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INTRODUCTION

The on-line survey for the 2023 TIA UK Tennis Club Business Report was launched in August. This is the fourth report in a series starting in 2019 - the 2021 report was not undertaken due to the pandemic.

The 2023 report compiles data from 35 single site tennis clubs that represent a combined total of around 30,000 tennis players.

All responses were treated equally in the analysis.

- The aim of the annual survey is to gather data to assess the economic health of the 'larger' tennis clubs in Great Britain and to identify challenges in their operations
- The results focus on business factors that can impact on sustainability and growth of tennis within clubs
- The measurement becomes more powerful over time with the more clubs participating providing site specific data
- These annual surveys help TIA UK, together with the LTA, to shape the support offered to tennis clubs in an increasingly challenging environment for sports clubs

In terms of LTA registered tennis clubs, approximately 18% in England, Wales and Scotland have more than 8 tennis courts. The LTA classifies clubs and venues with more than 8 courts as 'large'.

LTA data indicates that there are 2489 LTA registered clubs/venues, excluding school and park locations. Of this figure 19% have 8 or more tennis courts located as follows:

•	London / South East	142	•	North	85
•	South / South West	56	•	Wales	16
•	Central / East	91	•	Scotland	29
	Midlands	65	•	Total	484

Source: LTA 2022/23

Please note that some figures in the report may not add to 100% due to rounding or clubs selecting multiple answers. All charts and graphs are accurate to the data collected from the participating clubs.

Background

The TIA UK Club Business Survey was launched on the 17th August, and was available for clubs to complete until the 16th October. The survey was built for the TIA UK by Sporting Insights (previously Sports Marketing Surveys) and it was available for completion through an online link. In total 35 responses were received.

In total, 37% of responding clubs had a total membership base (including juniors) of more than 1,000. A further 26% had 500-1000 members. Tennis accounted for more than 80% of the membership for 51% of responding clubs.

Membership

On average, 13.1% of members were identified as being new (joining within the last 12 months) and 84.7% were identified as being established in their membership. 10.3% were identified as potentially at risk of not renewing their membership.

Compared to the previous membership year, 32% of clubs identified that their membership has increased.

Revenue

Total turnover for the last financial year was **below £200,000** for **43**% of clubs, and **above £500,000** for **29**% of clubs. The majority of gross income was derived from membership fees (**58.7**% on average). Fees from Padel accounted for **1.1**% of gross income on average.

46% of clubs had increased their tennis fees by between **5**% and **10**% since the previous membership year. For **23**% of clubs, tennis fees had stayed the same and none of the clubs surveyed had decreased their tennis fees.

71% had or were planning to take measures to raise additional income for the club - mostly through sponsorship income, social activities, tennis operations or F&B sales.

Tennis Operations

In the last two years, the greatest growth areas for tennis activity were identified as adult tennis (57%) followed by group coaching (37%) and LTA Youth Tots tennis (29%).

71% identified that they did offer tennis courts to non-members on a 'pay and play' basis. For 56% of those who did make their courts available to non-members, this was for more than 30 hours a week.

49% were considering introducing Padel courts at their club and **14**% had already installed Padel courts. Although this is only 5 clubs, all 5 identified some kind of benefit from offering padel. For the majority this was an increase in overall membership at the club.

46% of responding clubs were considering Pickleball or had already introduced Pickleball at the club.

Coaching

The majority (80%) of coaches were self-employed and just two clubs employed all or most of their coaches. Most clubs delivered their coaching in-house (80%) and the Head Coach was generally responsible for coach recruitment at the club (71%).

Two thirds did not pay for tennis coaches to undertake appropriate professional development training, with the onus on coaches themselves to pay for this themselves.

Generally the Head Coach was responsible for developing and managing the coaching programme in conjunction with club administrators and there was a similar collaborative approach in evaluating its value and success.

Generally there was not a lot of outstanding debt on coaching fees, with 66% of responding clubs estimating that debt represented 0-5% less than expected income.

77% of clubs agreed that their club had an adequate number of coaches with the appropriate skills for the club's needs.

Facilities

Provided by more than half of responding clubs were: outdoor tennis (100%), changing facilities (91%), bar (80%), function room (74%), practice wall (66%), café or restaurant (60%), club shop (51%) and conference / meeting facilities (51%).

74% of responding clubs said they were planning to improve their facilities in the next 2-3 years, and a further **17**% said this was possible. Just **3**% actively identified that they would not be making any improvements during this time.

Court resurfacing, Padel courts and clubhouse improvements were the main types of works that were planned or envisaged.

The majority of clubs (54%) did online research to select a supplier for equipment, furniture, court maintenance items, etc. 51% identified that they would be interested in a central resource to aid this process, with a further 40% saying they would possibly be interested in this.

In considering a contractor for major tennis court works, price was the most significant factor (60%), followed by past performance at the club (34%).

Workforce

59% of clubs did pay a fee or salary to someone to manage or administer the club's affairs. For half of clubs, 1-3 people received a fee / salary for this, and for **35%** of clubs more than five people received a fee / salary for this.

88% did not organise or fund any type of training scheme for club managers or administrators. **34%** would be interested in this kind of training scheme, with a further **43%** possibly interested.

71% of responding clubs did thank or reward volunteers for their efforts on a regular / annual basis. For many this was shown through an annual dinner or by giving vouchers or club-based benefits.

Operating Systems

All of the responding clubs used an online system for booking courts. ClubSpark was the most-used system. For **69%** of clubs the court booking system was part of a wider club management system, and again ClubSpark was the most-used.

