

WELCOME TO THE LEXUS SURBITON TROPHY

On behalf of everyone at Surbiton Racket & Fitness Club and the LTA, we are so pleased to welcome you to the Lexus Surbiton Trophy.

I'm excited to be returning as Tournament Director and to build on the success of last year's event with you all. Everyone involved with the Lexus Surbiton Trophy is proud to have some of the best tennis players in the world starting their grass court season here on these outstanding courts.

Over the years this event has built a wonderful network of people who put on a really special week for the players and fans. This is only made possible when all volunteers, ground staff, officials, ball crew, security, cleaners, caterers and contractors work together. Your hard work is so appreciated and all of you play such a huge role in making this tournament a success. For all your commitment to the event we'd just like to say a massive thank you and we hope you have a fantastic week.

This handbook provides you with a guide to the event and guidance on what it will be like to be a part of our team. It has been written to help you understand more about the tournament and to provide answers to queries you may come across. Please read it carefully and ask your supervisor or manager if you have any questions.

We hope that you enjoy the experience of this amazing event and get the chance to enjoy some of the tennis on offer across the grounds. If I can be of any assistance during the event, please don't hesitate to contact me or Lauren Beech.

All the very best,

Phil Davies
Tournament Director

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ABOUT SURBITON RACKET & FITNESS CLUB

Welcome to Surbiton Racket & Fitness Club, one of the oldest tennis clubs in the country. Established in 1881, we have a rich and interesting history.

With approximately 1,500 members.

FACILITIES

11 World Class Grass Courts

•

5 Hard Courts

•

3 Clay Courts

•

2 Padel & 1 Mini Tennis Courts

•

4 Squash Courts

•

Well Equipped Gym

•

Treatment Room with Physio
Fitness Studio & Classes

•

Personal Training

•

Lockers, Changing Rooms, Saunas & Showers

•

Licensed Bar with Hot & Cold Food & Drink

•

Live Sports

ABOUT THE SURBITON TROPHY

The **Surbiton Trophy** is a tennis tournament for male and female professional players played on grass courts. The event was held annually in Surbiton, England, from 1997 through 2008 as part of the ATP Challenger Series and ITF Women's Circuit. In 2009, it was replaced by the Aegon Trophy in Nottingham. In 2015, the event resumed on both the ATP Challenger Tour and ITF Women's Circuit.


The tournament was not held in 2020 and 2021 because of the COVID-19 pandemic, but returned in 2022.

Jim Thomas is the doubles record holder with four titles, while Kristina Brandi is the singles record holder with three titles, including back to back wins.

As of 2022, no player has won both the singles and doubles titles in the same year.

Both the Mens and Ladies events were originally known as the Surrey Grass Court Championships which started in 1890.




PAST WINNERS




ROLL OF HONOUR - WOMEN **SURBITON** **ROLL OF HONOUR - WOMEN**

— TROPHY —

| | | | | |
|---|-------------------------|---------------------------|---------------------------|---------------------------------|
| 1946 K. Menzies | 1956 A. Gibson | 1967 L. Abbes | 1978 E. Cawley | 2005 K. Brandi |
| 1947 K. Menzies | 1957 A. Gibson | 1968 J. Tegart | 1979 C. Doerner | 2006 K. Brandi |
| 1948 P. Curry / J. Walker-Smith | 1958 A. Gibson | 1969 P. Curtis | 1981 B. Nagelsen | 2007 B. Schultz-McCarthy |
| 1949 P. Todd | 1959 S. Moore | 1970 A. Jones | 1997 T. Tanasugarn | 2008 M. Erakovic |
| 1950 J. Walker-Smith | 1960 A. Mortimer | 1971 J. Dalton | 1998 A. Cochetoux | 2015 V. Diatchenko |
| 1951 H. Fletcher | 1961 D. Catt | 1972 G. Williams | 1999 T. Tanasugarn | 2016 M. Melnikova |
| 1952 M. Connolly | 1962 A. Mortimer | 1973 W. Turnbull | 2000 L. Latimer | 2017 M. Rybarikova |
| 1953 P. Ward | 1963 D. Catt | 1974 S. Barker | 2001 R. Fujiwara | 2018 A. Riske |
| 1954 D. Hart / S. Fry | 1964 P. Jones | 1975 G. Stevens | 2002 J. Lee | 2019 A. Riske |
| 1955 J. Deloford | 1965 C. Truman | 1976 S. Hole | 2003 K. Brandi | 2022 A. Van Uytvanck |
| | 1966 W. Shaw | 1977 K. Wooldridge | 2004 A. Morigami | 2023 Y. Wickmayer |





