

National Tennis Centre - Accommodation Policy

1. Introduction

- 1.1 The Accommodation Policy will ensure a consistent booking process is managed for all accommodation users, including our performance players, coaches, wider colleagues and any external visitor bookings.
- 1.2 Due to demand on accommodation rooms a priority system is in place: Priority will be allocated to performance players followed by eligible coaches, LTA colleagues and any external bookings. Please note if there are more requests than rooms available then someone with lower priority may have their booking cancelled to accommodate someone with a higher priority up to 48 hours before the first day of the booking.
- 1.3 All bookings must be made through ntc.accommodation@lta.org.uk. Where possible all bookings should be made with as much notice as possible (as detailed in relevant sections below). No guarantees can be made within 48 hours of the booking starting regardless of priority.

2. Performance Players

- 2.1 All players on the NTC Access list (including Elite, NTC Pro Access, PSP, MWP, PPP, NAGP u16, Top 25, nominated, National Academy) will be eligible to stay at the NTC free of charge when using the NTC for training purposes. There will be a £35 per room charge when using the NTC accommodation during tournament weeks and therefore earning prize money.
- 2.2 It is the players' responsibility to contact ntc.accommodation@lta.org.uk to book a room giving as much notice as possible, no guarantees can be made within 48 hours of the booking starting regardless of priority.
- 2.3 Failure to book a room in advance may result in sharing or no room being available. Players may also need to share at busy times.
- 2.4 If players fail to inform the NTC Operations team of any changes to their bookings, this may result in losing the room booking or being charged.
- 2.5 Players should give an indication of arrival time in case it is outside operational hours.
- 2.6 Rooms are gender specific for any players under 18.
- 2.7 Players under 18 must have an appointed supervisor in order to stay on site. If the appointed Supervisor is not available, they will not be permitted to stay on site. This must be arranged in advance by the player or parent/guardian booking the room.
- 2.8 Parents or coaches staying in loco with an U18 will be charged the same rate as the player, if applicable. Parents/partners of over 18's are not allowed to stay on site.
- 2.9 Players under 18 are not allowed to share with players over 18 for any reason as specified in the LTA Safeguarding Policy (guidance is available from the LTA Safeguarding Manager)
- 2.10 There will be a priority order for Performance Players as outlined in appendix 1.

3. Performance Camps

- 3.1 Performance camp rooms are booked as far in advance as possible. These are priority bookings, but dates may be subject to change.
- 3.2 A camp will comprise of at least one supervisor room and a mix of triple and twin rooms to accommodate as many players as required and coaches (coaches may have to share).

4. Coaches and support staff

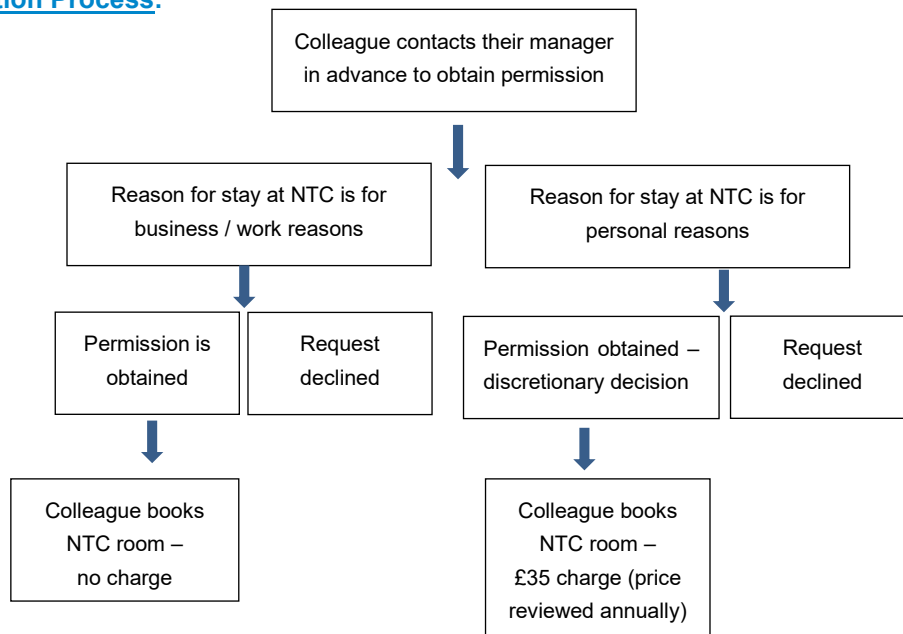
- 4.1 Coaches or immediate support team members (S&C or physio) of players on the NTC Access list will also be eligible to stay at the NTC. Rooms must be requested via ntc.accommodation@lta.org.uk with as much notice as possible.
- 4.2 Failure to book a room in advance may result in sharing or no room being available.
- 4.3 One coach / support staff member per player will be able to stay at the same rate as the player (i.e. if the player is free of charge so is the coach, if the player is chargeable so is coach) and have higher priority. If availability allows for more than one support staff member to stay they will also be accommodated. Coaches and support staff may be required to share.
- 4.4 Coaches and support staff should give an indication of arrival time, in case it is outside operational hours.

