



Academia SÁNCHEZ-CASAL

# RULES & REGULATIONS

2008-2009

## **INTRODUCTION**

The Academia Sánchez-Casal gives High Performance Student Athletes the opportunity to develop their tennis skills and become mature young adults.

During their development journey, students are expected to treat all persons, including fellow students, guests and members of staff, with respect. Each student athlete is expected to display the qualities of a successful person, mainly honesty and hard work. Whilst it is impossible to be perfect, it should not stop any student trying to be the best they can. Indeed, more than anything, as a citizen of Academia Sánchez-Casal you are expected to give your best in every part of academy life.

## **1. PHILOSOPHY**

"Developing successful young people in all aspects of life, using tennis and education as the vehicle for personal development." The Academia Sánchez-Casal exists to create opportunities for its student athletes in tennis, in education, in life. We want the Academy to be more than a facility or training environment; we want it to be a family and a thriving community. For you, the students, we want Academia Sánchez-Casal to be your home away from home.

## **2. REGISTRATION**

A student may not commence any academy activity until the full registration process has been completed. Registration of our student athletes takes place at the start of each academy year or each stay.

Registration for September 2008 will commence on Sunday 7th September. If you are unable to attend registration during the designated time you must contact the admissions department on +34 934 791 616 and make alternative arrangements.

### **2.1. Journeys**

We view our student's time with us as more than just a course or program of activities. We invite our student athletes to embark on a journey with us through tennis, education and life. Just as life has many pathways, we offer our students journeys tailored to their individual needs but all designed to maximize potential and deliver High Performance.

- Long Term, Mid Term and Short Term
- Tennis with Studies
- Tennis with Language
- Summer Tennis
- Professional (ATP & WTA)

## 2.2. What is a Student Athlete?

Any person who enrolls in a journey hosted by the Academy, regardless of the duration, shall be considered a Student Athlete of the Academia Sánchez-Casal.

There are two types of Student Athlete classification:

- Resident Student Athlete – any student who is enrolled on a journey and lives in the Sports Residence.
- Non-Resident Student Athlete – any student who is enrolled on a journey and does not reside in the Sports Residence.

In addition to journey classification and residence classification, there are four categories of age classification used at the Academia Sánchez-Casal.

- Student athletes up to 10 years old – Formative.
- Student athletes aged between 10 and 13 years old – Foundation.
- Student athletes aged between 14 and 16 years old – Preparation.
- Student athletes aged over 17 years old – Transition.

## 3. Student Rights and Obligations

As a registered student athlete you are granted the right to:

- Live, train and study in a pleasant and safe environment designed for maximum learning.
- Be guarded and protected under a 'duty of care' provided by the Academia Sánchez-Casal staff and facilities.
- Fair Treatment based on good found judgement, in all matters, in line with your basic human rights.
- Receive training and education relevant to the journey on which you are enrolled.

In return student athletes are expected to:

- Comply with the Rules and Regulations of the Academia Sánchez-Casal set out in this document.
- Demonstrate respect to all personnel including fellow students, guests and staff.
- Care for the Academy's facilities.
- Engage in 'responsible behavior' and good citizenship.
- Behave in a sportsmanlike manner and display integrity in all endeavors.

## 4. Code of Conduct

The Code of Conduct is a set of guidelines that will support to what the Academia Sánchez-Casal terms 'responsible behavior'. This behavior fulfills a person's legitimate needs and opportunities in a manner that does not deprive or impinge on others needs and opportunities.

- A student athlete must not partake in any activity that is deemed illegal by the laws governing the Kingdom of Spain.
- Nor must a student undertake any activity that has been prohibited by the Rules and Regulations of the Academia Sánchez-Casal.
- It is expected that all student athletes will behave in a correct, responsible and respectful manner at all times, inside and outside of the court.
- Student athletes are reminded that they are representatives of the Academia Sánchez-Casal, and therefore are expected to behave in the appropriate manner at ALL times.
- The Academia Sánchez-Casal will NOT tolerate any racist or discriminatory attitudes or behaviors towards students, guests or staff. This includes violent behavior and all forms of harassment.
- Consumption of alcoholic beverages, use of tobacco products or non-prescription drugs (without the express consent of the Medical Care team) and the use of any other illegal substances are strictly prohibited.
- Sexual Relationships involving students are forbidden.
- Students may NOT leave the Academy premises outside of the designated times specified in these Rules and Regulations without special permission.
- All student athletes have the right to learn, and no member of the Academia Sánchez-Casal community should interfere with any other students' ability to learn.
- Student athletes are expected to arrive on time for all activities, with no unauthorized absences or delays accepted.
- Student athletes are expected to come to their activities with all the correct equipment and materials necessary for the duration of that activity.