77% of clubs said they undertook profiling and reviews of their membership - this was most likely to be an occasional rather than a regular process. 31% were interested in having a profiling review of members carried out and a further 57% were possibly interested in this.

71% of clubs had not replaced elements of human or manual work with technology. For the 10 clubs that had done so, this was most likely to be the implementation of a booking system or accounting tools.

Risk

37% of clubs had encountered issues requiring legal advice in the last 12 months. These issues were most likely to relate to employment (46%) and property (38%).

17% have protected or have considered protecting their intellectual property rights, and 66% would consider commercialising their intellectual property rights (e.g. through club-branded merchandise).

Just three clubs said there were areas for improvement for their insurance cover, mostly relating to buildings cover.

17% were aware of any emerging risks, regulatory issues or liabilities that may impact their business in the future.

Sustainability

37% of responding clubs have a sustainability strategy, with a further 26% considering the implementation of such a strategy. Reducing energy costs (92%) and system efficiency (85%) were the two main elements of focus.

83% would be interested in receiving more advice on sustainability and how their club may address the issue.

Energy

51% have recently undertaken an energy audit to help assess where savings can be made, and a further 17% have such an audit planned. For those who have not done this, a free-of-charge independent energy audit would be of interest.

77% have a plan to help reduce energy costs at their club and LED lighting (63%) and solar or wind power (56%) are the areas most likely to be considered to reduce costs.

Club Future

On the whole, feelings towards the future of clubs were positive, with 51% indicating that they felt very positive towards the future of their club and a further 37% indicating that they felt quite positive about it.

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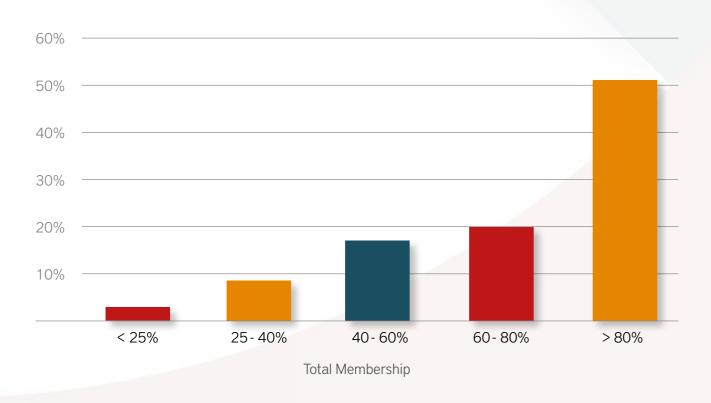
Membership - Based on 35 clubs

What is the total number of members (including Juniors) in all categories of membership at your club?



Membership - Based on 35 clubs

What percentage of total club membership does tennis account for?



Membership - Based on 35 clubs

What percentage of members fall under the following categories?

New members (less than 12 months in membership):

Mean: 13.1%

Existing members (more than 12 months in membership):

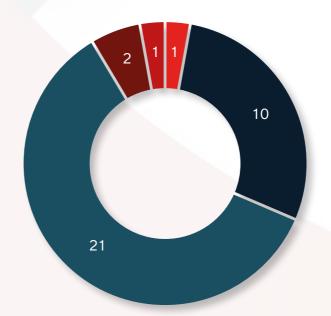
Mean: 84.7%

Potentially 'at risk' of not renewing (i.e. frequency of play has declined / heard playing at another club):

Mean: 10.3%

Membership - Based on 35 clubs

How does the current membership figure compare to the last membership year?



Significantly Increased 1 Club
Increased 10 Clubs
Similar Level 21 Clubs
Decreased 2 Clubs
Significantly Decreased 1 Club

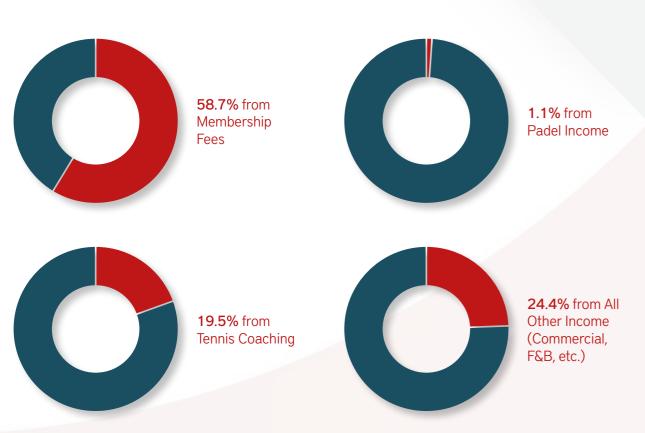
Revenue - Based on 35 clubs

What is your total turnover for the last financial year?



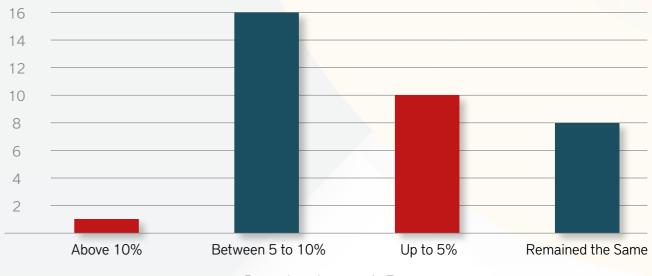
Revenue - Based on 35 clubs

Gross income from activity (mean %):



Revenue - Based on 35 clubs

Have you changed your tennis membership fee rate since last year?