LEXUS
SURBITON
— TROPHY —


ROLL OF HONOUR - MEN

ROLL OF HONOUR - MEN

| | | | | |
|---------------------------------------|---------------------------|---------------------------|----------------------------|--------------------------|
| 1946 A. Van Swol | 1956 I. Vermaak | 1967 R. Taylor | 1978 D. Lloyd | 2005 D. Bracciali |
| 1947 C. Lister | 1957 R. Becker | 1968 K. Wooldridge | 1979 V. Amaya | 2006 M. Fish |
| 1948 G. Paish / J. Bromwich | 1958 R. Becker | 1969 G. Battrick | 1980 B. Gottfried | 2007 J. Tsonga |
| 1949 C. Spychala | 1959 M. Davis | 1970 R. Maud | 1997 J. Stoltenberg | 2008 F. Dancevic |
| 1950 M. Nath | 1960 R. Becker | 1971 A. Amritraj | 1998 G. Pozzi | 2015 M. Ebden |
| 1951 C. Spychala | 1961 M. Mulligan | 1972 P. Lall | 1999 S. Sargsian | 2016 Y. Lu |
| 1952 I. Ayre | 1962 M. Mulligan | 1973 O. Davidson | 2000 W. Arthurs | 2017 Y. Sugita |
| 1953 G. Worthington | 1963 R. Taylor | 1974 R. Giltinan | 2001 T. Dent | 2018 J. Chardy |
| 1954 J. Barry / A. Segal | 1964 D. Phillips | 1975 P. McNamara | 2002 J. Morrison | 2019 D. Evans |
| 1955 M. Anderson | 1965 J. Lundquist | 1976 N. Phillips | 2003 W. Moodie | 2022 J. Thompson |
| | 1966 K. Wooldridge | 1977 P. Lawler | 2004 K. Beck | 2023 A. Murray |







DRAW SIZES

ITF W100

Singles draw: 32 players

Doubles draw: 16 pairs

Qualifying draw: 32 players

There is no qualifying for doubles

ATP Challenger

Singles draw: 32 players

Doubles draw: 16 pairs

Qualifying draw: 24 players

There is no qualifying for doubles

ORDER OF PLAY AND RESULTS



A yellow graphic with a white QR code in the center. The background features white lines suggesting a tennis court. At the top left is the Lexus logo and the text 'LEXUS SURBITON — TROPHY —'. At the top right are the 'CHALLENGER TOUR' logo and the 'World Tennis Tour W100 Surbiton' logo. At the bottom right is the 'LTA TENNIS FOR BRITAIN' logo.

LEXUS
SURBITON
— TROPHY —

CHALLENGER
TOUR

World Tennis Tour
W100 Surbiton

ORDER OF PLAY
AND RESULTS



LTA TENNIS
FOR BRITAIN

PUBLIC TRANSPORT

TRANSPORT

- Journey planners for all transport can be found here:
www.tfl.gov.uk/plan-a-journey.
- The Club is on the Berrylands – A 10-minute walk from Surbiton Train Station.
- Information on journeys and ticket prices can be found here:
www.tfl.gov.uk

TICKETS

There are up to 9 wheelchair spaces available on Centre Court and all have a carer's seat adjacent.

Wheelchair users will be charged the full category 2 price for their ticket and their carer will be free of charge.

These wheelchair spaces must be booked over the phone rather than online or can be bought in person at the on-site Box Office.

PARKING

There is no on-site parking at the venue so you are encouraged to use public transport.

If you do need to use a car there is free on street parking from 45 Berrylands upwards from the junction of Regent Road. Regent Road and The Ridge also offer free on street parking.