## 5. Emergency Procedures

In the event of an emergency, such as a fire, an alarm will sound in the affected areas. All members of the Academia Sánchez-Casal community must follow the following procedure:

- On hearing the emergency alarm immediately stop what you are doing and head towards the nearest emergency exit.
- Do not take any belongings with you, and move towards the exit in an orderly fashion. Do not run.
- Once outside, and away from the concerned area, assemble at the Meeting Point.
- Under no circumstances re-enter the concerned area until told to do so by someone in authority.

In the event of discovering an emergency, such as a fire, sound the nearest alarm and then follow the above procedure.

The intentional misuse of an emergency alarm or equipment may be considered a major offense, and incur the relevant penalty.

In the case of a genuine emergency a member of Academia Sánchez-Casal staff can be contacted on +34 699 55 88 99.

## 6. Theft, Loss or Damage

The Academia Sánchez-Casal is not able to wholly prevent the theft, loss or damage of personal property of student athletes, guests or staff. All members of the Academy community must take responsibility for any personal property they bring on to the Academy premises. All students are advised to obtain adequate insurance to cover the possible theft, loss or damage of personal property. In the unfortunate case of theft, loss or damage of personal property no claim for reimbursement will be accepted by the Academia Sánchez-Casal.

## 7. Academia Sánchez-Casal ID Cards/Bracelets

All student athletes will be issued with an Academia Sánchez-Casal identity card or bracelet. Students are required to keep these with them at ALL times. Any lost or damaged cards/bracelets will be subject to a €10 fee (the current charge – subject to change without notice) to cover replacement and administration cost.

## 8. Meeting Point

The main meeting point for all Academy activities, unless otherwise stated, will be the area next to the 2 Astro-Turf courts.

## 9. Appropriate Dress

All student athletes are required to dress in an appropriate manner at all times and relevant to the activity in which they are involved. Students are reminded that the Academia Sánchez-Casal is a co-ed training environment with a population of all age groups from many different backgrounds. In public areas, such as the Sports Residence, Schiller International School etc. students are reminded to give thought to their dress, in particular avoiding offensive items or clothes that do not provide adequate cover. A student athlete who is inappropriately dressed will be unable to partake in a given activity until suitably dressed.

## 10. Harassment

Harassment is defined as inappropriate behavior towards a member of the Academia Sánchez-Casal community with intent to affect that person's environment. There are many types of harassment, including but not limited to:

- Based on race, color or national origin.
- Based on age or disability.
- Based on religion.
- Based on sex.
- Physical Harassment.
- Verbal Harassment.

All academy residents share a responsibility to ensure that the Academia Sánchez-Casal environment is free from all forms of harassment. This means each individual has a duty to report immediately any cases which they feel constitute some form of harassment. All claims and reports of harassment will be treated with confidentiality and in a serious manner. The Academia Sánchez-Casal does not tolerate any form of harassment and may view it as a serious offense, incurring the relevant penalty.

## 11. Prohibited Substances

The possession of any alcoholic beverage is strictly prohibited on the Academy campus. The possession and/or consumption of alcohol is also prohibited to those students under 18 years old. Students over 18 years old may consume alcohol away from the Academy premises but must return to the Academy premises in a correct state. It is an offense for a member of the Academia Sánchez-Casal community to supply a student athlete with alcohol.

The possession of all tobacco products is strictly prohibited on the Academy campus. The possession and/or consumption of tobacco products is prohibited to those students under 18 years old. Students over 18 years old may consume tobacco products away from the Academy premises. It is an offense for a member of the Academia Sánchez-Casal community to supply a student athlete with tobacco products.

The possession and/or use of any non-prescription drug (unless recommended by the Medical Care team) is strictly prohibited amongst all student athletes during their time as a registered student

The Academia Sánchez-Casal reserves the right to search a student's person, locker and/or accommodation if they suspect the student is in possession of a prohibited substance. Failure to abide by the Prohibited Substances Rules and Regulations may be considered a serious offense, and incur the relevant penalty.

### 11.1. 'Success with Integrity'

At the Academia Sánchez-Casal we implement a tried and tested method of training that has helped student athletes obtain College scholarships and professional players reach the top of the elite game. We believe that through the application of these methods, coupled with sports science, any athlete can achieve his or her goals without the aid of performance enhancing drugs. Our student athletes have proved they can succeed with integrity.