Percentage Increase in Fee

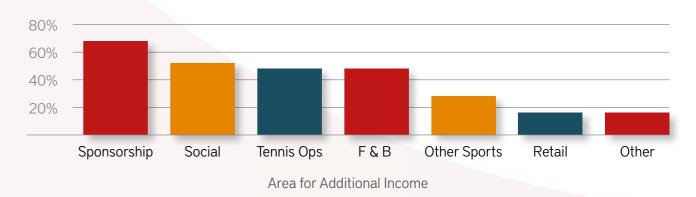
Revenue - Based on 35 clubs

Have you taken or do you plan to take measures to raise additional income to combat higher prices and rising inflation?



Revenue - Based on 25 clubs

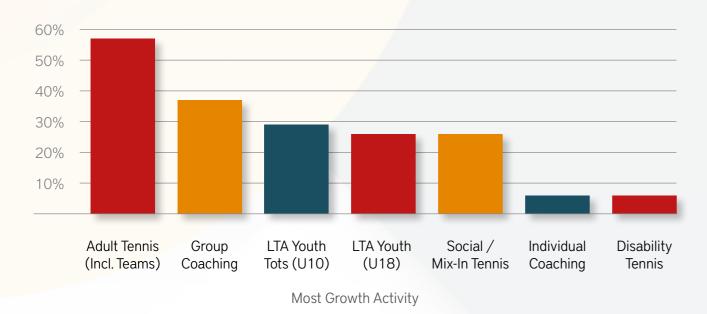
In which areas are you hoping to raise additional income?



Tennis Club Business Report | 2023 Tennis Club Business Report | 2023

Tennis Operations - Based on 35 clubs

Over the past 24 months, which 2 sectors have seen the most growth?



Tennis Operations - Based on 35 clubs

Do you offer courts to non-members?



Tennis Operations - Based on 25 clubs

How many hours are offered/available for non-member use?



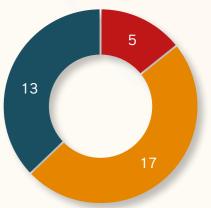
Tennis Operations - Based on 35 clubs

Has your club considered introducing Padel?

We already have Padel courts 5 Clubs

Yes we're considering introducing Padel 17 Clubs

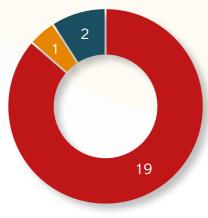
No, it is not being considered 13 Clubs



Tennis Operations - Based on 17 clubs

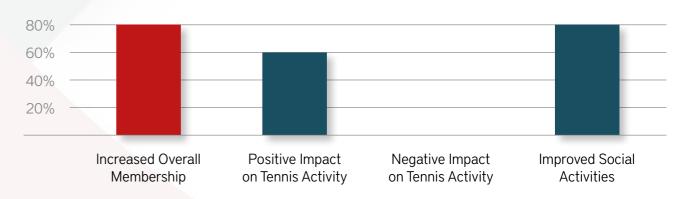
If you are considering Padel, what is the status of the project?

Strategic Planning / Business Case 14 Clubs
Planning Application Stage 1 Club
Constructions Stage 2 Clubs



Tennis Operations - Based on 5 clubs

If you have introduced Padel, how has this benefitted the club?



Tennis Operations - Based on 35 clubs

Has your club considered introducing Pickleball?

Introduced: Considering: 9 Clubs Not Considering: 19 Clubs	
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Coaches & Coaching - Based on 35 clubs

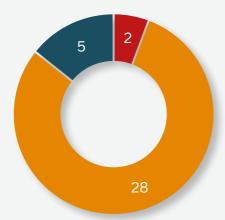
Are your coaches employed?

All / most are employed by the club

All / most are self-employed

A mix of employed & self-employed

5 Clubs



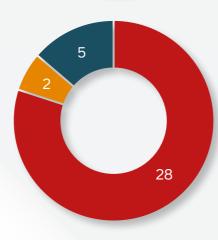
Coaches & Coaching - Based on 35 clubs

Do you pay an external company to deliver any coaching activity?

All coaching is delivered in-house 28 Clubs

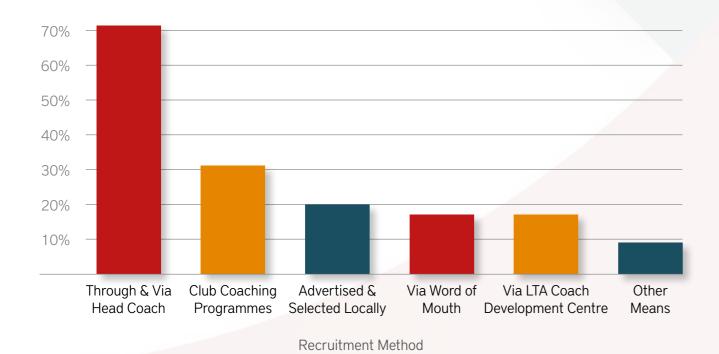
Some coaching is delivered by an external company 2 Clubs

All coaching is delivered by an external company 5 Clubs



Coaches & Coaching - Based on 35 clubs

How are coaches recruited?



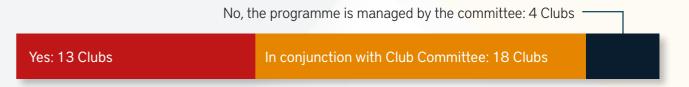
Coaches & Coaching - Based on 35 clubs

Does the club pay for professional development training for its coaches?



