

FAMILY FORUM MEETING

2nd February at 11am in the Garden Room/ Zoom

Forum: Justin Ward, Mohamed El Guindi, Vicky Forbes, Susie Hock, Oliver Milton, Marc Newey, Shelly Perrott, Tony Taylor

In attendance: Simon Baker, Nicki Davis, Dan Lott, Ana Leal, Ricky Pharo, Mariya Vlaykova

Apologies: James Pratt, Joy Stevens

MN welcomed everybody and let them introduce themselves.

1. Apologies

Apologies were noted.

2. Approval of Minutes of 24th September 2021

The Minutes from the meeting of 24th September 2021 were noted.

Matters arising

DL explained that the online booking system did not offer the feature of notifying Members by email if there was a cancellation or available slots. DL commented that long term they were looking at a bespoke tennis booking system, so potentially this would be an option in the future.

SH added that there should be some exceptions when you cancel a tennis booking less than 48 hours for valid reasons (covid, etc.) Plus, it would be useful to have a waiting list for the favourite slots. Currently, the system was notifying only the pro/ coach for cancellations and the coaches would try to reschedule.

OM queried if there was a link on the Member website to the system. DL confirmed that there was a link on the home page.

SB informed the Family Forum that the junior activities like Fun4Kids will be back after the February half term. They have started to plan the family sessions and lunches.

The Family Forum considered that the Members enjoyed the Fun4Kids activities, however, the different timeslots for the different ages did not work well for some parents.

MN concluded that they would explore further the family session options. The Club had taken the Creche in house. MN has considered increasing the Creche opening hours on weekends to allow golfers to leave their children and play a round of golf.

VF commented that after the float session on weekends (2-3 pm) it would be a good idea to have other activities in the afternoon between 3-4 pm, for example.

OM confirmed that for them Fun4Kids before lunch and/ or late afternoon would also work.

MN asked AL and SB to consider what activities and at what times would be best to offer in the weekend afternoons. AL/SB

SB queried if Forum Members were keen to use MUGA on court 11 to play different families games. OM commented that they were very pleased to use the table football in the Bandstand and more activities on MUGA was a good idea. **SP will donate a stool for the Bandstand.** SP

SB reported that they were in a process of ordering the tables and chairs, parasols for the outdoor pool. He will also order a play house. When it is very hot, the lifeguards put parasols up to shade the playground.

The Family Forum suggested having shade sails with clips instead of the parasols as the basis of the parasols were a trip hazard, plus, the sails would better cover the whole area. ND will investigate the options. ND/SB

Regarding Art and Photo classes for juniors, SB reported that they had discussed the idea with the Art and Photo Groups. They were supportive of the idea, but there was not enough demand for them.

The Family Forum considered that a workshop similar to the activities done in ArtK during the term time on Sunday afternoon and/or during the holidays would be popular. ND

SB informed the Forum that they had removed the shampoo and conditioner from the shower facility in the indoor pool area to avoid any more slips of less stable Members. MN notified the Forum that the Board had approved the expenditure for the replacement of the swimming pool tiles in 2023. In the meantime, they will assess the risk again of having slippery areas next to the pool. SB added that they had received feedback from the Health Club Forum that Members change their young children in the Juice Bar or poolside. This is not acceptable.

OM said that for him it was a safety thing to leave his children to wash their hair alone in the Changing Rooms.

SB reported that they will convert the current store next to the Steam room to a Family Changing Room for older children with additional needs. MN added that the second project they were considering was an air lock lobby between the indoor and outdoor pools to avoid heat loss during the cold months.

SB and MN will investigate if a shower could be added to the Family Changing Room. SB/MN

SB reported that they had placed a baby pen in the Ladies Changing Room. There was not enough space to put one in the Men’s Changing Room, but they will consider an alternative. SB

The Family Forum commented that the sinks in the Health Club Changing Rooms were too wide for children to reach the taps even with a stool. SB promised to consider when next

refurbishing the Changing Rooms. He has already asked Maintenance to replace the tap that splashes everywhere in the Ladies.

SB

MN has approved special guest price for juniors under 16 years old. The junior guest price is to be added to the guest list fees.

MN

MG apologised and left the meeting at 11.45pm.

3. Update/Reports

3.1 Tennis

DL reported that following the Family Forum feedback about the online booking system and prebooking lessons for the existing attendees, they had allowed a 48 hour window for the spring sign up.

DL stated that the Club had received planning permission for Airhall 2 and from October 2022 there will be ten indoor courts during the winter months. Tennis court 10 will become a doubles court. The court surface on tennis court 7 to 10 will be acrylic, the same as the ITC.

The Tennis Committee has decided to use Airhall 1 for coaching and matches predominantly.

