

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

07597 392868

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National Tennis Centre Overview

The National Tennis Centre was opened in 2007 by Queen Elizabeth II and is home to Britain's elite professional tennis players preparing 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, and nutrition.

The NTC has a range of world-class tennis courts including acrylic hard courts, clay, and grass courts. There are six indoor US specification hard courts, replicating grand slam surface conditions, and six outdoor hard courts on site. Additionally, there are two outdoor clay courts, two indoor clay courts housed in a bubble, 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. Six of the 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

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.

Please note your room will be checked by our housekeeping team daily. To help us be more environmentally friendly, please reuse your towels. If you wish for your towels to be changed, please place them on the bathroom floor. If you are happy to continue using them, please hang them up. Towels will automatically be changed every 3rd day of your stay if you are staying for more than 3 days.

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 Dunlop Innovation Zone overlooking the indoor courts.

To enquire about stringing services please contact **Peter Dalton** on **07840 949361**.

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 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, please email ntc.enquiries@lta.org.uk.

Local Transport

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

Call: 020 8876 6666

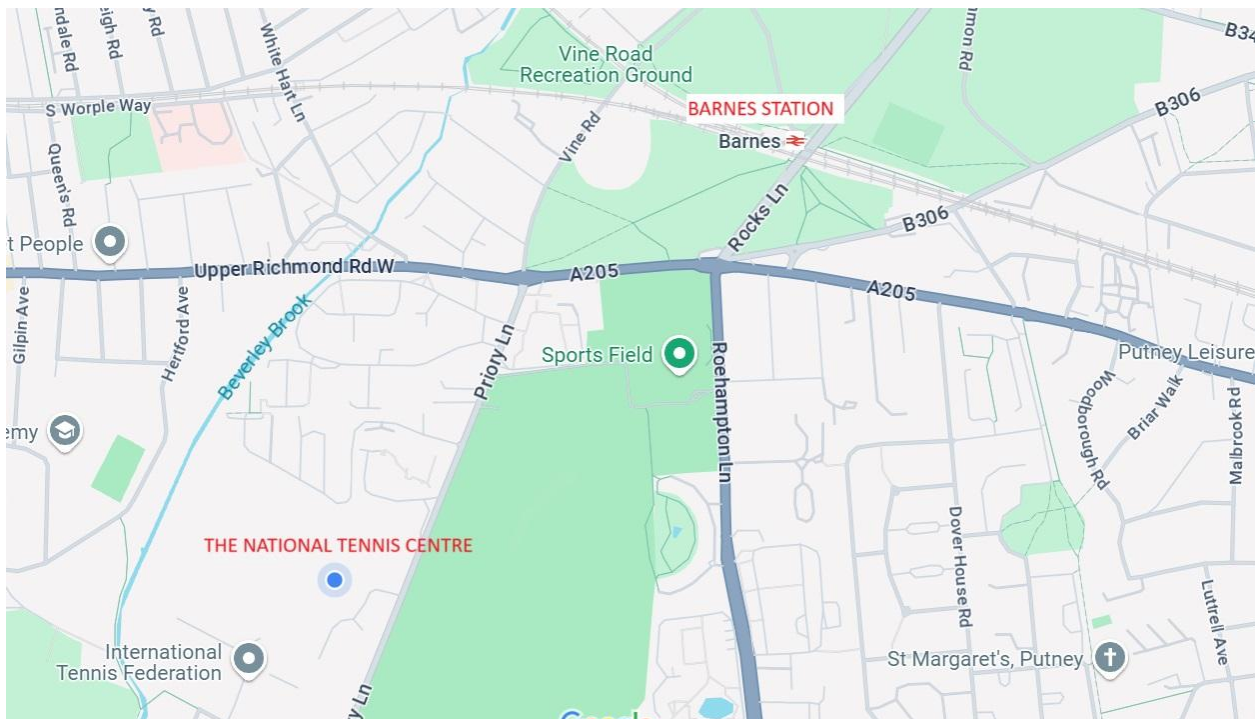
Text your booking: 07501 085 185

WhatsApp your booking: 07785 466751

Email your booking: booking@barnescarsltd.com

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)