AMENITIES

Accessible toilets are available for spectators and are located at the west of Centre Court/southwest of the site next to the clubhouse.

OPENING TIMES

Gates open 1 hour before play is scheduled to commence.

TICKET INFORMATION

There is one entrance to the grounds.

All persons entering the grounds must be in possession of a valid ticket or accreditation pass. There are no exceptions to this rule and all queries should be referred to security in the first instance.

Volunteers are not expected to manage the access of staff or players onto the grounds. This is the role of the security officers. Volunteers positioned on the ticket check point will scan tickets and check the details are correct on each ticket.

Non ticket holders should be directed to the box office to buy tickets.

All volunteers, staff, players, and spectators will be asked to comply with a bag & person search on entry to the grounds.

All staff and volunteers must ensure that they are not bringing anything into the grounds that contravenes the Conditions of Entry. The Conditions of Entry can be found online at <https://www.lta.org.uk/fan-zone/ticketing-information/ticket-terms-and-conditions/> and onsite at the entrances to the grounds.

PROHIBITED ITEMS

The following items are prohibited from the grounds.

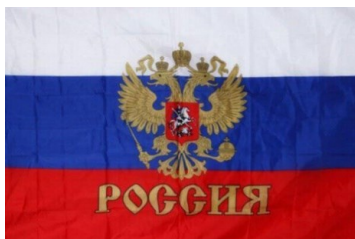
- Any item which may be interpreted as a potential weapon, including sharp or pointed objects (e.g., knives, large corkscrews), pyrotechnics and 'personal protection' sprays.
- Bags larger than 16" x 12" x 12" (40cm x 30cm x 30cm);
- Large flags (max. 60cm or 23 inches) banners, rattles, klaxons, oversized hats, or any items causing an obstruction or nuisance; and all promotional, commercial, political, or religious items of whatever nature, including but not limited to banners, signs, symbols, marketing materials and leaflets (unless expressly authorised by the LTA).

Visitors in possession of prohibited items may be refused entry or ejected from the grounds. Prohibited items will be handed to security officers for disposal.

Communication Instructions to staff:

FLAGS: "In line with our event policy, flags from Russia and Belarus are not permitted on site"

T-SHIRTS: "In line with our event policy, your t-shirt is not permitted onsite"



CONIDITIONS OF ENTRY



EXPECTATIONS

As part of the large team we have onsite, you play a crucial role not only in delivering the operations of the tournament but also as an ambassador for the LTA and its partners, the ITF, ATP, and Kingston Council.

It is therefore vital that you represent a positive and enthusiastic image of the event and the opportunity it provides for yourself, spectators, and the players. We have high expectations of ourselves and of you; we expect these to be met at all times.

Please ensure that you follow best practice and take ownership of your own working area, to work well within your team and under direction from your individual manager, but also to remember to enjoy your time and make the most of the opportunity to work at a fantastic sporting event.

THE VOLUNTEER TEAM

All volunteers have been trained on how to carry out the following roles and are rotated round so that they will experience as many different roles as possible.

Team leaders, volunteer coordinators and the volunteer manager carry radios and are contactable via channel 6.

THE VOLUNTEER TEAM

Centre Court Volunteer

Centre Court volunteers ensure the safe entry and exit of spectators from the stands, at the appropriate times during a match and that they are in possession of a valid centre court ticket.

They are responsible for ensuring that people in the stands are respectful of both the players on court and other spectators.

They also assist with the daily security checks for possible abandoned bags or other items and will monitor and report any slip & trip hazards as well as ensuring spectators are sitting in the correct seats under the social distancing seating plan (seats not in use will be tied/wrapped).

Match Court Volunteer

Match court volunteers are present around the un-ticketed courts, ensuring that the levels of noise and movement are kept to an appropriate level, that spectators have a valid Grounds Pass to access this area and that they are sitting in the correct seats under the social distancing seating plan (seats not in use will be tied/wrapped).

Ticket Checkers

Ticket Checkers will scan spectator tickets as they enter the venue, ensuring they have a valid digital ticket for that day's play. They are also expected to manage crowd flow so that queues are kept to a minimum. They work in tandem with the box office staff from The Ticket Factory.