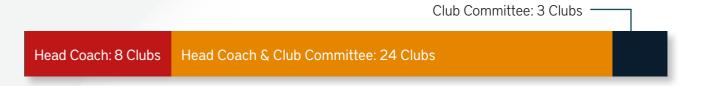
Coaches & Coaching - Based on 35 clubs

Is the Head Coach solely responsible for developing and managing the coaching programme?



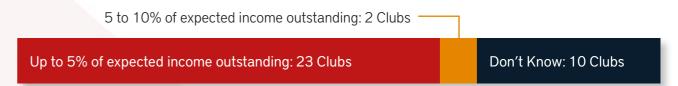
Coaches & Coaching - Based on 35 clubs

Who monitors the coaching programme to assess value and success?



Coaches & Coaching - Based on 35 clubs

What is the estimate of overall debt on income from coaching fees? (i.e. money outstanding)



Coaches & Coaching - Based on 35 clubs

Do you have an adequate number of coaches with the appropriate skills for the club's needs?

Yes: 27 Clubs	No: 8 Clubs
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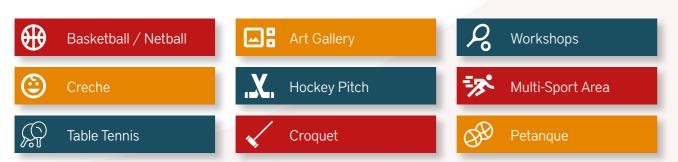
Facilities - Based on 35 clubs

Over the past 24 months, which 2 sectors have seen the most growth?

Outdoor Tennis Courts		35 Clubs
Changing Facilities		32 Clubs
Bar		28 Clubs
Function Room		26 Clubs
Practice Wall		23 Clubs
Cafe or Restaurant		21 Clubs
Club Shop		18 Clubs
Conference Facilities		18 Clubs
Indoor Tennis Courts		16 Clubs
Gym		14 Clubs
Squash Courts		14 Clubs
Racketball		13 Clubs
Sports Injury Suite		10 Clubs
Padel Courts		7 Clubs
Pickleball		5 Clubs
Snooker Room	****	4 Clubs
Wellness Suite	**	2 Clubs
Swimming Pool	**	2 Clubs
Other	****	4 Clubs

Facilities - Other Facilities

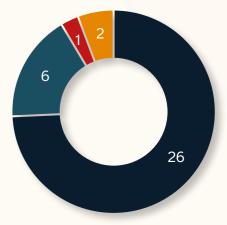
What other facilities are provided?



Facilities - Based on 35 clubs

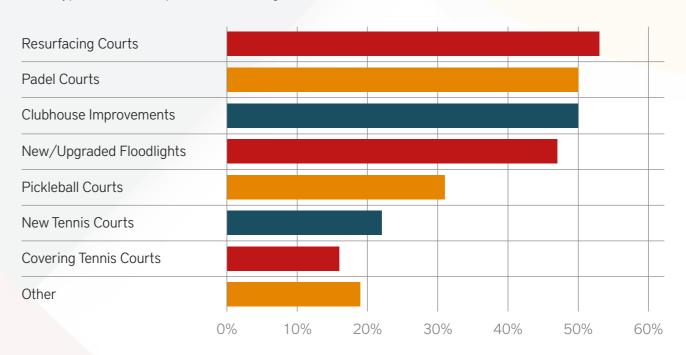
Are there plans to improve facilities in the next 2-3 years?

Yes 26 Clubs
Possibly 6 Clubs
No 1 Club
Undecided 2 Clubs



Facilities - Based on 32 clubs

What type of works are planned or envisaged?



Facilities - Based on 32 clubs

What other type of works are planned or envisaged?



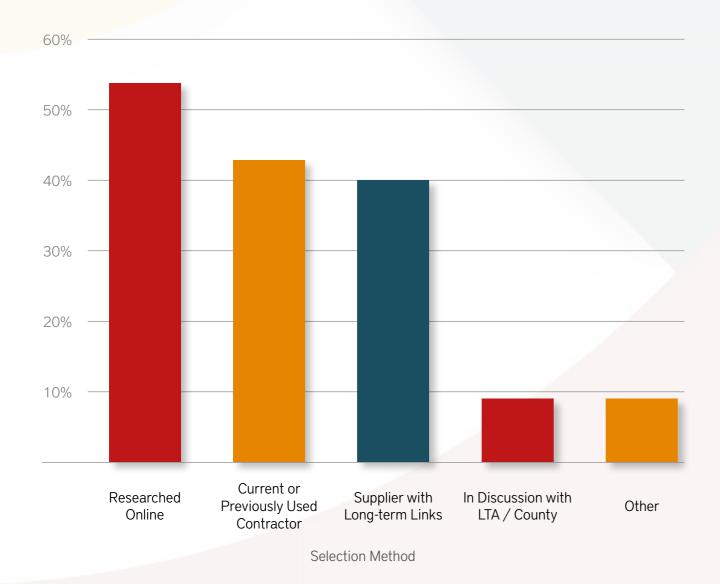
Facilities - Based on 35 clubs

What type of tennis court is the most popular at your club?



Facilities - Based on 35 clubs

When purchasing court equipment and court furniture, how is the supplier selected?