DL informed the Family Forum that they had six entries for the Parent and Child tournament before Christmas. It was a good event and all participants had a good time.

The Parent and Child league was going well with six teams. DL was planning both the padel and tennis Club championships.

18 juniors teams U18 were entered for the National Club's championship for the summer.

A new tennis coach, Alison Taylor has started. She is very experienced with U12 performance kids. Currently, she was working two days per week and from the summer term – four days.

Currently, there were over 300 juniors on the junior tennis programme.

DL reported that pickleball had become very popular with some Members. The next pickleball family session will be on 27th February. Some of the Ladies Tennis Mornings are pickleball. DL said that they would look to make pickleball a permanent feature of the Club's racket offering.

RP

MN asked RP to make sure that there were pickleball rackets and balls in the Sports Shop.

DL talked about court 11 becoming a family friendly court. Pickleball was a good introduction to racket sports and was suitable from 5 years old onwards.

3.2 Golf

RP reported that they were working through the Junior Academy at the moment and had 88 sign ups (out of 120). 36 of them were girls. They usually witness a reduction of the numbers

during the Spring Term simply due to the facilities available during the season. Consequently, that frees up more coaches for one-to-one sessions on weekends (six more hours).

RP confirmed that they continued to do the group sign up manually as they were strict on age and ability. They were focusing on children making progress through the lessons.

Golf camps for the half term, currently only 12 signed. In addition, the Club's kids camps included an hour of golf.

Cadets are the older, more advanced junior golfers starting from 10 years. The junior academy starts with children aged 5 years. RP recommended to parents who wanted to enrol their children on the junior academy, to start with a private lesson for half an hour and then to decide what was suitable for their children.

For the juniors they were organising three hours of free coaching followed by a play on the golf course once a month. Each group had a responsible adult but not with their children within the group when playing on the golf course. Seven had participated in January and RP was hoping that this number will triple when the weather became better. Nine holes golf, plus free coaching before that.

From a family perspective, they will be four family events. RP was finalising the dates with Tristan. Shotgun start (all participants start and finish at the same time), fun competition followed by a presentation. The family event last year had 36 participants.

SP commented that her son was participating in 13+ group that played on Sundays. He was very excited, practising at home, because he was inspired by the Pro. RP said that they were trying to give the 13 years old the best possible experience and encouraged them to play together at another time.

SP queried if her son was allowed to sign the card of another friend. RP responded that they were allowed to sign each other cards on Stableford (2-4pm on weekends). He will ask Jake

RP

3.3 Health Club: gym, classes and swimming

AL reported that this swim school term they had maximised the capacity (266) and there were not any Members on the waiting list except five (who could not do any of the suggested slots). AL will contact them at the beginning of the next term to offer them different slots.

AL was recruiting for a new Swim Coordinator and there was a new swim teacher who had joined the team.

SH commented that they were one of those five cases that could not get swimming lessons this term as it was too late for them to come and then go home from Wimbledon on weekdays. Her children enjoyed the lessons very much and she hoped that there could be more lessons on weekend. AL responded that Pre Covid the lessons on weekends were only private. However, post Covid the private lessons were only during the week on specific times and on weekends group lessons. The priority was for group lessons.

AL reported that last year they had the Family Boot Camps, very popular at the beginning, but then in November and December only two families participated. The new Gym and Studio Manager, Ricky Alexis (RA), was aiming to increase the junior participation in the gym and add new activities for the juniors. The junior gym timetable was every day between 2pm and 6pm.

3.4 Junior Coordinator Update

AL informed the Family Forum that the Swim Crash Courses were fully booked in October half term. The Sports camps had 97% occupancy.

The Halloween pool party required every child under 8 years to have a parent with them in the water. The party was fully booked and both parents and children enjoyed it.

The Christmas racquet camps – tennis, squash and pickleball – were very popular.

For next half term, there were three spaces for the Swim Crash Courses.

A new inflatable was bought and will be delivered in eight weeks (beginning of April) for the float session in the pool for any children that can climb up.

OM queried if guests will be allowed in the pool during the float sessions. AL responded that before there were restrictions for guests before 3pm, but currently, guests were allowed any time, one guest per Member.

The Family Forum suggested having the first 15 minutes for the youngest children and then another session for the older children.

SB added that RA was a former GB athlete and also was a street dancer. He was very keen to introduce junior activities and organise inspirational talks.

MN talked about the gym and the enhanced member service he was expecting that the team would provide.

RP apologised and left the meeting at 12.20pm.

3.5 F&B Update

ND reported that they had reintroduced the hot kids buffet on weekends (11.30am – 2.30pm). Pasta pots are the hot option after the swimming lessons in the Juice Bar. The carvery prices were amended and children under 6 years were eating for free with adults, 6 to 16 years were eating for £16. The Carvery was usually the first weekend of the month.

