

Guidance and Support:

Q. Where will venues find the new portal?

A. Venues will receive an email containing a link to access the new platform when we open it. You will also be able to access the platform from [here](#) once it is open.

Q. Is the portal accessible to users yet?

A. Not yet – you will receive an email once Venue Registration is open

Q. When will venue registration close?

A. Registration will likely close on the 11th December

Q. Will guidance be available to explain each section?

A. Yes. Guidance will be available on the website to support venues with completing the process.

Q. Will help be available for someone completing registration from scratch?

A. Guidance will be prepared for venues who are completely new to registration and will be available on the website [here](#) once registration is open.

Q. Will a telephone helpline be available for venues that need registration support?

A. We don't have a phone helpline but any support required can sought from the customer support tea, either through the [Support Centre](#) or raising an enquiry here: [Enquiry Page](#)

Q. Who should venues contact if adding a contact or officer still does not work?

A. If you experience any issues with adding someone to your team information then you should contact the CST using the enquiry form if the FAQs do not resolve your issue.

Q. When will clubs be able to add league administrators and team captains?

A. Venue registration is due to launch in early October and club admin can be updated at this point. If your change is required urgently then please contact the CST team,

Q. Will the session recording be shared afterwards?

A. Yes. The recording will be shared and we will also put it on the website along with the new guidance.

Completing Registration:

Q. Will existing information be transferred to the new portal?

A. Yes. All known existing information will be pre-populated and available in the new platform.

Q. If pickleball courts are marked on a tennis court, should both be entered?

A. No. Only the tennis courts need to be entered.

Q. Can a MUGA be entered in the facilities or courts section? Or If a MUGA is marked out as a tennis court, should it be recorded as another tennis court?

A. If your MUGA has tennis courts lines on it and it is used as a separate court then yes, you can add this as a court.

Q. Can the phone number field be left blank if a club does not have a dedicated club telephone number?

A. No, this is a mandatory field that will need to be completed.

Q. What if a venue does not have a coach?

A. A coach does not need to be named. Only the Welfare Officer role is mandatory within the registration process.

Q. Do venue officers / Welfare Officer need to be LTA members or is an LTA account sufficient?

A. Yes, anyone within the venue with a role will need to have an LTA account before they can be added to the registration. They just need to have created an account via the [Join Now](#).

Q. How should outstanding compliance alerts be cleared?

A. If a role with required compliance doesn't meet the standard they will show as 'Non-compliant'. Once they meet the standard this will automatically update to 'Compliant'

Q. Can users save their progress and return to complete the registration later?

A. Yes, your progress will be saved so that you can return to complete the registration at a later date. For example. An admin could complete all the required registration and then a Treasurer could login to make the payment.

Q. How should clubs obtain players' LTA numbers if they are not held in the current club database?

A. You don't need to add players within the registration process; it would just be those with a role. You can search by name for them as an alternative to LTA number.

DBS and Safeguarding support:

Q. Will existing DBS certificates and related records be carried over?

A. Yes. All this information sits centrally within the LTA database and will be carried over.

Q. I have role holders in my club that need to apply for a DBS

A. Role holders can start the application process here: [Apply for a DBS](#)

Q. I have a question regarding my DBS who should I contact?

A. You can contact Vibrant Natation at admin@vibrantnation.co.uk or their *contact page* - [Contact Vibrant Nation | Get in Touch About DBS Checks](#)

Q. Can venues upload relevant DBS and safeguarding documents?

A. You can't upload documents directly into the venue registration system these would need to be uploaded to the relevant persons record by the CST.

Q. I have an existing DBS can this be used?

A. If you already have a DBS from another organisation and it is subscribed to the Update Service, then we may be able to accept it but, the DBS barred lists much match the role - [Safeguarding - Status Check Form Upload](#)



Q. I need more information on Safeguarding Standards

A. You can find more information here: [LTA Venue Safeguarding Standards](#)

Registration Benefits:

Q. Will insurance remain valid if LTA membership is not renewed by the end of September?

A. Yes. The usual venue registration grace period applies. Venues have from October to December to renew their registration, during which insurance remains valid.

Q. Can you confirm that our independent coaching team (who are also individual members) are covered for public liability and professional indemnity insurance by the Venue Registration process, please?

A. Providing they meet registration standards and the venue is registered then yes they would be covered under the insurance.

Q. Are there any issues with us no longer being responsible for ensuring our members are LTA Advantage members and also that those LTA Advantage members who link to our club (and thus gain the benefits of LTA membership) are members of our club when we can no longer (I assume) see the list.

A. We have had regular feedback from clubs and venues that the process of managing the member data as part of venue registration is quite an onerous and time-consuming process. We have therefore removed this from venue registration, and we will manage this internally through our own data sources. Any anomaly's that we can't resolve we make seek confirmation from the club/venue to confirm membership.

Q. Can people still be added as volunteers for the LTA Wimbledon volunteer ballot, and which role or option should be used?

A. Yes, you can still add volunteers to your registration within the 'Team Information' section and then within you Management and Venue Team. You can select the role of 'Volunteer' or another appropriate role from the list.