ANTI CORRUPTION

No credential holder or spectator may:

- (a) continually collect, disseminate, transmit, publish or release from the Venue any match scores or related statistical data during match play (from the commencement of a match through its conclusion for any commercial, betting or gambling purpose);
- (b) film, photograph, broadcast, stream, publish, transmit and/or otherwise offer to the public (or assist any third party in offering to the public), on a live or on a delayed basis, in whole or in part, and whether on a free basis or subject to payment, any sound recording, photograph, video footage, motion picture, film and/or other audio-visual content captured by any means whatsoever at the Venue (except as is allowed in the Tournament Accreditation Policy).

The continual use of laptop computers or other handheld electronic devices within the confines (spectator area) of the tournament match courts is prohibited.

The exception to this provision is properly credentialed media, tournament vendors and tournament staff when used in the performance of their duties.

DISABILITY DISCRIMINATION ACT

If you have a disability as defined under the Disability Discrimination Act, you are not obliged to reveal details of that disability to us.

However, the Act places a duty on us to make reasonable adjustments if your disability has a substantial effect on your ability to do the work.

You may, therefore, wish to inform us about your disability so that we can work with you to make any reasonable adjustments to ensure that you have the best possible experience.

WEATHER AFFECTED EVENTS

If, due to unfavourable weather conditions, there is a delay or cancellation of play spectators will be kept updated with information displayed around the venue.

If there is less than 60 non-consecutive minutes of play on the court to which a spectator's ticket gives access, they may claim a refund to the full-face value of the ticket in the form of a credit to their TP account. This credit will remain on their TP account for a period of up to 3 years from the date of the refund and may be used towards payment for any future purchase of tickets to LTA events.

If there is between 60 and 120 non-consecutive minutes of play on the court to which a spectator's ticket gives access, they may claim a refund to 50% of the ticket in the form of a credit to their TP Account. This credit will remain on their TP account for a period of up to 3 years from the date of the refund and may be used towards payment for any future purchase of tickets to LTA events.

Should either of the above circumstances eventuate, spectators will be contacted via email.

