



**/ TENNIS CAMPS /**

**Experience a summer training  
and competing in London.**

**Welcome Manual**

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## / INTRODUCTION /

**Welcome aboard!**  
**Thank you for booking with**  
**Ace Tennis Camps.**

## / THE VENUE /

**Venue Address:**  
**Queenswood School**  
**Sheperds Way**  
**Brookmans Park**  
**Hatfield**  
**AL9 6NS**

**Course Director Contact Info:**  
**Christopher Osborne**  
**Email: [cjo@acetennis.co.uk](mailto:cjo@acetennis.co.uk)**  
**Mobile: +44 (0) 844 870 6306**

If you need to contact your son/daughter urgently, please contact the Director by email or phone. The Director will then immediately contact your child and provide them the means to make contact.



## / ARRIVALS & DEPARTURES /

### Registration Times

Sunday 7 July  
15:00 - 17:00

Sunday 14 July  
15:00 - 17:00

Sunday 21 July  
15:00 - 17:00

Sunday 28 July  
15:00 - 17:00

### Pick-up Times

Saturday 13 July  
15:00 - 17:00

Saturday 20 July  
15:00 - 17:00

Saturday 27 July  
15:00 - 17:00

Saturday 3 August  
15:00 - 17:00

### International Students

Please ensure all flight information and travel plans for international students have been received by the Ace Office.

International students will arrive and depart in accordance with flight times.

### Non-residential Students

Non-residential students should arrive at 9 am every day and be collected at 6 pm. Students will be provided with lunch. With prior notice to the Course Director, participation to the evening activities is allowed. Each day can be extended with prior notice to the Course Director to participate in evening activities.

Non-residential students are welcome to meet with everybody and see the facilities on the Sunday before camp start, otherwise, they can arrive at 9:00am Monday morning for the first day of camp.

**We welcome parents to arrive in the morning and watch the final training session each Saturday before departure from the Camp.**

## / WHAT TO EXPECT ON YOUR FIRST DAY /

### Registration

Registration will include a chance for parents and students to meet all members of staff, unpack and explore the campus as well as meet other students.

During registration, you will also be able to make a deposit at the "Camp Bank" (see below for section on Camp Bank").

Every effort will have been made to secure the room requirement that each participant has requested.

### First Evening

Dinner on the first evening will take place at 6 pm for all students.

An informal tennis session will take place between 7.30pm and 8.30pm to allow the Ace Tennis team to view the individual playing ability to each student in a comfortable environment.

At 8.45 pm, we will hold a brief welcome meeting in the main hall of the venue, which will cover the overview of the week as well as rules for an enjoyable and SAFE time at Ace Tennis Camps.

Non-residential students are welcome to attend between 7:30pm and 8:30pm for the assessment tennis session. Attendance of the welcome meeting is not required as the focus is on the residential part of the tennis camps.

## / WHAT TO BRING /

Below you can find suggestions on what you should be bringing to the camps. We would encourage that you are ready for London weather – which may have cool / rainy days.

- Proper tennis shoes are essential with good treat. We recommend that students break in the shoes prior to the start of the camp – we will be spending quite a bit of time on court!
- 3 pairs of shorts / 4 t-shirts at a minimum
- Warm-up top
- Appropriate number of socks
- Casual attire for evening activities, including a sweater / light jacket
- Tennis rackets (See Pro Shop regarding stringing services)
- Water bottle
- Hand towel / shower towel (please note that bedding and pillows will be provided)
- Tennis hat / sunglasses / sun screen
- Any required medication needs to have an associated consent form, which should be delivered at registration and should be kept in the secure medical area of the camp office.

Students staying for two weeks will have a laundry service at the end of the first week (included in the fees).

## **/ VALUABLES & TRAVEL DOCUMENTS /**

International students will be required to hand in their passports and travel documents to staff for safeguarding during their stay at the Camp. They will be stored safely in a safe. Pupils may bring laptops, Ipads, mobile phones or other valuables at their own risk. Phones must be kept in the rooms during the day, while activities are taking place.

## **/ CAMP BANK /**

Students may wish to bring a small amount of money with them for gifts and equipment purchases. During the registration day, pupils will be able to deposit their funds with the Camp bank for safeguarding and will have the option to make a withdrawal each evening before our scheduled activity. We recommend about £50-£150 per week. As a reminder, Ace Tennis is a fully inclusive camp, so this is optional and at your discretion.

## **/ PRO SHOP /**

There will be an Ace Tennis Pro Shop on campus, which includes equipment provided by one of our sponsors, Head. Pro Shop will be open at selected times for the students to visit. The following additional services will be offered for a fee:

- Restringing services with Head string or player's own string
- Head clothing items
- Demo rackets of the latest ranges
- Accessories for sale including grips, water bottles, caps and sports drinks

## **/ FOOD & ALLERGIES /**

If any child has any allergies or food preferences, please let the Ace Tennis office know by email two weeks before the start of the camp date, if you did not record this information on the registration form.