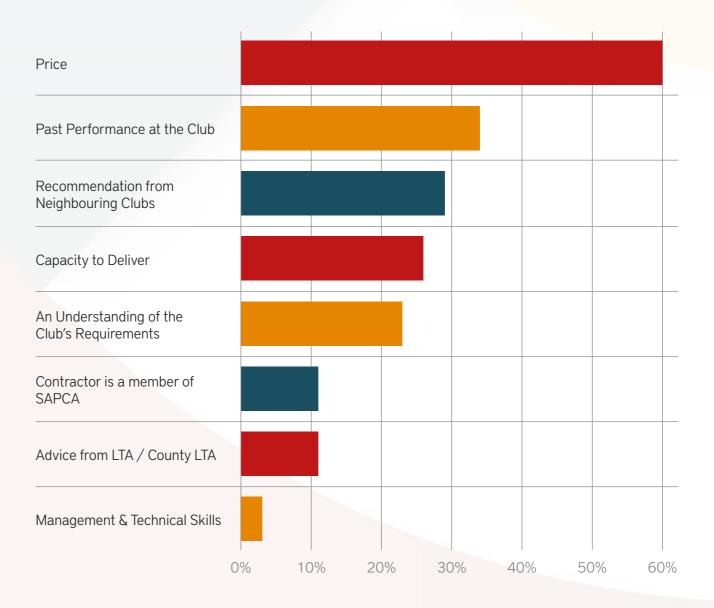
Facilities - Based on 35 clubs

Are you interested in accessing a central resource to select and purchase items of court equipment?



Facilities - Based on 35 clubs

When looking to undertake major tennis court works, what are the most important factors in selecting a contractor?



SPRING FORUM 2023

PROVIDES TENNIS GROWTH INSIGHT

The TIA UK Spring Forum, sponsored by Pinsent Masons LLP was held in April 2023. The aim of the Forum was to assess the current health of GB tennis through a number of key indicators.

This is a summary of 5 indicators:

- Participation growth
- GB comparison with Europe
- Tennis profitability in the commercial sector
- Racket and ball sales
- Investment in innovation.



PARTICIPATION SHOWS GROWTH

Source: LTA

According to the LTA children playing yearly, monthly and weekly are all up from December 2021. Adults playing monthly is significantly up from the same date.

Children Playing Monthly:

December 2021 13.9% - 1.26 Million March 2023 15.0% - 1.36 Million

Adults Playing Monthly:

December 2021	1,280,54
March 2023	2,129,03

COMPARISONS WITH EUROPE

Source: European Tennis Association

Players as Percentage of Population:

7.2%
6.6%
5.2%
4.9%
4.2%

Average Players per Court

trorago i layoro por	00 a. t.
Italy	308
Spain	229
Great Britain	197
France	146
Germany	76

Average Courts per Clu

Spain	10.1
Germany	5.21
France	4.39
Great Britain	4.25
Italy	2.94

Average Coaches per Club:

Spain	10.14
Germany	5.21
France	4.39
Great Britain	4.25
Italy	2.94

TENNIS PROFITABILITY

Source: Virtus Leisure Management

Tennis in the private sector has been good for increasing participation but commercially challenging. The David Lloyd chain has grown from its first club opened in 1982 to 102 clubs in the UK by 2022. However its mix of facilities and the reduction in the number of tennis courts has changed significantly.

THEN

24 Tennis Courts	1,000 sq ft Gym
(15 In, 9 Out)	1 Studio
4 Squash Courts	Creche
15m Indoor Pool	Food & Beverag

NOW

6 Tennis Courts	4 Studios
(3 In, 3 Out)	Spa
2-3 Padel Courts	Kids Facilities
25m Indoor Pool	Creche / Nursery
25m Outdoor Pool	Food & Beverages
10,000 sq ft Gym	

Some key challenges in the private sector and in the public sector operated by leisure management companies include the better utilisation of space by other sports; low margins on tennis; high overheads and a lack of tennis expertise to maximise activity and income.

EUROPEAN RACKET & BALL SALES

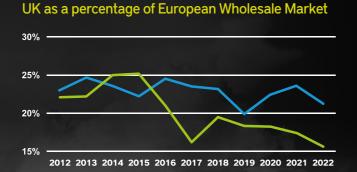
Source: Sporting Insights

According to the LTA children playing yearly, monthly and weekly are all up from December 2021. Adults playing monthly is significantly up from the same date.



The UK represents a strong, but slightly declining, proportion of the European tennis market in terms of wholesale tennis ball and racket units sold.

N.B: Europe (total) includes UK, Austria, France, Germany, Italy, Netherlands, Spain, and Switzerland.



Ball sales have grown sharply in Europe over the past 2 years but plateaued in the UK. Compared to pre-Covid-19, UK ball sales are down 8.5% whereas Europe overall is up 7.5%. Compared to pre-Covid-19 in percentages, 2022 saw UK racket sales UP 31.2%. The UK represents 21% of European rackets shipped.

TENNIS INNOVATION INVESTMENT

Source: Pinsent Masons LLP

Growing in importance, innovation is an indicator of health and a mark of continuous progress and confidence. There are signs that tennis is picking up pace in this area and realising that innovation and technology is the key to engaging the youth and growth of the tennis industry.

Pinsent Masons LLP stated that there are 1 billion tennis fans worldwide and that it is the world's 4th most popular sport with a global market valued at US\$6.06 billion in 2020. However, studies show that the average tennis fan is 61 years old. Some examples of what tennis is doing about it:

ATP 'One Vision' - "Tennis is more than a sport- it's an entertainment brand."