We insist that all members of our community commit to 'Success with Integrity', by vowing they will not use any performance enhancing drugs while a member of the Academia Sánchez-Casal community.

If this commitment is broken while being a member of the AS-C, you will lose all privileges, any refund of fees and the ability to return to the Academia Sánchez-Casal.

## 12. Lodging

The Sports Residence is on the Academy campus and offers two options for its guests:

1. In the Residence building.
2. In the 'Bungalows' area.

The Residence building offers study bedrooms in both single and double rooms, fully equipped with air-conditioning and heating, telephone, satellite TV connection and wireless Internet connection. The Residence building has communal locker and shower facilities.

The 'Bungalows' offer self-contained units with double rooms, fully equipped with bathroom, air-conditioning and heating, satellite TV connection and wireless Internet connection.

The Academy takes the responsibility of student's safety and security very seriously. For the safety of all guests the Sports Residence, La Masia and campus are equipped with CCTV and security alarms and are patrolled by our security personnel.

### 12.1. Lodging Regulations

There is a Warden responsible for each of the Sports Residences. Our wardens are directly responsible for the safety and welfare of the student athletes living in the Academy lodging. The co-operation of all who live in the Sports Residence is necessary in order to make it a home rather than a collection of people in a building.

The Sports Residence Wardens are managed and supported by our Lodging Co-ordinator, who also assumes responsibility for our student athletes staying in host families. Students should not hesitate in seeking advice from their Warden in any matter, especially in any case of confusion regarding the Rules and Regulations described in this document. Failure to follow the Sports Residence Wardens instructions may result in disciplinary action.

- Upon arrival in their rooms students are expected to inspect their room for wear and/or damage and report the condition of the room to their Sports Residence Warden within 48 hours. Any damage discovered after this time may be seen as the responsibility of the person(s) occupying the room or by the student specifically responsible, should this information be available and charged accordingly. Room changes at any time require a re-inspection and settlement of any damages. Should any item need maintenance attention during the students occupancy, they should notify the relevant warden immediately.
- Each room/bungalow is for the use of the student(s) assigned to that area of residence. Other students or persons are not permitted to stay in areas that are not assigned to them.
- For Health and Safety reasons Sports Residence Wardens must be consulted and approve the moving of any room furniture.

- Students who do not reside in the Sports Residence are not allowed into the secured areas (those areas past a security door).
- Student athletes who reside in the Residence building are not allowed into the 'Bungalows' area without prior permission from the relevant Sports Residence Warden. Likewise, students who reside in the 'Bungalows' area are not allowed into the Residence building without the prior permission of the relevant warden.
- Males are not allowed in female designated rooms, bungalows or areas and Females are not allowed into male designated areas, rooms or bungalows.
- Electrical appliances such as toasters, kettles etc. are not permitted in Sports Residence rooms, as they may overload the electrical supply and create a fire hazard. Televisions, computers and fridges may be permitted with the permission of the relevant Sports Residence Warden.
- Students are required to be in their rooms/bungalows by 10.00 p.m. Sunday – Friday with lights out at 10.45 p.m. On Saturday, students must be in their rooms/bungalows by 10.30 p.m. and lights out will be determined by the relevant Sports Residence Warden and is dependent on behavior and time of year.
- After 10.00 p.m. students are not permitted to leave their rooms until 6.30 a.m. for any other reason than an emergency. The following exceptions may apply:
  - Visit to the Bathroom.
  - Need of medical attention.
  - Receiving an emergency call from home.
  - Early departure to airport/tournament.
- Room inspections will be made each night at 10.00 p.m. when the relevant Sports Residence Warden will complete a register.
- Rooms and areas will also be inspected by the cleaning service daily. The occupant(s) of rooms that do not pass inspection will face disciplinary action. The Academy reserves the right to inspect a room whenever necessary and without notice.
- Students should store luggage in a safe and tidy manner.
- Students who have fridges in their areas of residence are required to maintain good hygiene with regards to the appliance.
- No ball games are permitted in the Sports Residence Areas; please use designated areas for all ball games and activities.
- For students who reside on the campus the Academia Sánchez-Casal is their home. All members of our community are expected to take pride in and care for the areas and grounds that make up the campus.