5. LTA Colleagues

- 5.1 Usage of NTC accommodation is reviewed by the Executive Team as necessary to ensure it is managed fairly. Normally the priority order will be:
 - A. Players
 - B. LTA Performance staff working with players on the access list
 - C. External Coaches and support staff working with players on the access list (one per player)
 - D. LTA Executive team
 - E. LTA Leadership team
 - F. Colleagues who are travelling from a distance
 - G. NTC Operations team if essential
 - H. All other colleagues

- 5.2 If a colleague is required to stay near Roehampton or at NTC during the course of their work (for example to attend camps / meetings) they should book NTC accommodation as their first port of call before considering booking a local hotel room.
- 5.3 The colleague must obtain prior permission from their manager – without this permission they cannot book an NTC room. The following process is to be followed:

Authorisation Process:



- 5.4 If the NTC accommodation has been approved the colleague will need to provide as much notice as possible and where possible at least 48 hours' notice of the room booking (apart from in the summer where bookings can be made on the day only and this booking will not be cancelled to accommodate performance players or coaches).
- 5.5 Colleagues should give an indication of arrival time, in case it falls outside operational hours. Any price charged (where applicable) is per bed and they may be required to share a room, where appropriate. The room charge covers any service charge which means there are no HMRC tax implications for the colleague.
- 5.6 Check out time, must be no later than 10am. Returning the room key to the Front of House Reception team.

6 External Visitor Bookings (including LTA contractors)

- 6.1 Any external requests can only be booked maximum 48 hours in advance (except for specific events, which can be booked up to one month in advance at weekends). This booking will not be cancelled to accommodate performance players or coaches.
- 6.2 Names of visitors or contractors (along with DOB, contact telephone and email) must be provided in advance and recorded on the booking system.
- 6.3 Players under 18 must have a licenced coach or parent in order to stay on site. If the appointed Supervisor is not available, they will not be permitted to stay on site.
- 6.4 Rooms are charged at £60 per night. The price is per bed, and they may be required to share the room.
- 6.5 For visually impaired, deaf tennis & wheelchair events, rooms are chargeable at £30 per bed, per night



7 Payment

- 7.1 Payments for rooms should be made with the reception team on arrival when checking in.
- 7.2 Payments can be made by cash, card or invoice for group bookings as requested. An invoice will be issued if payment is not made, for any reason, on arrival.
- 7.3 A receipt will be provided on request.

8 Other details

- 8.1 Accessible rooms are available. These rooms are located on the ground floor. Other bookings may be asked to change rooms to give these priority rooms to disabled individuals. If an accessible room is required, please inform the NTC Operations team at the time of booking.
- 8.2 The National Tennis Centre reserves the right to review individual's accommodation access in the event of damaged property or poor conduct/behaviour.
- 8.3 Food and beverage is not included in the cost of the room.
- 8.4 Assistance dogs are welcome at NTC; please inform the team when making a booking.

Please contact Lee Myers, Tennis Centre Manager, if you have any questions regarding this policy.

Appendix 1 – Priority Order for Performance Bookings

Priority 1	Priority 2	Priority 3	Priority 4
Players in: Elite / WCPP Elite PSP/ WCPP PSP NTC Pro Access WC Pro Access Level 1	Players in: PTP/ WCPP PTP International Junior Grant (formerly NAGP 16U) WC NAGP U18	Players in: Top 25 & nominated WC Pro Access Level 2 National Academy WC NAGP U14	LTA performance staff Coaches & Support staff of Players