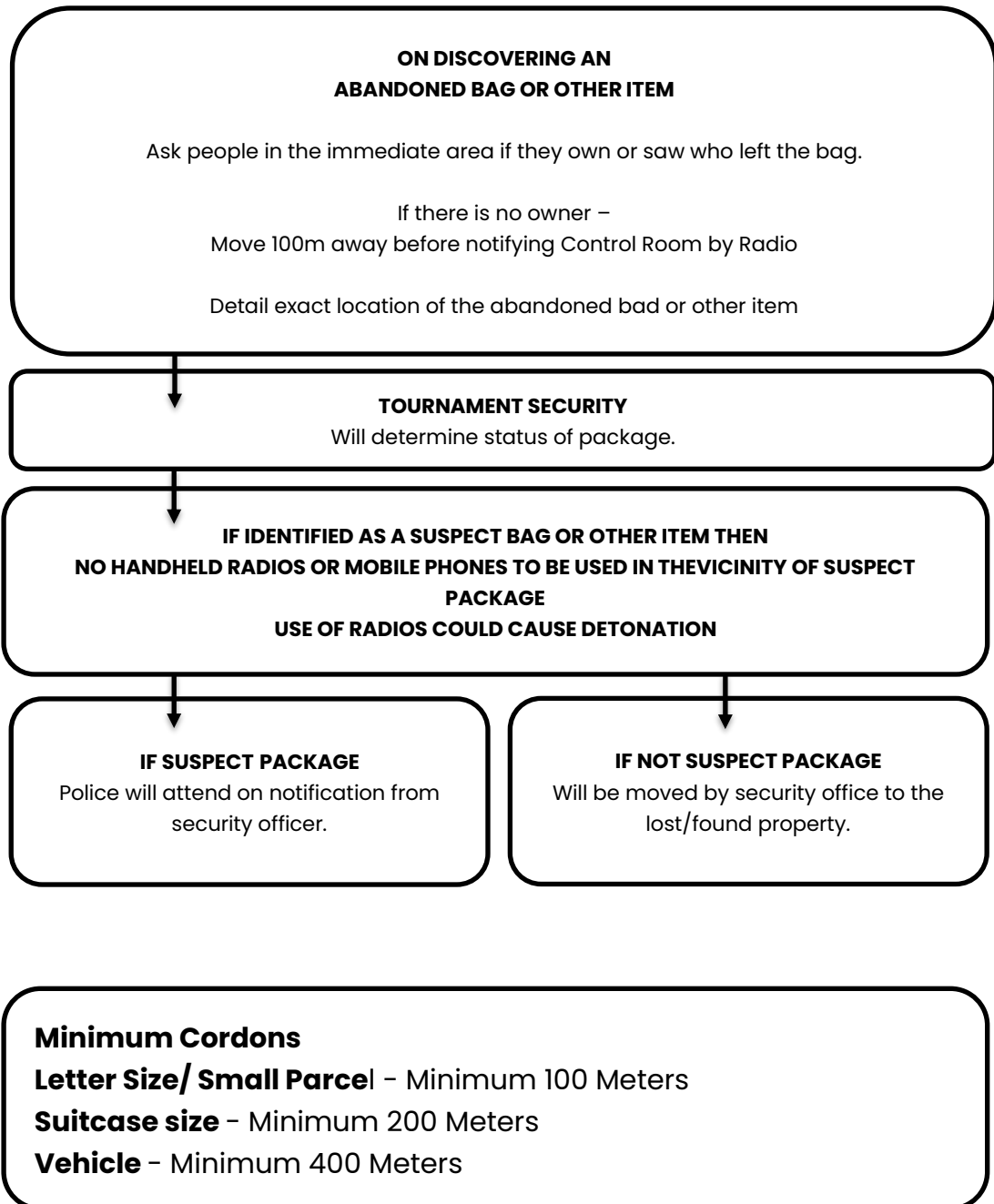
ABANDONED/ SUSPECT PACKAGE

When identifying an abandoned bag or other item consider Is the object.

Hidden -Deliberately hidden, not just lost?

Obvious -Suspicious

Typical - for what it should be or likely to beat this event?



CONFLICT MANAGEMENT

If you are faced with a conflict situation, such as a complaining Spectator, the following actions will help you manage the situation in a positive way.

- Try to understand their concerns and use open questions to gather missing information
- Listen actively & show empathy

Use PALMS

Position

- Think about your position in relation to the other person

Attitude

- Be positive and helpful
- Look and Listen

Make Space

- Consider personal space for both you and the customer

Stance

- Relaxed posture
- Be respectful towards Spectators and their personal space & avoid getting emotionally involved or raising your voice.

EVACUATION PROCEDURE

Incident occurs and is communicated to Event Control via nearest radio holder on **Channel 1 or 16**

Event control determines the required response to incident.

Event controls determines evacuation procedure is necessary.

Event controls Alerts ALL event personal.
Security will be deployed to exit points and will stand by for public departure.
Volunteer workforce will maintain their positions.

As soon as practicable, public announcements will be made using available PA systems & loud hailers advising the site has been close and people should leave the site.

Volunteer workforces leave their post and become a member of public to exit site.

When given instruction, Security staff to direct customers to the nearest exit.

The decision to re-enter site will be determined by Tournament Director and all appropriate event team personal.

If re-entry is permitted security and volunteers will re-take their positions prior to spectators being re-admitted. Re-entry shall be permitted for spectators showing their de-stubbed ticket / digital ticket.

LOST ITEM

Person reports a lost item to workforce.
Person is directed to Information Point.

Information Point checks lost & found records for a report of the same item registered as found.

Matched

- Ask person to describe the item in detail before confirmation of the match is given.
- If item has identification, request identification & cross check.
- If satisfied, check location of item and reunite with owner.
- Mark item as Reunited on the found record. Ensure owner provides signature for indemnity purposes.

Not Matched

- Create a lost item report.
- Instruct individual to return at a later time.
- Provide contact details to Customer Support team.
- Inform individual that they can also contact the police as a secondary measure.
- If items are considered sensitive (Bank Cards, Passports) suggest person contact the relevant issuing body.