#### 12.2. Sports Residence Keys

Every student athlete will receive a key to his or her room/bungalow on arrival and registration. Each key will open only their door. All keys must be returned at the end of a journey. In the event that a student is required to return their key over a holiday period, they will be notified in advance.

Students who lose their key will be charged €10 (the current charge – subject to change without notice) to cover replacement and administration cost. The loss of a second key will incur a charge of €15 (the current charge – subject to change without notice) and so on. If the student does not have the necessary funds in their bank account a replacement key may not be provided.

In the event of a lost key the student should notify their relevant Sports Residence Warden, and fill in a replacement key form. The Warden will then arrange for a replacement to be collected. In most circumstances a replacement key can be provided quickly, however in certain cases (such as a weekend/holiday) there may be a delay until the next working day. In the case of any delay in the provision of a replacement key, Sports Residence Wardens will open the door for the student. However, Sports Residence Wardens do not carry keys to each room/bungalow for distribution to students. Students who find themselves locked out of their room/bungalow must contact the relevant Sports Residence Warden for entry. Please understand that the Warden will open the door at the earliest possible convenience and cannot be expected to open the door immediately.

#### 12.3. Laundry Service

All of our resident students can take advantage of our laundry service. Students' laundry is collected three times a week (Monday, Wednesday and Friday) and returned on the following collection day (Wednesday, Friday, Monday).

Students should place dirty laundry into the laundry bag provided, and seal it securely. They are then required to place the bag into the collection point before 9.00 a.m. on collection day. There are two collection points:

1. Residence building – for those student athletes who live there.
2. La Masia – for those student athletes who reside in the 'Bungalows'.

For any questions or issues arising with the Laundry Service see the Customer Services Manager.

#### 12.4. Residence Move Procedure

There are of course certain reasons why a student might like to change their room/bungalow. The following procedure must be adhered to:

- A student must request a residence move with the relevant Sports Residence Warden.
- The Warden will submit a residence move request to the Lodging Co-ordinator. For a move to be authorized it will require a unanimous decision by all parties involved.
- The student will be notified of the decision, and if authorized, a move date will be arranged. In most circumstances this will be over a weekend.

#### 12.5. Residence Damage Policy

It is the policy of Academia Sánchez-Casal that any and all damaged property is charged to the account of the parties who occupy the room/bungalow and/or those involved. In cases where the culprit is not identified the charge will be divided between all occupants of the room. Items will be charged at current cost of a replacement plus a €10 administration fee.

#### 12.6. Student Mail

The Mailing Address for the Academy is:

Students Name  
Students Room Number/Bungalow Number  
Academia Sánchez-Casal

Autovia de Castelldefels (C-31) Km. 191  
08820 El Prat Llobregat  
Barcelona  
Spain

On Tuesdays and Thursdays the Lodging Co-ordinator will collect mail and distribute it to students' rooms. Any urgent collections can be requested from the Customer Services Manager.

### 12.7. Summer Storage

All (returning) resident students are entitled to leave 1 bag only for storage over the summer months. All bags must be securely fastened and clearly labelled with the students name and contact information. Any items such as TV's and stereos must be placed in boxes or a suitable container and labelled clearly with the students name and contact details. Please note that any items found in the rooms or 'Bungalows' after a students' departure may be disposed of.

## 13. Leaving Academy Premises

Resident student athletes under 18 years old may not leave the Academy premises between Monday and Friday unless they are part of an Academy party i.e. tournament, shopping trip etc. or with extenuating circumstances.

When leaving the Academy premises ALL students must complete the Sign-Out procedure.

- Students must obtain a leaving permit from the relevant Sports Residence Warden. If they are unable to find the relevant warden they can obtain a permit from the Main Reception in La Masia.
- Students must provide an active contact number, and must be available on that number for the duration of the time they are away from the Academy premises.
- Students are requested to keep in contact with the Academy staff (via the Emergency Number) should there be an incident whilst they are away from the Academy premises.

The Rules and Regulations for Leaving Academy Premises at the weekends (and public holidays) are as follows. Failure to abide by the Leaving Academy Premises Rules and Regulations may be considered a major offense, and incur the relevant penalty.

### Student Athletes aged 12 years and under

These student athletes may NOT leave the Academy campus at weekends.

### Student Athletes aged 13-15 years old

These student athletes may leave the Academy campus at weekends in groups, minimum of 3 persons, and must stay in these groups for the duration of their time away from the Academy premises. Students must return to the Academy campus by 8.00 p.m. The Academia Sánchez-Casal reserves the right to change the curfew time in response to seasonal factors, such as weather or time of darkness.