Hawkeye Live- Initially used during Covid-19 to reduce the number of people on court. Now all Grand Slams (except Roland-Garros) and the majority of ATP events use electronic line calling systems and are slowly dispensing with line judges, with the aim to move to a fully electronic system by 2025. This is intended to provide a fairer playing field with more integrity.

Al based apps shaping the tennis world, for example:

- MatchBeats

Court Vision

IBM Watson

New / alternative tennis formats:

- Ultimate Tennis Showdown

Alternative Competitions:

- World Team Tennis

- Laver Cup

Realistic and immersive experience - hone the mental aspects of the sport - appeals to a younger audience.

To boost economic investment-increase visibility of the sport-attract new fans and players-provide access to partners and courts-improve game play in turn creating better players-modernise tennis and encourage innovation.



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From marketing and maintenance to coaching and managing your club, we're here to help you grow. We also offer bespoke project support for any development plans your venue may have

PLAYERS

We are always looking to increase participation in tennis. Our coaches deliver fun and engaging sessions to players across the country to spread our love for tennis to new people

DIVERSITY & INCLUSION

Our Diversity & Inclusion initiative is a high priority area for us and we are very proud of the work we do with the LTA Open Court programme

COACHES

DUNLOP

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- Full range of surfaces including artificial grass, artificial clay, colour sprayed asphalt and acrylic.







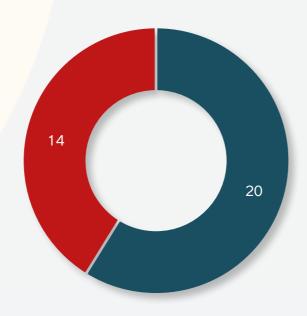


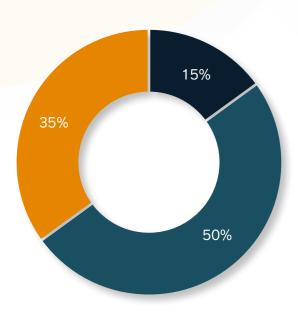
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T: 01494 766673 E: sports@thechilterngroup.co.uk
W: www.chilternsportscontractors.co.uk

Workforce - Based on 34 clubs

Does the club pay someone to manage or administer the club's affairs (excluding accountants)?

Yes 20 Clubs No 14 Clubs





Workforce - Based on 20 clubs

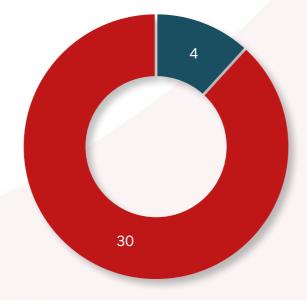
How many receive a fee/salary for this?

1 Person 15% 1-3 People 50% 3-5 People 0% Over 5 People 35%

Workforce - Based on 34 clubs

Do you organise or fund any type of training scheme for club managers or administrators?

Yes 4 Clubs
No 30 Clubs



Workforce - Based on 35 clubs

Would you be interested in a training scheme specifically for tennis club managers?

Yes: 12 Clubs	Possibly: 15 Clubs	No: 8 Clubs
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Workforce - Based on 35 clubs

Does the club thank / reward volunteers for their efforts on a regular / annual basis?

Yes: 25 Clubs	No: 10 Clubs
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Workforce - Based on 35 clubs

Give examples of what do you do to thank your volunteers:



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Operating Systems - Based on 35 clubs

Do you use an on-line booking system?

Operating Systems - Based on 35 clubs

Is the court booking system part of the wider club management system for membership data, fees, analytics, other club operations etc?

Yes: 100%

Yes: 24 Clubs

No:
11 Clubs

Operating Systems - Based on 35 clubs

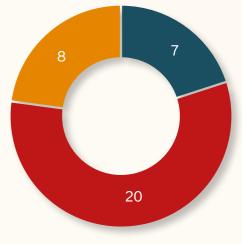
Name of operating system used.

System/Supplier	Court Booking System		Wider Management Sysem		
ClubSpark	***********	16 Clubs	*********	15 Clubs	
Elite Live	<u>.</u>	1 Club		0 Clubs	
In-House Bespoke	-	1 Club		0 Clubs	
MyCourts	±	1 Club		0 Clubs	
courtbookings.org.uk	±	1 Club		0 Clubs	
Manage Our Club Aella	•	1 Club	-	1 Club	
Sport Insight	•	1 Club		0 Clubs	
Payne Automation	•	1 Club	<u>.</u>	1 Club	
MyCourts & ClubSpark	•	1 Club		0 Clubs	
Ebooking	**	2 Clubs	.	1 Club	
Skedda	•	1 Club		0 Clubs	
ASP Systems	**	2 Clubs	<u>.</u>	1 Club	
Mindbody	•	1 Club	•	1 Club	
Manage Our Club by ServeSport		0 Clubs	**	2 Clubs	
Clockworks		0 Clubs	•	1 Club	
Various Systems for Different Sectors		0 Clubs	•	1 Club	
ClubSpark & TennisBiz		0 Clubs	_	1 Club	

Operating Systems - Based on 35 clubs

Does the club undertake profiling and reviews of its membership? (i.e. attitude to services, lifestyle changes etc)

Yes 7 Clubs
Occasionally 20 Clubs
No 8 Clubs



Operating Systems - Based on 35 clubs

Would you be interested in a profiling review of members showing your results against an aggregated total from other clubs for comparison?

Yes: 11 Clubs Possibly: 20 Clubs No: 4 Clubs

Operating Systems - Based on 35 clubs

Has the club replaced elements of time-consuming manual work with automation / technology?

