



## Membership Terms and Conditions

1. We very much hope that you/your child will enjoy being a member at TWLTC. Tunbridge Wells Lawn Tennis Club Limited (referred to as "TWLTC") is a company limited by guarantee owned by all the members of the Club and is run by a management team and committee/board. As a member you will automatically become a member of the company and are bound by the Articles of the company and required to adhere to the current Club Rules as amended from time to time. You will find the Articles and [Rules](#) on our website/noticeboard. These are sometimes updated at our AGM. If you are 18 or over, you are entitled to attend and vote at our AGM.
2. Please note that we do not offer refunds on membership in the event of injury or illness of a member, but we do have an [Illness and Injury Policy](#) on our website/ noticeboard. Nor do we routinely offer refunds to members for any period of closure of the facilities of the Club for reasons beyond the control of the Club. In such circumstances the Committee/Board may at its absolute discretion consider whether the long-term finances of the Club enable any form of refund to be given to members and if so upon what basis but will in no event be obliged to do so.
3. 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 your membership of TWLTC and in line with the club's [privacy statement and GDPR policy](#) as found on the club's website. Your renewal notice will also be sent to you by email. Please notify us immediately if your contact details change.
4. 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 membership subscription is due. Payments of subscriptions by Direct Debit will usually be taken by the Club on or around the 16th of the month your renewal falls due.
5. Upon request if paying by direct debit you can pay the subscription by equal instalments, up to a maximum of 4 payments, over the first 4 months of each membership year. If any such instalment is not paid when it is due, then the full unpaid balance of the annual subscription will become immediately due and payable.
6. If you do not pay by direct debit and have not paid your renewal subscription within 14 days from your renewal date your right to book or use courts will be suspended. If you have not paid within 28 days of your renewal date a new joining fee will be payable at current joining fee rates.
7. 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.
8. Payments can be made by Direct Debit (preferred payment method), BACS (to TWLTC: Sort code 404437, Account number 20815004) or debit/credit card. We do not accept cash/cheque payments for subscriptions. 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.
9. 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 on the 1st of the following month and the direct debit will be taken around 16th of the month.

## Membership T&C's continued.....

10. \*\*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.  
  
\*\* See [COVID rules](#) advertised on the club's website for temporary arrangements in place currently
11. 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.
12. 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.
13. 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 13 must be collected immediately after an organised activity has finished. Membership entitles juniors to a coaching discount.
14. 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.
15. TWLTC has a ball machine which is available for booking by the hour and is subject to payment of a fee. Please see the website and noticeboard for further details.
16. 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 four weeks of the year, access is restricted to some of our courts.
17. As a member, you are entitled to participate in our Wimbledon Ballot provided you have complied with the LTA ballot requirements and selected TWLTC as your "Place to Play" or complied with such other requirements e.g. "opt in" as the LTA may make from time to time in its absolute discretion.
18. 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, or Wayne Thornton and they can be contacted on 01892 525625 or [admin@twltc.co.uk](mailto:admin@twltc.co.uk).
19. All members who renew or join the club are required to confirm that they are "fit to play" and are not playing against the advice of their GP or hospital doctor. We will also need emergency contact details from all members in case of an emergency. This is a venue registration requirement from the LTA.
20. All members will need to ensure that they have the [appropriate tennis footwear](#) before being allowed to play on any of the court surfaces.
21. Admission to TWLTC's premises is always subject to current liquor licenses, planning consents and other statutory requirements.
22. 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 park and are not permitted to park on Upper Cumberland Walk or in the Cumberland Walk club car park at any time unless they have been issued with a permit by the Club. This is due to the terms of a limited license held by the Club to enable access to the Cumberland Walk club car park as Cumberland Walk is a privately owned section of road.

23. Comments etc. and feedback should be made in accordance with our [Comments, Complaints and Suggestions Policy](#). The clubs' policies regarding the above can be found on the club's website.
24. These terms and conditions are subject to change at any time at the discretion of the committee and changes will be advertised on the club's website.