### Student Athlete aged 16 and 17 years old

These student athletes may leave the Academy campus at weekends in groups or alone. Students must return to the Academy campus by 10.30 p.m. The Academia Sánchez-Casal reserves the right to change the curfew time in response to seasonal factors, such as weather or time of darkness.

### Student Athletes aged 18 years old and over

These student athletes may leave the Academy campus at any time in groups or alone. There is no curfew for these students. They are required to return to the Academy campus without causing disturbance to other members of the community. The Academia Sánchez-Casal cannot accept responsibility for these student athletes when they leave the Academy campus.

The Academia Sánchez-Casal suggests that all student athletes follow the above curfew procedure, including those living in host families.

In addition, a student athlete may wish to leave the Academy premises to be with a parent or guardian. For these occurrences, and special exceptions, a confirmation must be sent, preferably via email, to the relevant Sports Residence Warden. The student must also complete the Sign-Out procedure.

## 14. Disciplinary Procedure

Any student suspected of breaching the Rules and Regulations of the Academia Sánchez-Casal will be required to attend a Disciplinary Hearing with the Academy's Disciplinary Committee. The student will be given a choice of two dates within a five day period of the offense being discovered. Once a hearing is convened, a student may not miss their appointment unless they can provide evidence of extenuating circumstances. In the event of a student failing to attend their hearing without sufficient evidence, the hearing will commence and a decision made in their absence. A student will be notified of the outcome of a Disciplinary Hearing in writing within three working days of the hearing. The notification will also include details of any resulting penalties.

### 14.1. Disciplinary Committee

The Disciplinary Committee will consist of the following persons:

- President & Founder of the Academia Sánchez-Casal or designated representative.
- Customer Services Manager.
- Relevant 'Head' of Department (Tennis, Physical, Lodging, Studies etc.).
- Where relevant, member(s) of staff who can provide information on the incident in question (coaches, wardens etc.).

### 14.2. Hearing Verdicts

At the hearing a verdict will be made, based on the information given by the student athlete and any other information gathered from witnesses and others involved. Each student will be given a full chance to justify their actions, and clarify their position and understanding of the incident. The verdict will be made purely on the evidence available; a student will be punished only when the committee agrees beyond reasonable doubt, that the student has breached the Rules and Regulations of the Academia Sánchez-Casal.

### 14.3. Appeals

A student has the right to appeal against a decision made by the Disciplinary Committee. The decision to appeal must be made in writing within five working days of the original outcome being reached. An Appeal Hearing will be arranged within five working days of the appeal being requested, in line with the Disciplinary Procedures stated above. The Appeals Committee reserves the right to maintain a decision or reduce the severity of a decision but NOT to increase the severity of a penalty. The Appeals Committee's decision is final.

#### 14.4. Appeals Committee

The Appeals Committee will consist of an equivalent number of (but different) individuals to those involved in the original hearing. The President & Founder of the Academia Sánchez-Casal or his designated representative will be invited to sit in on the hearing but may not take part in or influence the decision making process.

#### 14.5. Disciplinary System

The Academy has a four point system that is applied in response to any failure to abide by the Rules and Regulations outlined in this document.

1. **'Unforced Errors'** – A student athlete who commits a small offense by behaving in an unacceptable manner will be disciplined immediately by any member of staff in attendance. In most cases this will be a warning or 'telling off' and where necessary the student will be expected to rectify their behavior. This type of offense is part of growing and maturing into a successful person, which is why they are dealt with immediately. However, it is not expected that a student will continually repeat the same small offense. A student athlete who repeatedly commits 'Unforced Errors' may be disciplined more severely.
2. **'Fault'** – A breach of the Rules and Regulations of the Academia Sánchez-Casal as a first offense and/or considered to be of minor nature, may result in a written warning being given to the individual student concerned. For student athletes under the age of 18 years old a copy of the warning will be sent to their parent/guardian. In addition to the written warning, a student will receive a penalty appropriate to the offense committed. In all cases the Academy will primarily seek forms of positive re-enforcement as a penalty. A 'Fault' is valid for 12 months from the date of the Disciplinary Committee's decision. All spent 'Faults' will be kept on record until the student leaves the Academy.
3. **'Double Fault'** – A breach of the Rules and Regulations of the Academia Sánchez-Casal as a repeat offense and/or while holding a 'Fault', may result in the issuing of a 'Double Fault'. Major offenses may incur a 'Double Fault' irrespective of whether the student currently holds a 'Fault'. It is important to note that a 'Double Fault' is one step away from suspension or expulsion and serves as a final warning. On the issuing of a 'Double Fault' to student athletes under the age of 18 years old, their parents/guardians will be notified. In addition to the 'Double Fault' a student will receive a penalty appropriate to the severity of the offense committed. In all cases the Academy will primarily seek forms of positive re-enforcement as a penalty. A 'Double Fault' is reduced to a 'Fault' after 12 months from the date of the Disciplinary Committee's decision. Some 'Double Faults' may affect a student's eligibility for re-enrollment.
4. **'Suspension'** or **'Expulsion'** – A breach of the Rules and Regulations of the Academia Sánchez-Casal as a repeat offense and/or while holding a 'Double Fault' may result in a period of suspension or expulsion. Serious offenses may incur a period of suspension or expulsion irrespective of whether the student currently holds a 'Double Fault'. A Suspension may be reduced to a 'Double Fault' 18 months after it has been served. A student re-offending during that period may face expulsion. A Suspension may affect the eligibility of a student to re-enroll. A student who is expelled from the Academy may not return.