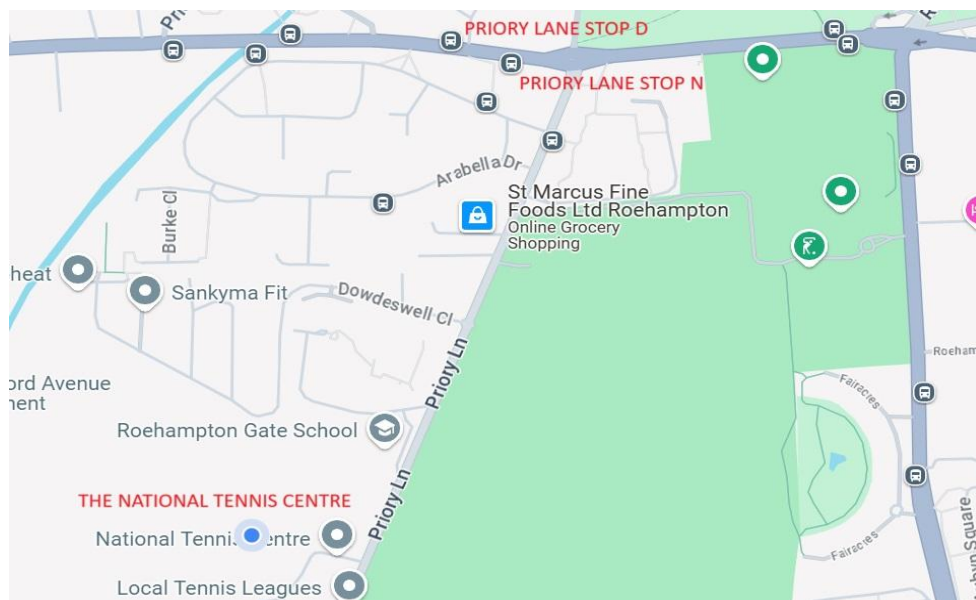
493 (Richmond)

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

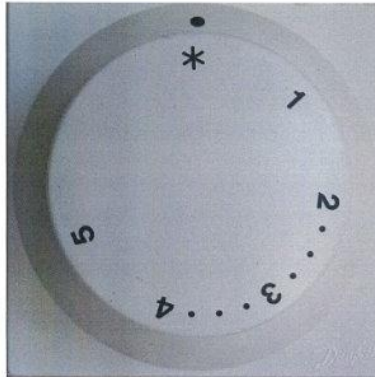
33 (Castelnau)

337 (Clapham Junction)

493 (Tooting, St George's Hospital)



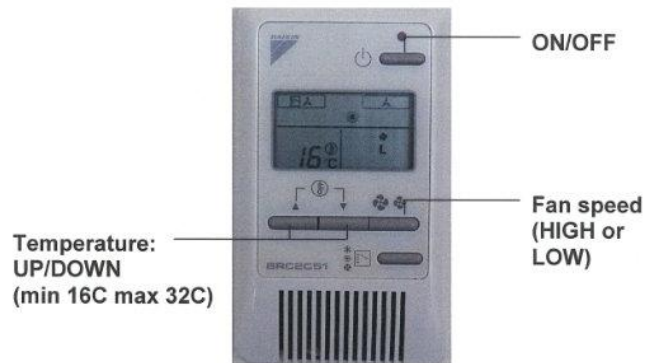
HEATING CONTROL



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

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

Hare and Tortoise (Japanese) - Upper Richmond Rd

Base Face Pizza (Pizza Only) - Barnes

Forty-Four (Modern European) - Sheen Lane

Take Away/Delivery

Al Forno's (Italian)

Hare and Tortoise (Japanese)

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 TVs located in rooms 1-6 on the lower floor of the accommodation wing.

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: We have installed an HDMI lead behind the screen (left hand side) 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 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.

Refrigerant Gas Alarms

Each room is fitted with a refrigerant gas alarm, located under the desk. 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 (location of the activity), who (description), 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. 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 bedrooms 1-6, 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.