

# **The National Tennis Centre Accommodation Welcome Pack**



**The National Tennis Centre**

**100 Priory Lane**

**Roehampton, London**

**SW15 5JQ**

Front of House Contacts:

[reception@lta.org.uk](mailto:reception@lta.org.uk)

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## National Tennis Centre Overview

The National Tennis Centre (NTC) was opened in 2007 by Queen Elizabeth II and is home to Britain's elite professional tennis players training to compete on the ATP, WTA, and Uniqlo Wheelchair tennis tours. The services the NTC offers to players training full-time include performance analysis, psychology, physiotherapy, strength and conditioning, medical support, performance lifestyle support, and nutrition.

The NTC has a range of world-class tennis courts including acrylic hard, clay, and grass courts. There are six indoor and six outdoor DecoTurf® hard courts on site, the most used hard court surface on the ATP and WTA tours. Additionally, there are two outdoor clay courts, two indoor clay courts housed in an airhall (bubble), a Red Plus clay court, and four grass courts onsite at the NTC.

The accommodation at the NTC comprises 22 rooms, available for players and others making use of the NTC to stay on site. The six residential rooms on the lower floor are accessible rooms. Each room is dedicated to a former or current British player. These players have either achieved multiple Grand Slam victories or achieved Top 10 status on the ATP/WTA tours, or ITF World No. 1 wheelchair ranking.

## General Information

### *Accommodation*

For enquires please contact: [ntc.accommodation@lta.org.uk](mailto:ntc.accommodation@lta.org.uk)

**Check In Time:** 15:00

**Check Out Time:** 10:00

Whenever you leave your room, please turn the lights and heating/AC off to aid the NTC in being environmentally friendly.

Your room will be checked and refreshed by our housekeeping team daily. Please consider reusing your towels to help us be more environmentally friendly. If you are happy to reuse your towels, please hang them up. If you would like your towels to be changed, please place them on the bathroom floor.

### *The National Tennis Centre*

#### **National Tennis Centre Opening Times:**

Weekdays: 07:00 – 22:00

Weekends: 08:00 – 20:00

#### **Padel Opening Times:**

Weekdays: 08:00 – 22:00

Weekends: 08:00 – 20:00

**Wi-Fi:** LTA Guest (no password required)

## *Services*

### **Stringer**

The NTC has a professional stringer based in the tennis office by reception overlooking the indoor courts.

To enquire about stringing services please contact **Huw Phillips** on **0787065420**.

### **NTC Tour**

If you or your party wish to have a tour of the center and its facilities, please email [ntc.enquiries@lta.org.uk](mailto:ntc.enquiries@lta.org.uk) and we will do our best to accommodate your request.

### **Venue and Event Hire**

If you would like to hire out the National Tennis Centre for an event or learn more about our Stay & Play weekends, Disability Programme or Padel coaching/socials, please email [ntc.enquiries@lta.org.uk](mailto:ntc.enquiries@lta.org.uk).