Yes: 10 Clubs No: 25 Clubs

Operating Systems - Based on 35 clubs

Gate Access & Monitoring

What type of work has been replaced with technology?

Accounting Tools

Court Booking System

Online Coaching Booking System

Automated Membership Renewals

Automated Court Lighting

Electronic Point of Sales System

Contracted Park Court

Risk - Based on 35 clubs

During the last 12 months have you encountered any issues requiring legal advice?

Yes: 13 Clubs No: 22 Clubs

Risk - Based on 13 clubs

In which areas has legal advice been required?

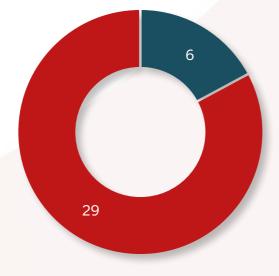


Area Legal Advice has been Required

Risk - Based on 35 clubs

Have you protected or considered protecting your intellectual property rights such as your club's name and logo?

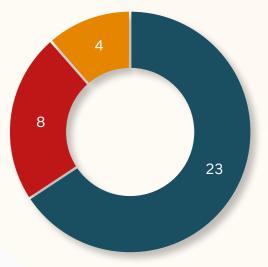




Risk - Based on 35 clubs

Would you consider commercialising your IP rights? For example selling club-branded merchandise.

Yes 23 Clubs
No 8 Clubs
Don't Know 4 Clubs



Risk - Based on 35 clubs

Are there any areas for improvement of insurance cover that you may be looking for at policy renewal time?

Yes:
3 Clubs

No: 15 Clubs

Don't Know: 17 Clubs

Risk - Based on 3 clubs

What might these improvement areas be?

Buildings Professional Indemnity Business Interuption Employee Liability

Risk - Based on 35 clubs

Are you aware of any emerging risks, regulatory issues or liabilities that might impact your business/club in the future?

Yes: 6 Clubs No: 19 Clubs Don't Know: 10 Clubs

Risk - Based on 3 clubs

What might these improvement areas be?

Safeguarding Health & Safety Inclusivity HR Changes & Staffing

Sustainability & Energy - Based on 35 clubs

Has your club developed a sustainability strategy?

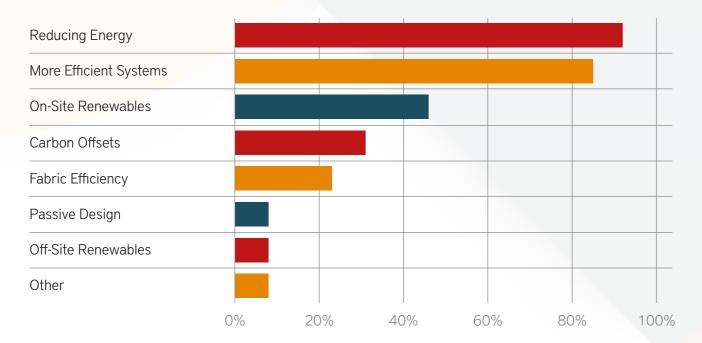
Yes: 13 Clubs

No: 13 Clubs

Being considered: 9 Clubs

Sustainability & Energy - Based on 13 clubs

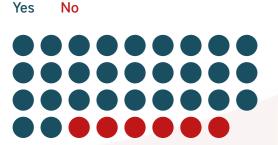
Which of the following has been included or considered as part of the strategy?



Sustainability & Energy

Based on 35 clubs

Would you be interested in receiving more advice on sustainability and how your club might address this issue?



Sustainability & Energy

Based on 35 clubs

Have you recently undertaken an energy audit to help assess where savings could be made?

Yes	No	Being Planned	

Sustainability & Energy - Based on 17 clubs

Would a free-of-charge energy audit be of interest?

Yes: 77% Possibly: 23%

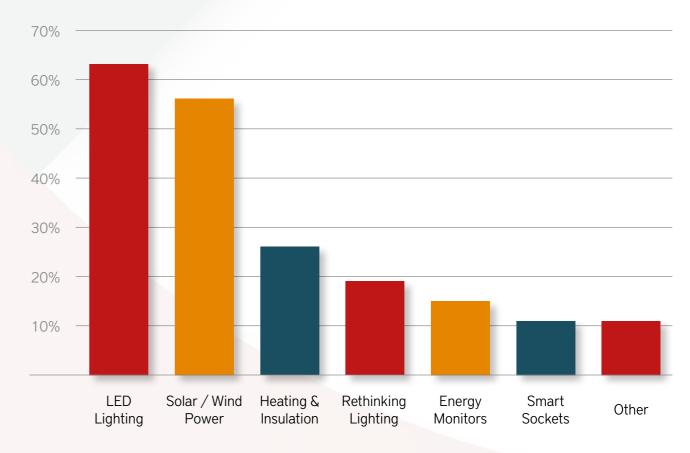
Sustainability & Energy - Based on 35 clubs

Do you have a plan to reduce energy costs?