#### 14.6. Penalties

The following are guidelines for the expected penalty for a given level of offence:

5. **'Fault'** – Removal of privileges such as weekend activities or shopping trips for a period of no more than one calendar month. Suspension of specific activity, such as tennis training, for a period of no more than 2 whole days.
6. **'Double Fault'** – Removal of privileges such as weekend activities or shopping trips for a minimum period of one calendar month, but not exceeding three calendar months. A punishment of 'Academy Service' may be awarded in addition to or instead of the removal of privileges. The minimum duration of 'Academy Service' is one whole day and the maximum is 8 whole days. Suspension of specific activity, such as tennis training, for a period of no more than 4 whole days.
7. **'Suspension'** – Suspension of all activity for a minimum period of one week and a maximum of three months. While student athletes are 'suspended' they are not allowed onto the Academy premises. In addition, 'Academy Service' may be awarded for a minimum period of 7 whole days up to a maximum of 16 whole days.
8. **'Expulsion'** – Termination of registration from all Academia Sánchez-Casal activity.

### 15. Amenities

Academia Sánchez-Casal provides a comprehensive range of amenities to support the development of High Performance student athletes. Amenities include: Student Support Services, Transportation, Pro-Shop, Activities, Restaurant etc.

#### 15.1. Student Bank

Students can collect cash from their Academy account from the administration office on the 2nd floor of La Masia only at the following times:

Monday to Friday between 10.00 a.m. and 5.00 p.m.

#### 15.2. Transportation

We take great pride in the fact the Academia Sánchez-Casal operates its own fleet of minibuses that are used to transport our student athletes to the right place at the right time.

Passengers are required to shower before boarding the transport and NO food or drink is allowed on board. All passengers must wear a seat belt whilst traveling in the minibuses, and must never interfere with the driver's ability to transport all passengers safely.

##### 15.2.1. Transportation Schedule

Monday to Friday

- 7.15 a.m. from Barcelona/Castelldefels to the Academia Sánchez-Casal.
- 2.00 p.m. from the Academia Sánchez-Casal to Barcelona/Castelldefels.
- 6.30 p.m. from the Academia Sánchez-Casal to Barcelona/Castelldefels (only for players not involved in school or language studies).
- 8.00 p.m. from the Academia Sánchez-Casal to Barcelona/Castelldefels (all student athletes).

Saturday

- 7.15 a.m. from Barcelona/Castelldefels to the Academia Sánchez-Casal.
- 10.30 a.m. from the Academia Sánchez-Casal to Barcelona/Castelldefels.
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### 15.2.2. Airport Transfers

The Academia Sánchez-Casal will provide transportation from and to Barcelona Airport (not Girona) for the initial arrival and final departure of each term. A minimum of 48 hours notice must be given to the Customer Services Manager via the Transport Request Form (found at [www.sanchez-casal.com](http://www.sanchez-casal.com)). Generally this service is only available between the hours of 8.00 a.m. and 8.00 p.m. Additional airport transfers may be available on request (subject to availability and with 24 hours notice prior to departure). All transportation leaves from the Parking area and students will be notified of their departure time; usually this will be 2 hours prior to their flight time. It is requested that all students arrive at the Parking area ready to leave on time.