# / A TYPICAL TRAINING WEEK /

Depending on the weather, we may need to adjust timing of certain activities.

london	sun	mon	tue	wed	thu	fri	sat
9.00		warm up	warm up	warm up	warm up	warm up	warm up
10.00		tennis drills	tennis technical	tennis tactical situations	tennis drills	tennis analysis	tennis competitive games
11.00		tennis drills	tennis technical	tennis tactical situations	tennis drills	tennis analysis	tennis competitive games
12.00		tennis drills	tennis technical	tennis tactical situations	tennis drills	tennis analysis	tennis competitive games
13.00		lunch	lunch	lunch	lunch	lunch	lunch*
14.00		rest / language lessons	rest / language lessons	rest / language lessons	Wimbledon	rest / language lessons	London*
15.00	check in	match play	tennis mental skills	Team Cup	Wimbledon	tennis doubles strategy	London*
16.00	check in	match play	tennis mental skills	Team Cup	Wimbledon	tennis doubles strategy	London*
17.00		match play	tennis mental skills	Team Cup	Wimbledon	tennis doubles strategy	London*
18.00	dinner	dinner	dinner	dinner	dinner	dinner	dinner*
19.00	tennis welcome	yoga	mindfulness	cinema	tennis cardio	stretching	
20.00	tennis welcome	activity	activity		tennis cardio	activity	
21.00							
22.00							*two week students only



## / ACCIDENT & EMERGENCY POLICY /

All accidents and emergencies will be dealt with as a matter of importance and with the utmost care. We will record details of all accidents that occur, the staff member dealing with the accident, a Manager, and the child's parent or guardian will sign these records. We will notify the Early Years Inspector of any serious incidents to any child in our care or adult on our premises. We will report all incidents to the authorities as recommended under RIDDOR.

At the beginning of each week, ACE Tennis Camps staff will be briefed on the following procedures:

### Minor accidents

- For minor accidents, such as minor bruising or cuts, the first aider will treat the wound with water, ice, plasters and/or bandages (plasters may be used, providing the child has no allergies.)
- Staff at the day camps are not permitted to apply antiseptic or antihistamine creams, sprays, lotions without consent by parent/guardian. At the residential camp, first aid trained staff will be permitted to apply these items.

### Major accidents

- In the event of all major accidents and emergencies, all staff must follow the emergency action plan:  
For a major accident, such a broken bone, dislocation or a severe cut, call the first aider to assess the situation and apply the appropriate first aid, while comforting the patient.
- The emergency services must be called immediately and the Ace Tennis Camps Manager and Director must be informed.
- The child's parent/guardian must be contact and arrangements must be made to meet them at the Hospital.

# / ACCIDENT & EMERGENCY POLICY /

In case of a major accident, we are aware that the rest of the group will need some reassurance. The staff will explain to the rest of the students that an incident has taken place and provide information at a high level as appropriate. We understand that under such circumstances, some children may feel distressed and may need extra care, and it is the responsibility of all staff to look out for this.

## First Aid

Good practice reflects an awareness of the need to treat each child under our supervision with care and consideration.

- Trained first aid personnel will be always present with a minimum ratio of one first aider per one hundred children (in accordance with Health & Safety Executive guidelines).
- First Aiders will be easily recognisable to others by a red cross on their name badge or a white sticker which must be always worn.
- There shall be always at least two First Aid kits on site, depending on the size of the camp. They will be stocked according to Health and Safety executive guidelines. Kits will not contain medication. All First Aid kits must be checked each week and the contents replaced regularly.

## Travel Safety

Excursions at Ace Tennis Camps are always fun but safe. During excursions the students will have lanyards with emergency contact information included. Students are put into small groups with a group supervisor who will be present throughout the excursion. Every effort is made to make travel and excursions as safe and comfortable for the students.

- Minimise risks for children on the trips
- Do our best to minimise the impact from our children on the public
- Visit the site prior to the trip to conduct a Risk Assessment and assess it for suitability.

## Sun Exposure & Protection

We acknowledge the risks of the sun and will do our best to minimise the effects on the students under our care. It is important to ensure that children and staff take the following precautions:

- Where possible keep out of the sun when it is at its strongest. Use the shade of trees and buildings.
- Cover up. Parents/guardians must be reminded to dress their children appropriately.
- Children should be kept out of the midday sun, if possible, long sleeves are preferable and hats are essential for children taking part in outdoor activities (these should be provided by the parents/guardians)

## / POLICIES & PROCEDURES /

Please click on the links below for our Policies and Procedures:

- Terms and Conditions of Ace Tennis Camps:

[Click Here](#)

- Privacy Policy:

[Click Here](#)

- Child Protection Policy:

[Click Here](#)