## Local Transport

**Taxi Service:** Barnes Cars (24-hour car service)

Call: 020 8876 6666

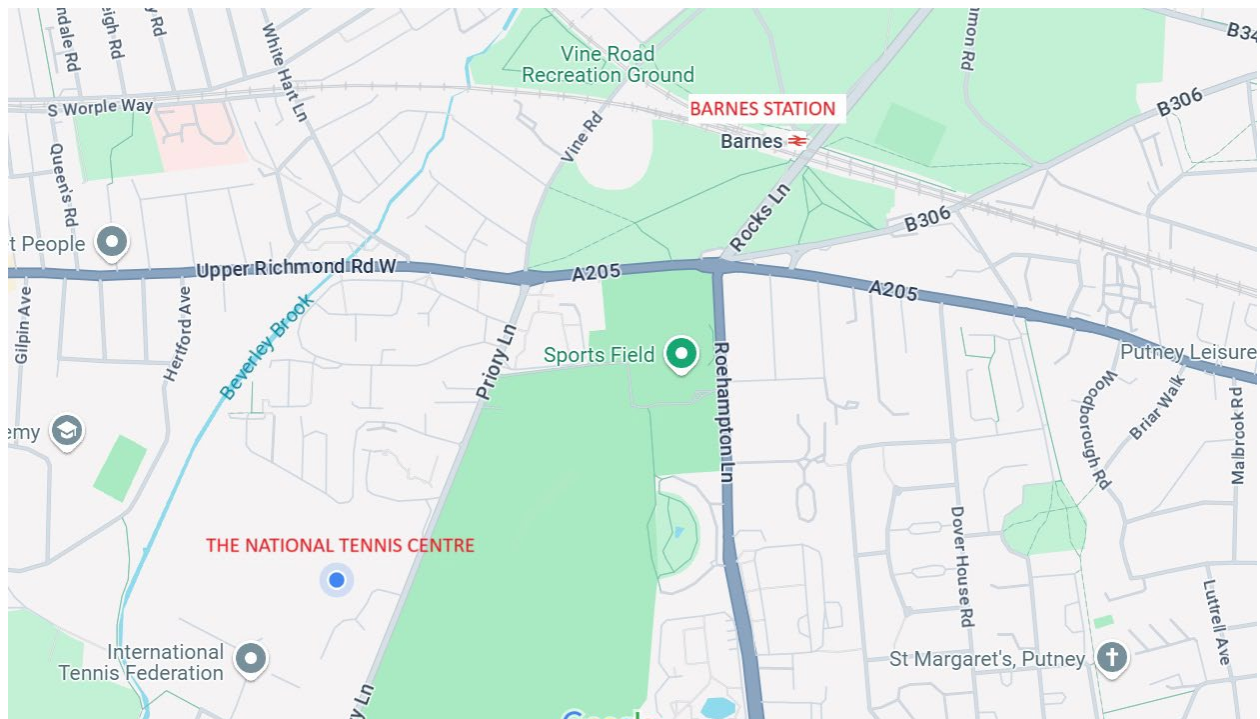
Text your booking: 07501 085 185

WhatsApp your booking: 07785 466751

Email your booking: [booking@barnescarsltd.com](mailto:booking@barnescarsltd.com)

## Closest Train Station:

Barnes (15-minute walk)



## Bus Routes:

For more information and departure times we recommend downloading 'Bus Times' from the Apple/Play Store

### Priory Lane (Stop N) towards Richmond

33 (Fulwell)

N33 (Night Bus towards Fulwell)

337 (Richmond)

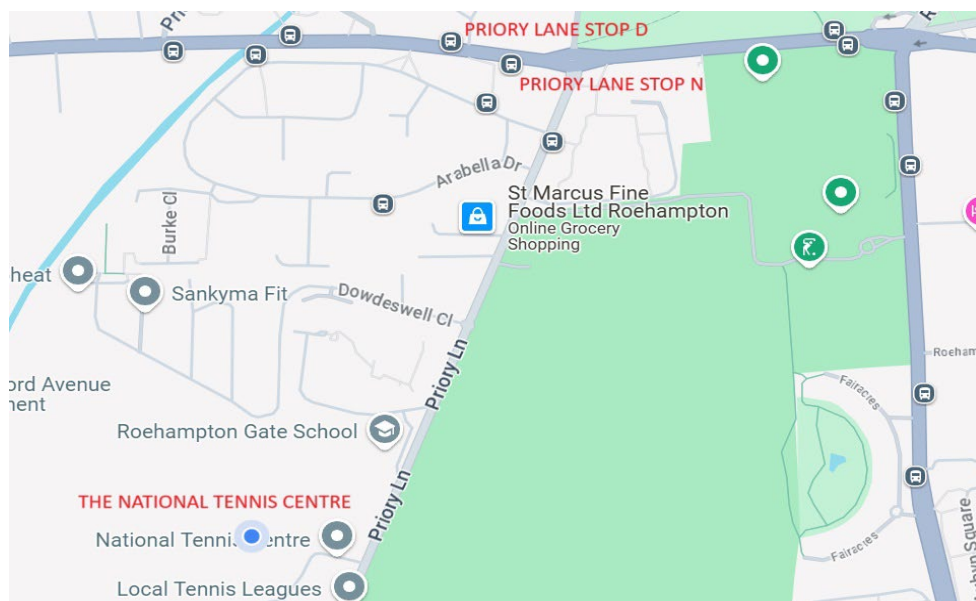
493 (Richmond)

### Priory Lane (Stop D) towards Hammersmith, Putney, or Roehampton

33 (Castelnau)

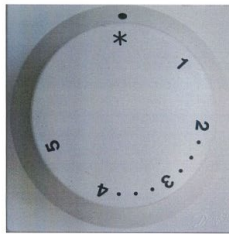
337 (Clapham Junction)

493 (Tooting, St George's Hospital)



## Temperature Controls

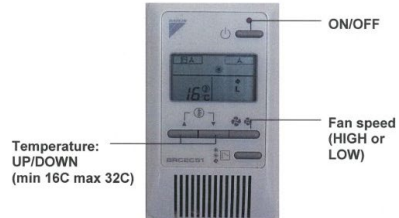
HEATING CONTROL



### How to work the heating

- Please ensure that the sliding door within your room is closed before using the heating
- Upon the wall you will find a white thermometer
- If the dial is pointing to the \* position then this means the heating is off
- To activate select a position from 1-5
- Please allow half an hour for the heating to activate

AIR-CONDITIONING CONTROL



### How to work the air-conditioning

- Please be aware that air-conditioning will not work whilst sliding door is open
- Please ensure the heating control is set to the \* position before switching on the air conditioning

If you have any issues with the controls in your room please see reception

## Lighting Controls

### **Turning Lights On & Off:**

Press the switch down & release, to switch on.