FOUND ITEM

Person reports a found item to workforce.
Person is directed to Information Point.

Person approaches Information Point
and hands over item.

Information Point checks lost & found records for
a report of the same item registered as found.

Not Matched

- Create a lost item report.
- Place item in secure lost property location and attached report reference number.
- For high value items contact Event Manger to arrange for item to be kept in a secured, lockable location.
- For items with ID attempt to contact the owner by telephone or email where possible

Matched

Review lost item report contact information and attempt to contact owner via telephone.

If Successful:

Advise the potential owner that their item may have been found. Ask if the person is in the venue or returning to the venue in the near future.

If returning, ask person to attend the Information Point

If person has left the venue, arrange a time for person to collect the item.

If Unsuccessful:

If an email has been provided attempt to contact via email
Continue to hold item in secure lost property location.

RADIO COMMUNICATION

Using a Radio, it's important to make sure everybody is on the same page when communicating over radio, familiarise yourself with the following terminology and what it means to ensure information can be transferred quickly and clearly.

This is - Who is making the call.

Over - I'm finished, you can talk now.

Out - I'm ending the radio conversation.

Say Again - Repeat your last transmission, I did not understand.

Message Received - I understand.

Disregard - Ignore my last message.

Affirmative - Approval granted/Yes.

Negative - No.

Go Ahead - Start your message.

| | | | | |
|--------------|-------------|--------------|---------------|-------------|
| A Alpha | B Bravo | C Charlie | D Delta | E Echo |
| F Foxtrot | G Golf | H Hotel | I India | J Juliet |
| K Kilo | L Lima | M Mike | N November | O Oscar |
| P Papa | Q Quebec | R Romeo | S Sierra | T Tango |
| U Uniform | V Victor | W Whiskey | X X-Ray | Y Yankee |
| Z Zulu | | | | |

REPORTING A PROBLEM

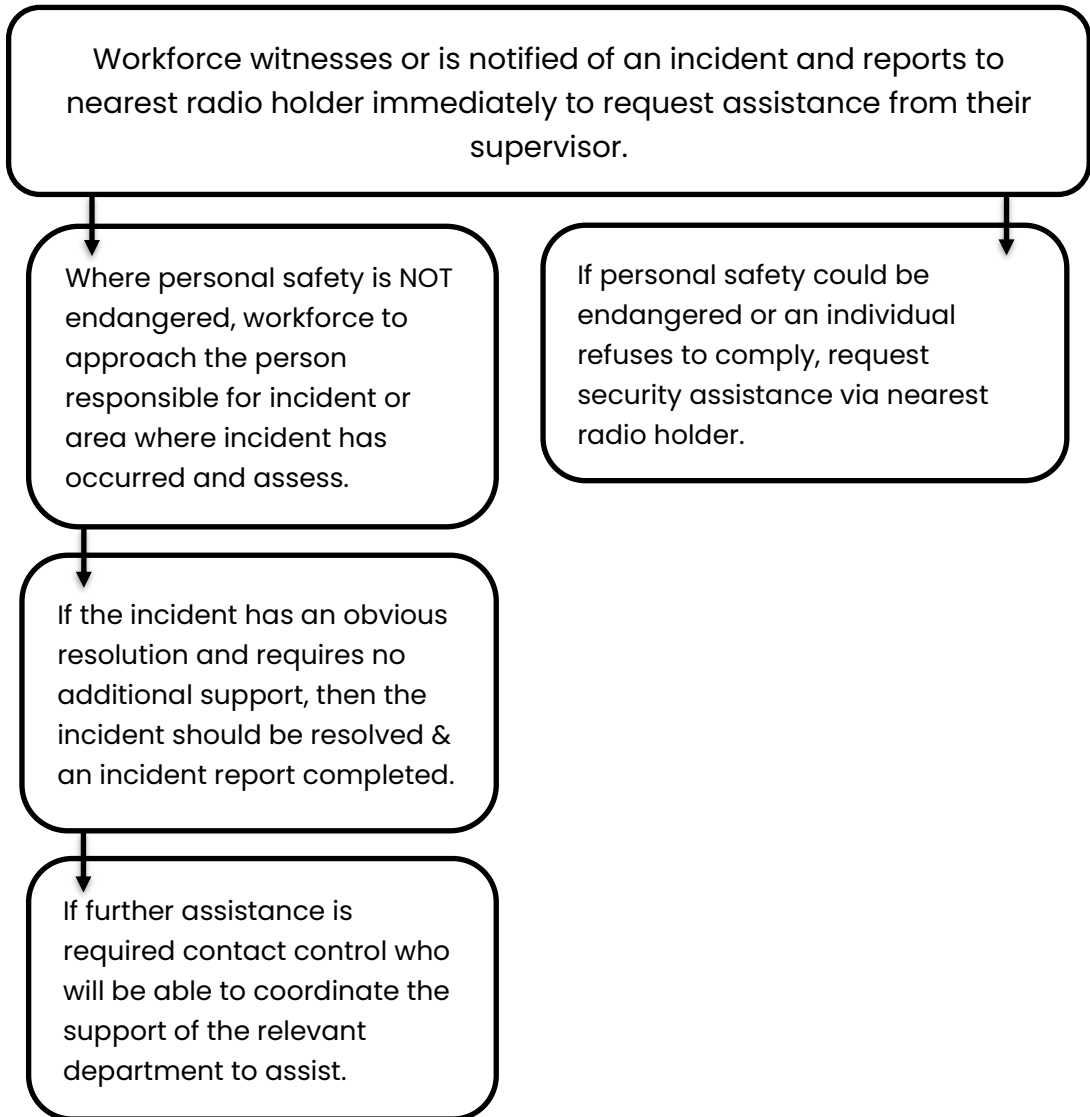
As a volunteer or member of staff you have a very important role to play as a set of eyes and ears to help keep the tournament safe for everyone.