The Family Movie Lunches will be reviewed for the summer and the team had considered BBQ with a bouncy castle. ND asked for support from the Family Forum as the previous one did not have a good attendance.

The Family Forum suggested more suitable for children movies such as “Sing2”, “Peter Rabbit2”, etc. ND

OM suggested having a Weekly Special on the children’s menu. ND

TT recommended offering smaller size juices/smoothies in the Juice bar and healthy frozen lollies. ND

SH asked when the Club will re introduce children’s birthday party? ND responded that they did not have a room where to host the parties. Before the Club was using the Art Studio, but due to increased demand they could not use it anymore. SB added that the pool parties used to be organised between 3-4 pm in the afternoon, but the indoor pool was so busy during that time that they felt that they could not allow exclusive use only. ND added that Members can hire a function room for a party (£300), but then she had to add a charge for cleaning the carpet if it was a birthday party.

SH said that the children can have a pizza in the Club Café or Juice Bar, they do not need a special room. SB commented that a private room is always best.

The Family Forum discussed different ideas for birthday parties in the Club (pool parties when the outdoor pool is open, tennis party in the ITC, Creche Room, etc.).

MN agreed that they would explore different options to see how they can **offer a birthday party package.** ND/SB

SP apologised and left the meeting at 12.35pm.

ND informed the Family Forum that the Spring/Summer Social Scene was printed. She recommended “Flipping pancakes” on 1st March and Magic Carvery on 27th February. The Self Defence Essential Training is on 21st May and was suitable for mothers with young children.

The Family Day will be on 18th June and will have an eco friendly theme and includes outdoor activities for children.

OM queried about social activities for twins or young teenagers (10-12 years old).

The Family Forum discussed ideas such as Pizza Evening, making Pizza, Art class, table tennis, table football and other activities so that young teenagers can socialise without parents in a safe environment of the Club. ND/SB

OM informed the Forum that there were outdoor pool tables, and the Club could purchase one. SB

TT reported that some of the high chairs in the Club Café were wobbly. ND confirmed that she had already replaced them. She also offered to bring back the children’s games and books in the children’s area of the Club Café. The Family Forum agreed with ND’s offer. ND

OM added that the children loved the colouring competitions. These will continue.

4. AOB

4.1 Soft Play Facilities

MN reported that JP had asked if they could put in soft play facilities similar to the Hurlingham facilities. He has considered that the best place for the soft play would be the squash court

and overseen by the Creche but outside the Creche working hours on Wednesday after 1pm for very young children. Another session could be potentially on weekends for slightly older children.

TT queried if parents would supervise the children. MN responded that it would be up to the parents, but Creche could supervise the play.

OM suggested that a coffee (vending) machine to the soft play area would be useful. TT reported that a couple of weeks ago the coffee machine in the ITC was out of order.

MN asked ND and SB to look at a good coffee machine that could be installed at the Bandstand. Plus, F&B to check the coffee machine in the ITC on a regular basis.

ND/SB

VF commented that the children in the pictures were her children and the facilities in Hurlingham were for 0-5 years old, supervised by parents only, no staff.

OM commented that when children up to 5 years are allowed to play together, parents of toddlers were mindful of letting their children play next to the older ones.

MN agreed to trial Soft Play sessions on Wednesday afternoon and potentially on weekends when there were no competitions. The Club did not have a dedicated area and he had to balance with the demand for squash courts.

MN

VH queried if they were allowed to use the Creche outside playground. MN reported that currently no, but he could look at it if it is for very young children too young to use the children's playground. **He agreed with non-breakable equipment to be left out and parents to be allowed to use the Creche playground when Creche was closed.**

MN/SB

SH queried if an adventurous playground for the older children could be installed, especially with the loss of a part of the current playground. MN explained that the playground for older children was not very well utilised. **He will consider an outdoor climbing wall** by the Sports Hall.

MN

TT asked if during the half term some activities camps could be organised in the Creche for the children who were too young to attend the Sports Camps. MN responded that Creche could be open from 9.15 to 4pm, but by law they had to give an hour break to the children before being allowed to be readmitted. MN will discuss with Mandy what could be done and **will consider.**

MN

OM queried about a pop up goal on the Lime Tree Lawn. **MN agreed if it was outside the Bridge sessions at weekends and was supervised.**

SB

OM suggested having fencing classes in the Club. **It will be considered as a taster session** for children 7 years and older. **OM will give details to SB.**

JW thanked everyone for attending and concluded that it was a good meeting with many ideas.

5. DATE OF NEXT MEETING: TBC – It was agreed to be in early May at 10 am.