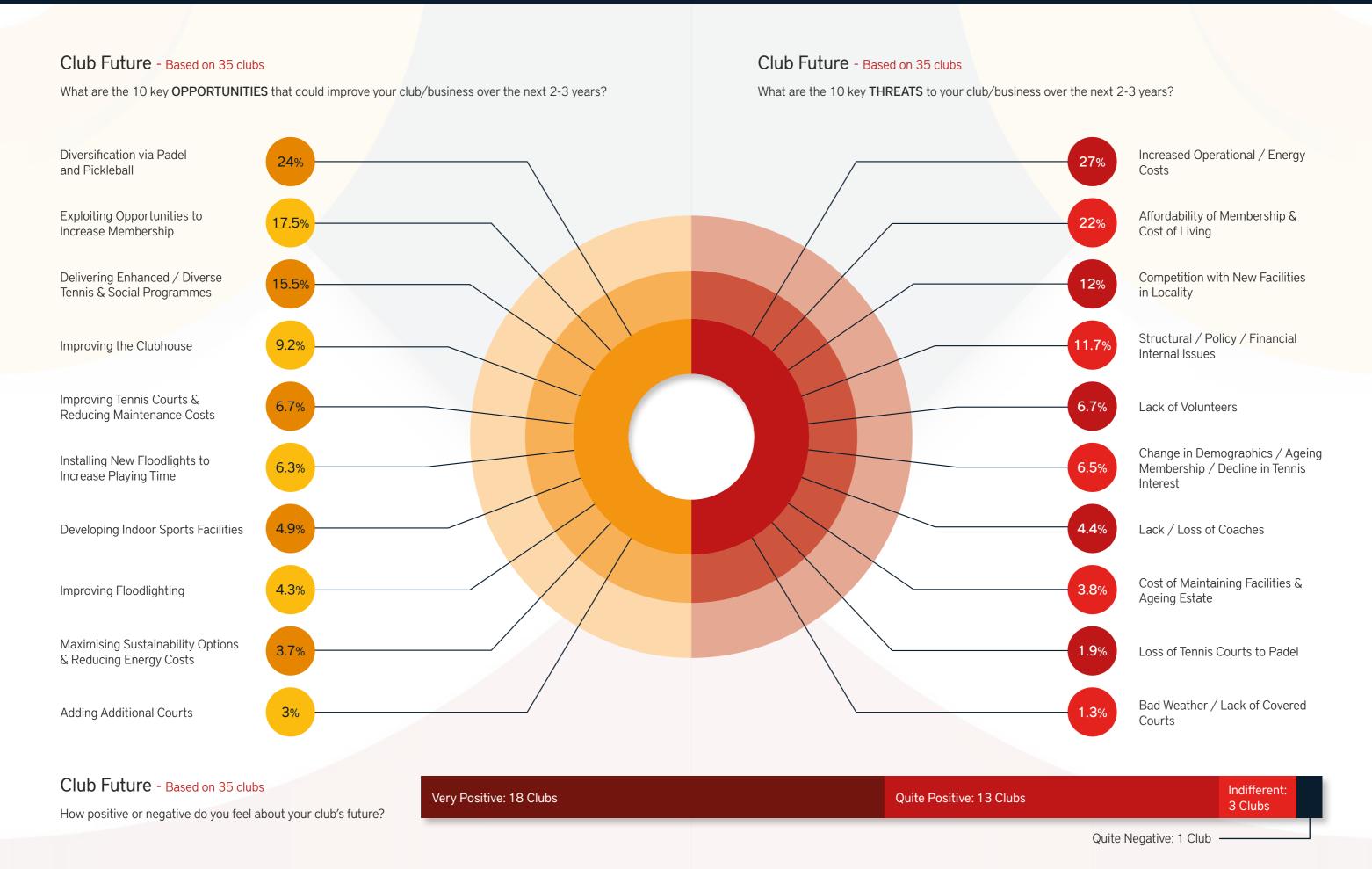
Yes: 27 Clubs
No: 8 Clubs

Sustainability & Energy - Based on 27 clubs

What areas are being considered/evaluated to reduce energy costs?



Area for Consideration



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JOIN TIA UK

The Independent Business Voice of UK Tennis



Work with key partners that aim to increase tennis participation.

Bring together suppliers and buyers through targeted networking events.

Promote new tennis companies / tennis products and services.

Spotlight best practice and innovation in the tennis economy.

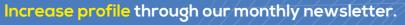


Provide information and news flow to keep members informed on UK tennis matters.

Provide members with opportunities to contribute to the voice of the business of tennis.

REASONS TO JOIN

Participate in our annual Tennis Club Business Report.



Promote products and services to key tennis customers.

Contribute to initiatives that aim to increase participation in

Work with key partners and companies to grow the UK tennis economy.

Gain specialist support from our Business Partners.

OUR ANNUAL NETWORKING EVENTS

Tennis Forum

SUMMER: Wimbledon Networking

AUTUMN: Workshop and Tennis Mart

WINTER: Industry Lunch

TIA UK is supported by the Lawn Tennis Association and by The All England Lawn Tennis Club.

Membership is open to all those with business interests in tennis from global brands to sole traders.

Membership is also open to tennis clubs and venues and to organisations involved in tennis.

Suppliers can join as Industry Members from as little as £21 per month.



Visit our website

tiauk.org

Click the page "OIN"

Download an application form - complete the form on-line and click SUBMIT - we will do the rest.

Notification of membership approval will normally take less than 14 days.

MORE INFO

To discuss membership or for more information email phil@tiauk.org or call

07786 390 855

We look forward to welcoming you to the business voice for UK tennis.

CONTACT DETAILS

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TennisIndUK 🧧 @tia_uk_



Phil Sandilands, General Manager

in Tennis Industry Association UK Ltd

Registered in England No. 05345983.



Notes			
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Get in Touch

If you have any queries on the content of this report or on joining the TIA UK, please contact:

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Watch out for details of the 2024 Spring Forum on our website: www.tiauk.org

Thank You

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