

EXETER TENNIS CENTRE GENERAL INFORMATION

Welcome to Exeter Tennis Centre. This sheet is aimed at helping you answer any questions you may have. However, if you still have any queries please do come and ask in the Tennis Office.

The ultimate aim of our sessions is for you to have fun and enjoy playing the game. In order to do this, coaches will lead sessions to develop:

- Hand / eye coordination
- Movement and spatial awareness
- Technical, tactical, physical and mental skills

It is important that all players are respectful of the coaches, staff and their peers. The coaches have asked parents to refrain from going onto the court during lessons, unless invited.

ENROLMENT FORMS

When enrolling on a course, it is important to complete an enrolment form, which includes emergency contact details and medical information, as well as postal and email addresses. This way we can easily contact you with any changes to your course or any special offers available.

An electronic enrolment form can be found online.
www.sport.exeter.ac.uk/exetertenniscentre/coaching

BE PREPARED

Our courses/sessions are based on the indoor and covered courts. During the colder periods, the covered courts can be cool so please wear extra layers to avoid injury. Please ensure you/your child has/have a drink of water that will last for the duration of the session.

Rackets and balls can be borrowed from the coach for the session. We do recommend that any children's personal rackets and clothing are clearly marked with their names.

CAR PARKING

There are over 100 parking spaces available at the University Sports Park. However these do get very busy at peak times so please allow enough time before the start of your session. Alternative parking is available in car park C. All car parks on campus are free of charge after 6pm and all day at weekends. The Sports Park car park rates are £1 for 2 hours or a £6 day pass can be obtained from the Sports Park reception.

SPORTS PARK MEMBERS

External Sports Park members can request a free of charge two-hour parking permit from the Sports Park reception. A free ticket will need to be obtained from the machine and displayed on the dash board.

ALL CUSTOMERS ENROLLED ON A TENNIS COURSE

Customers, if not Sports Park members, that are enrolled on a tennis course can request a free of charge car-parking permit from the Tennis Office. This will be allocated personally and must be displayed on your dashboard with a free ticket that will need to be obtained from the machine every time.

SUPERVISION

Parents / Guardians of players 8 years and under **MUST** remain present on site during their children's lessons. Please note it is not the coach's responsibility to supervise toilet breaks. Please make every effort to be punctual when collecting and dropping off your child. It is the responsibility of the parent / guardian to pick up/drop off the player on time at the tennis courts.

COURSES

If you have booked on to the wrong course / session, the coach will recommend the correct one.

EQUIPMENT FOR SALE AND RACKET

STRINGING SERVICE

Tennis balls and grips are available to purchase from the main Sports Park reception. The Tennis Office is also available to give advice on equipment (including rackets) that will be most suitable for you. We have a professional stringer on site, who can offer stringing and re-gripping for your badminton, squash and tennis rackets. Please enquire at the main Sports Park reception.

PHOTOGRAPHY

No photographic devices, video cameras or any other media storage devices may be used on the premises without the prior written consent of the Director of Sport or their nominees. On occasion, we may take photographs for promotion purposes. If you do not wish to have your photograph taken please tick NO on the enrolment form.

LOST PROPERTY

Any lost property found on the tennis courts will be handed to the main Sports Park reception. They will keep any items for a period of six weeks.

HOLIDAY CAMPS

We run a series of tennis camps over the school holiday periods. More information can be found on our website

www.exeter.ac.uk/sport/children/holidays

WHILE YOU WAIT

There is a balcony and seating area with a great viewing window perfect for watching all the action (indoor courts). Vending machines selling hot and cold drinks, snacks and confectionery can be found throughout the Sports Park. The campus has several shops, restaurants and cafes, including Costa, open to the public which are just 5 minute walk to the Forum.

There are also plenty of opportunities to get active while you wait. Why not make the most of the extensive list of exercise classes, gym memberships and tennis courses for adults we have on offer?

TOURNAMENTS

Throughout the year Exeter Tennis Centre hosts competitions for all age ranges and abilities. They are great fun and well organised by our Tournaments and Competitions Administrator, Ann Williams. If you are unsure about entering an event please do contact Ann or speak to your coach. Email: a.williams5@exeter.ac.uk

INDIVIDUALS

For those who want more personalised coaching, we also offer one to one coaching for all ages and standards. Whether you are new to tennis or a performance athlete our coaches can help you to get the most out of your game. Individual tennis lessons can be tailored to your personal goals at a time that suits you. Please visit the 'meet the team' page for a list of coaches available. www.exeter.ac.uk/sport/exetertenniscentre/about/meetthetennisstaffandcoaches

COACH EDUCATION

If you are interested in becoming a coach, please visit our website or the LTA website for a list of courses that we have on offer at Exeter Tennis Centre.

OFFICE

The Tennis Office is generally manned 9-5pm Monday – Friday. If, however, there is no one available to take your call or it is outside this time please leave a message and we will get back to you as your enquiry is important to us.

T&Cs

Please note that a full list of our Terms and Conditions can be found on our website at www.exeter.ac.uk/exetertenniscentre

COMMUNICATION

Players will benefit from a progress report written by their coaches at the end of every term. If you would like more feedback, this can be discussed with the coach at the beginning or end of a session.

We are always pleased to hear your feedback and comments so please do get in touch through the Tennis Office. For tennis feedback or enquiries please email: xtc@exeter.ac.uk or call the Tennis Office on 01392 723699.

For general enquiries, booking courts, courses, sessions and making payments, please contact the main reception on 01392 724452 (option one).

Follow us on Twitter and Facebook for exclusive discounts, news and general updates.

