare Officers are Alison Dry and Laura Byers and they can be contacted on 01892 525625 or admin@twltc.co.uk.
21. Members are reminded that staff have the right to be treated with respect and dignity at all times. Staff must not be subject to inappropriate behaviour which may not only affect their performance but more importantly their health and well-being.
22. Admission to TWLTC's premises is at all times subject to current liquor licences, planning consents and other statutory requirements.
23. TWLTC is situated in a residential area and members and guests are expected to come and go in an orderly and quiet manner, particularly late at night. Members should park in the Nevill Gate car part and should not park on Upper Cumberland Walk at any time.
24. Comments etc should be made in accordance with our Comments, Complaints and Suggestions Policy.
25. If you feel that you cannot afford TWLTC's fees, please contact the office in confidence.