### 15.3. Pro-Shop

Our campus has a fully equipped shop selling all of your tennis essentials, plus a few extra exclusive products! We stock all of the main brands of rackets and clothing, in particular Head rackets and accessories and TTK clothing. Plus footwear, grips, bags and many other tennis related products.

We offer a full range of TTK clothing and footwear, plus our own range of Academia Sánchez-Casal TTK clothing, exclusive to our outlet. Our Pro-Shop also offers a racket demo service, plus High Performance restringing.

We are also the exclusive stockists of the ES (Emilio Sánchez) luxury signature range of fashionable items and accessories. New and exciting items are constantly being added to this distinctive range.

#### 15.3.1. The Pro-Shop opening hours are as follows:

Monday to Friday between 10.00 a.m. and 7.30 p.m.

Saturday and Sunday between 10.00 a.m. and 2.00 p.m.

#### 15.3.2. Personal Tennis Racquet Stringing Machines

Personal stringing machines are not allowed on the Academy campus. Non-resident student athletes may not offer stringing services to other student athletes. Stringing services are available from the Pro-Shop.

### 15.4. Activities

The Academia Sánchez-Casal offers a wide range of activities for its student athletes. Regular activities include a weekly supermarket visit plus beach and cinema trips. All of these activities are organized and supervised by our Activities Coordinator, with transport provided. During the year we also offer our students the opportunity to participate in a skiing trip, theme park excursions, sightseeing tours and various other activities such as 'paintballing'.

All activities will be publicized well in advance, and students will be required to sign up in advance. For the weekly supermarket visit, students must sign up in advance, at the Main Reception in La Masia.

### 15.5. La Masia Restaurant

Students who reside in the Sports Residence will take their meals in the La Masia Restaurant. Non-Resident students taking lunch at the Academy will eat at the La Masia Restaurant. Diners at the restaurant are required to shower before entering the restaurant and are expected to behave in an appropriate manner whilst eating. This includes, naturally, displaying the correct level of respect for all restaurant staff.

It is not permitted to take food or drink away from the Restaurant area unless specified to do so. The La Masia provides a relaxed atmosphere for diners and as such students are reminded that there is no need to rush the consumption of meals. The La Masia Restaurant provides an exciting range of Mediterranean cuisine. Everyday our skilled chefs offer an a la carte menu or a buffet selection to suit all tastes and appetites. Special dietary requirements can be accommodated upon request. A specialized sports nutritionist works with our chefs to ensure all menus meet the nutritional needs of a High Performance student athlete.

#### 15.5.1. The La Masia Restaurant dining hours are as follows:

Monday to Friday

- Breakfast: 7.00 a.m. to 9.30 a.m.
- Lunch: 12.00 noon to 2.30 p.m.
- Dinner: 7.30 p.m. to 9.00 p.m.

Saturday

- Breakfast: 7.00 a.m. to 10.00 a.m.
- Lunch: 1.00 p.m. to 2.30 p.m.
- Dinner: 7.30 p.m. to 9.00 p.m.

Sunday and Public Holidays

- Breakfast: 8.00 a.m. to 10.00 a.m.
- Lunch: 1.00 p.m. to 2.00 p.m.
- Dinner: 7.30 p.m. to 9.00 p.m.

### 15.6. Lockers

Student athletes can rent a locker for personal use within the Academy Changing Rooms. A deposit of €30 must be made and will be returned upon the return of the locker key.

Students who lose their key will be charged €30 (the current charge – subject to change without notice) to cover replacement and administration cost. The loss of a second key will incur a charge of €35 (the current charge – subject to change without notice) and so on. If the student does not have the necessary funds in their bank account a replacement key may not be provided.

In the event of a lost key the student should notify the Customer Services Manager, and fill in a replacement key form. The Customer Services Manager will then arrange for a replacement to be collected. In most circumstances a replacement key can be provided quickly, however in certain cases (such as a weekend/holiday) there may be a delay until the next working day. In the case of a replacement key delay, the Customer Services Manager will open the locker for the student.

