

# MANAGING PAY & PLAY – ANSWERING COMMON CONCERNS

## Are we covered by our LTA insurance for non-members to use our venue?

The LTA Public Liability policy covers venues regarding their liability towards anyone on site, including members, non-members, visitors, contractors, and members of the public. More information can be found within the [Howdens Insurance Centre](#).

## Will offering P&P mean members have less court access?

ClubSpark allows you to manage which courts are available to the public and when. You can also restrict the frequency and duration of bookings a non-member can make in each week. This will ensure your members retain priority access. [ClubSpark guide P&P court bookings](#) & [ClubSpark guide managing your schedules](#).

## Do we need to allow non-members access to our club facilities?

There is no requirement to offer P&P users access to your wider facilities i.e. toilets, clubhouse or even floodlights if this is not manageable for you. Some volunteer run clubs simply offer a court with online booking and payment to facilitate the journey to that court.

## Do we need a SmartAccess Gate to administer P&P?

You do not need expensive gate access technology to administer and manage P&P. Many venues use a simple coded padlock with great success.

## How often will the padlock code need to be changed and how do we communicate that to users?

Some venues change the code more often than others depending on usage rates, location and time of year etc. However, we would recommend every 4-8 weeks. The new code can simply be amended in the confirmation email that is sent out on completion of each booking. [ClubSpark guide booking confirmation emails](#).

## Will offering p&p require additional volunteer time to administer and manage?

Once set up, P&P bookings and payments are all online and managed remotely. This requires little or no additional volunteer time. Payments are made via your venues Stripe account.

## Is there any evidence of misuse or vandalism?

Very rarely do venues see an issue with misuse. People respect that a booking and payment system is in place and as such use it accordingly. Again, vandalism is rare. A booking needs to be made to access a court; this is a deterrent to anyone wanting to get onto a court for anything other than tennis activity. Details of all bookings are recorded within your venue ClubSpark account so you will have all associated details of the person who made the booking in the unlikely event that damage occurs.

## How can i gather views and experiences of other venues on this topic?

You can find out how other tennis venues and volunteers manage their P&P offer, what benefits and learnings they have gained from opening up their facilities by posing a question within the online [Tennis Volunteer Community](#) on Facebook. Alternatively, you can use the search tool within the group to read previous threads on managing P&P.