Press the switch up & release, to switch off.

### **Dimming & Brightening Lights When Turned On:**

Press the switch up & hold, to brighten the light output.

Press the switch down & hold, to dim the light output.

## Food Recommendations

### *Deuce Cafe (On Site)*

Weekdays: 08:00 – 16:00

Breakfast: 08:00-10:00

Lunch: 11:30-14:00

Weekends (No hot food, deli offering only): 08:00 – 15:00

### *Dining Out*

Al Forno's (Italian) - Upper Richmond Rd

Base Face Pizza (Pizza Only) - Barnes

Forty-Four (Modern European) - Sheen

Lane

### *Take Away/Delivery*

Al Forno's (Italian)

Base Face Pizza (Pizza Only)

Dong Phuong (Chinese)

Holy Cow (Indian)

### *Local Pubs*

The White Hart – Barnes

The Crossing – Barnes

Hare and Hounds – Upper Richmond Rd

King's Head – Roehampton

### **Delivery Address:**

**100 Priory Lane (National Tennis Centre)**

**Roehampton, London, SW15 5JQ**

(Deliver to reception)

## TV Guide

There are smart TVs installed in all 22 bedrooms.

The TVs have dedicated Wi-Fi - Name: **IOT-Stream** Password: **NTCST34M1NG**

To watch Netflix, Disney Plus, iPlayer, ITVX etc., go to the app on your Smart TV and add your Username and Password. You will not be able to watch live TV.

**Please ensure that you sign out when checking out of your room so that others can't use your credentials.**

To erase your credentials on a smart TV and remove your account:

1. Press the Menu button.
2. Select Smart Hub
3. Select Remove Accounts from TV
4. Select Yes to remove the accounts.

### **HDMI Connection:**

**For bedrooms 1-6:** An HDMI lead is installed behind the screen (left hand side) to use with your device while you are staying in NTC accommodation.

**For bedrooms 7-22:** An HDMI port is installed under the TV screen to use with your device while you are staying in NTC accommodation.

Plug the HDMI into your laptop and select 'Yes' when prompted which screen you want to see. Volume can be controlled with both the TV remote and your laptop controls. If you cannot hear anything, please check your connected device is not muted and that the TV volume is above zero.

***If you encounter any problems, please contact the Front of House team or a member of the NTC Operations Team.***

## Health and Safety

### *Access Control System*

The National Tennis Centre is equipped with an Access Control System. If you have not received a mobile key, or have any access issues, please inform a member of our Front of House team, or email [reception@lta.org.uk](mailto:reception@lta.org.uk) which is monitored 24/7.

### *No Smoking*

There is a strict no smoking or vaping policy around site. If you wish to smoke or vape, please do so in the smoking area, located in the top car park near the bike shelters.

### *Fire Evacuation Procedure*

The Fire alarm is tested every Tuesday at 10am; no action is required at this time.

In the event the fire alarm sounds at any other time, please follow the recommended procedure which can be found on the fire action notices (on the back of the bedroom doors).

If you are in the accommodation, your nearest meeting point is the Red Plus tennis court. The other meeting point is by the three Lexus flags in the car park.

### *Refrigerant Gas Alarms*

Each room is fitted with a refrigerant gas alarm. Air-conditioning usage, shower steam, and deodorant sprays can cause this alarm to activate, even hours after use.

A buildup of gas or steam causes the alarm to activate with a constant sound, emanating from under the desk. Should you hear this alarm sound, please open your sliding door and bedroom door and allow any built-up gas to clear.

The alarm will silence once the gas has cleared. If the problem persists, please contact reception.

This sound must not be mistaken for the Fire Alarm, which has a piercing, siren sound. Should the fire alarm be activated, you must evacuate the building immediately, following the Fire Plan located behind the bedroom door.

### *Suspicious Activity*

If you suspect a person or package is suspicious, please report it to a member of the LTA Operations Team/Reception. Please report where, who, what you saw, and when you saw the person/package arrive.

### *Accidents, Incidents and Near Misses*

Please report any accidents, incidents, and near misses to our Front of House team or a member of the NTC Operations team. In an emergency, call 999.

### *Faults and Defects*

If you notice any faults or defects in your room during your stay, please email [ntc.operations@lta.org.uk](mailto:ntc.operations@lta.org.uk) or report the defect to the Front of House team. We will do our best to amend any issues reported and improve your stay.

### *Electrical Appliance Usage*

If you bring your own hair straighteners/dryers, please ensure these are unplugged whilst not being used.

Please do not plug in air fryers, microwaves, or kettles. If you require hot water or a microwave, please speak to reception.

### *Panic Alarms*

In downstairs bedrooms, the wet rooms are equipped with a panic alarm. Please pull the red cord for immediate assistance. When you pull this cord, an alarm will sound at reception to notify the Front of House team, who will send assistance immediately.

***WE HOPE YOU ENJOY YOUR STAY***