## 16. Medical Care

We offer all our student athletes comprehensive medical care. We have an on-site physiotherapist, specially qualified in treating sports injuries, who operates from a well-equipped on-site medical suite. Experienced doctors make twice-weekly visits to the Academy and they are supported by a host of specialists including optometrists, podiatrists and dental professionals. In addition we offer a sports massage service. The Academy believes that prevention is better than cure when it comes to Medical Care, that is why our medical staff are focused on preventing injury or illness before it becomes a problem. Medical Care at the Academia Sánchez-Casal is provided under personal health care insurance underwritten by Vitalicio Seguros a leading specialist medical insurer in Spain. The insurance premium is included in the standard fees for journeys. For further details of the cover provided please contact our Medical Care team on [fisio@Sanchez-casal.com](mailto:fisio@Sanchez-casal.com)

In the case of a student athlete needing any form of medical care they should see the Medical Care team located in the medical suite. The suite is staffed Monday to Friday between 8.30 a.m. and 5.00 p.m. In the event of needing medical care after hours or at a weekend, students should contact their relevant Sports Residence Warden.

Naturally, student athletes are required to obey the recommendations of the Medical Care team.

## 17. Configuration of Internet Explorer

1. Click on the Internet Explorer icon to launch Internet Explorer.
2. Select 'Tools' and then select 'Internet Options'.
3. In the 'Internet Options' menu, select 'Connections'.
4. In the 'Connections' menu, select 'LAN Settings'.
5. In 'Local Area Network (LAN) Settings', check the 'Proxy Server' box and enter '192.168.10.100' in the 'Address' box and '8080' in the 'Port' box.
6. Select 'OK' and return to the main page.

## 18. Lost and Found Items

Student athletes are advised to label all of their personal belongings and keep a list of items with a detailed description (brand, model, color, distinguishing features, etc.). If an item is found please hand it in to the relevant Sports Residence Warden or the Customer Services Manager.

If a student loses an item, they should notify their relevant Sports Residence Warden and/or the Customer Services Manager.

## 19. Off Limits Areas on Campus

The following areas are off limits to all students at any time:

- Equestrian area
- Maintenance areas
- Staff Only areas
- Convention areas
- Nursery and playground

The following areas are off limits to all students after dark:

- Swimming pool area
- Gym and fitness centre
- Parking area
- TennisLab and Technical Office
- Tennis and padel courts unless used for a specific activity

## 20. Recommendations

- Student athletes are reminded to come to each activity with all the correct equipment needed for the duration of that activity. Students should remember the phrase "failing to prepare, is preparing to fail."
- This includes wearing the correct clothing and footwear.
- Student athletes will NOT be allowed to participate if they attend physical activity without sufficient water and/or sports drinks
- All student athletes attending any outdoor physical activity must have sufficient sun protection (sunscreen, hat etc.).
- It is imperative to your general health and well being to display good hygiene. This includes showering after practice, washing your hands before meals, taking care of your feet etc.
- For health and safety reasons it is forbidden for student athletes to chew gum during physical activity.
- For health and safety reasons large items of jewelry should be removed before physical activity.
- All student athletes should follow the nutrition advice offered by the Medical Care team.

Failure to heed these Recommendations on a consistent basis may be considered a major offense, and incur the relevant penalty.

## 21. Contacts

The following is a list of contacts that will be helpful if you have any questions with regard to the Academia Sánchez-Casal. Feel free to get in touch with any of the people and departments listed below should you have any questions or require any information.

### Academia Sánchez-Casal

Autovia de Castelldefels (C-31) Km.191  
08820 El Prat Llobregat  
Barcelona  
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Tel: +34 93 479 16 16  
Fax: +34 93 479 16 17  
[info@sanchez-casal.com](mailto:info@sanchez-casal.com)  
[www.sanachez-casal.com](http://www.sanachez-casal.com)

### Lavinia Fabbricatore

Customer Services Manager  
Email: [lavinia@sanchez-casal.com](mailto:lavinia@sanchez-casal.com)  
Extension: 206

**Veronica Rizhik**

*Administration and Admissions Co-ordinator*

Email: [veronica@sanchez-casal.com](mailto:veronica@sanchez-casal.com)

Extension: 207

**Estela Fernández**

*Lodging Co-ordinator*

Email: [estela.f@sanchez-casal.com](mailto:estela.f@sanchez-casal.com)

Extension: 250

**Emergency Number for Resident Student Athletes**

+34 699 55 88 99

**Andrew Burgess**

*Head of Player Development*

[andrew@sanchez-casal.com](mailto:andrew@sanchez-casal.com)

Extension: 233

**Carlos Aguilar**

*Head of Fitness*

Email: [caguilar@sanchez-casal.com](mailto:caguilar@sanchez-casal.com)

**Nacho Quixano**

*Head of Medical Care*

Email: [fisio@Sanchez-casal.com](mailto:fisio@Sanchez-casal.com)

Extension: 230