Part of your role is ensuring that anything you see or hear that is broken or needs attention is reported. This could be a damaged seat, loose steps, wobbly handrails etc.

If you see anything which needs reporting, from a minor hazard such as those above, to a major incident such as a spectator being taken ill or an abandoned package being found, then you must report this to the **EVENT CONTROL**.

- Anyone with a radio can do this by turning to **Channel 1 or 16** and giving the information to the security controller.
- It is vital that you say your name, your radio channel /group (volunteers/ ground staff etc.), your location, and detail the incident.
- You must do this before alerting anyone else.
- Once you have provided this information the Security Controller will ask you to return to your channel.
- The Security Controller will then ensure that all relevant tournament personnel are aware of the incident and that the required response occurs.
- This also ensures that all incidents on site during the event are logged correctly.

REPORTING AN INCIDENT



PROTESTORS OR DEMONSTRATORS

If a volunteer or member of staff discovers any protest taking place or likely to take place, they should ask a contact control via the nearest radio holder who will coordinate support from the relevant departments.

COURT INCURSIONS

All Stewards, Marshalls and Volunteers positioned in seating areas will monitor spectator behaviour and remain vigilant throughout competition, reporting any suspicious activity within the seating area to their supervisor or Team Leader.

Supervisors and Team Leaders to report suspicious behaviour to the control room who will request a mobile response team to investigate.

The Chair Umpire will halt competition (if necessary), to ensure the safety of players, and notify the Tour Supervisor via radio.

If the damage or court incursion results in a delay in play, Tour Supervisor to decide if players should leave the court and will make judgement on when play will resume.

If competition was stopped, Tour Supervisor to return players to the court and instruct play to resume.

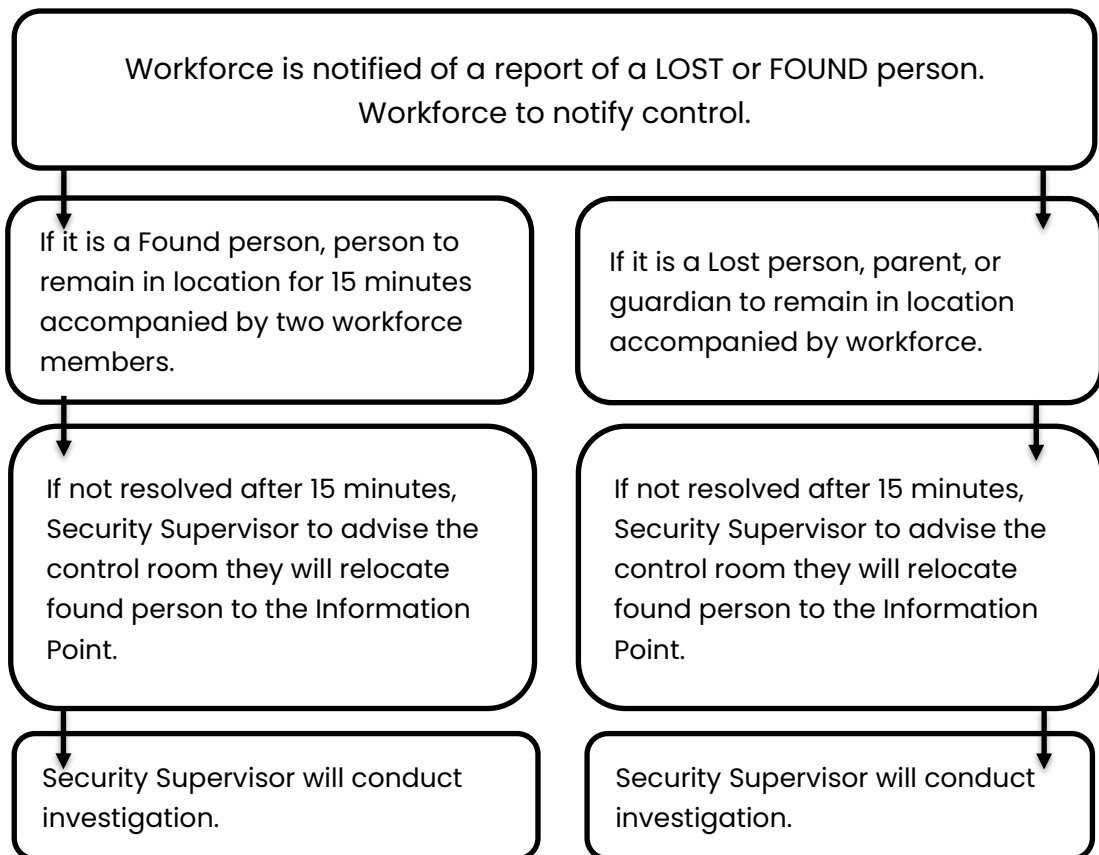
When considered safe to do so, Tournament Director to direct any additional security resource in the seating area or court boundary to return to their original positions.

LOST CHILD OR VULNERABLE PERSON

Lost Child / Adult-at-risk - A lost person may approach a volunteer or a member of staff. If approached, you should stay with the person and take them to the Lost Person's point which is the Information Stand.

The tournament team will be informed about the lost person and the means of verifying that the person collecting them is who they say they are.

A similar procedure should be followed when an adult reports a lost person, with particular and immediate instruction and a description of the person given to the tournament team who will inform security officers at all gates.



RESPONDING TO A CONCERN

If someone is telling you about a concern, they have:

- Listen carefully and calmly. A reaction of shock or disbelief could cause the person to close and stop talking.
- Reassure them that they have done the right thing. What they have told you is very important. Let them know it is not their fault and they are not to blame.
- Say you will take them seriously. Children and adults at risk might not disclose abuse out of fear they won't be believed.
- Avoid questioning where possible, and never ask leading questions.
- Tell them what you will do next. Do not promise to keep anything secret. Let them know that you will need to speak to someone who will be able to help.
- Do not investigate. Do not attempt to question the alleged abuser or conduct any form of investigation, as this may jeopardise the police investigation and put yourself and/or others at risk.

Record your Concern

- Record the concern. Write down what happened as soon as possible, in as much detail as possible.
- If you would like advice, please contact the LTA Safeguarding Team (safeguarding@lta.org.uk)

Report your Concern

- Report the concern to Event Control who will log it and contact the LTA Safeguarding Team and appropriate authorities.
- Complete a formal report
<https://safeguardingconcern.lta.org.uk/>