

GUIDANCE NOTES FOR THE NEW COMPUTERISED TENNIS & SQUASH BOOKING SYSTEM

Introduction

Welcome to the new club computerised booking system. The system allows you to view all tennis and squash court bookings and to make your own bookings either through the club's website at www.iltsc.co.uk or by using the touch screen in the club's reception. Members who do not have access to a computer and wish to continue to book courts via reception will still be able to do so, but in this respect please also read the notes below on purchasing credit.

The system will only be used by members (juniors and adults) who have a rackets element to their membership. Bookings for fitness classes and membership payments should continue to be made at reception.

I hope that you will find the new booking system, a useful additional facility and that you will feel that it is user friendly. It is currently in use in a number of other British clubs and the feedback from those clubs has been very positive.

Between now and the 25th June you will have the opportunity to trial the system either through the club's website or by using the touch screen. If you are logging onto the website you will see that there is a link on the front page which you should click to take you through into the booking system. During this period you will also be assigned £50 of "monopoly money" so that you can trial fictitious bookings. These bookings and the monopoly money will then be cleared from your account on the 25th June in preparation for the launch of the live system on the 26th June.

Until the 26th June, you should therefore continue to make actual bookings by contacting reception. We hope, however, that you will try out the system up until that point and provide us with any feedback in relation to it. We have tested it so we are as confident as we can be that it will carry out the booking functions that are currently in use within the club. However, if you do experience any problems, please do not hesitate to contact reception.

Your Membership ID number and pin code

Your existing membership ID number still applies and in addition you have been assigned a pin code to enable you to make bookings on the system. Your pin code is either your date of birth or the 30th December if you have not previously given us your birth date. This pin code is a 4 digit number, therefore if you were born on the 9th January, then your pin code will be 0901. If you have not given us your date of birth then your pin code is 3012.

You will need to use your membership ID number and pin code every time you make a booking on the system or alternatively if you are in the club, and use the touch screen you can swipe your keyfob down the right hand side of the screen and it will automatically take you into the system.

IMPORTANT:- We recommend that you change your pin code immediately to another number that you will remember. Please keep this number confidential and do not share it with other members.

How to alter your pin code

Please either use the touch screen in the club's reception or log onto the club's website from your home computer at www.iltsc.co.uk. On the front page it will ask you to input your membership number and your existing pin code (i.e. your date of birth or 3012). On the website you will note that there is a menu of options down the left hand side of the page. On the touch screen this menu is along the top of the page.

One of the options on the website is called, **Member Information**. Please click on this option and this will bring up all of your details. Please key in your new pin code and you will then be asked to confirm this code. Please also type in your email address on this page and tick the box to confirm you would like to receive each booking confirmation by email.

If you are changing your password on the touch screen, one of the options along the top of the page is **Your Account**. If you click on this it gives you the option to alter your password.

If at any time, you forget your password, please contact reception and you will be assigned a new one.

Purchasing credit

Courts must be paid for at the time of booking. A member must therefore either have credit in their computerised account for the booking to be made online or a member should pay for the court at reception by cash or cheque. Receptionists will only take payments for bookings over the telephone if you have sufficient prepaid credit in your account, at the time.

The minimum amount of credit that can be purchased, at any one time, is £30, although you can purchase higher multiples of £10. Members can purchase credit by paying for it by cash or cheque at reception or by purchasing it via the club's website using the new online credit and debit card facility. If you wish to purchase credit via the club's website then you will note on the menu of options to the left hand side of the booking screen that there is a **PayOnline** item for you to use. Clicking on this takes you into the screens to enable you to purchase the credit.

Adult members may wish to purchase credit for their children on their child's own personal booking screen using their own credit/debit cards or with cash or cheque at the club reception, as above. However, if say Mum or Dad wants to purchase credit on behalf of the whole family or purchase less than £120, once s/he has purchased the credit s/he wants, s/he can go into the "Your Account" section of his/her booking area and transfer the credit. If s/he clicks on this button then s/he can type in an amount and transfer it to another family member.

E.g. If Mum buys £30 credit, she could then transfer say £5 to each of her children's accounts and £10 to her husband, leaving her with £10 to spend.

IMPORTANT: During the trial period up until the 25th June, you will not be able to purchase credit online. However, we ask all members to pay for at least £30 of credit at reception by cash or cheque during this period. Reception will keep a note of these payments and they will be uploaded to your actual account on the 25th June ready for you to start to use the booking system for actual court bookings from the 26th June. Please complete the attached slip with details of the amount of credit you would like to purchase, attach your cheque to it and leave it with reception.

Booking Courts

The existing rules relating to court bookings still apply. Therefore, for example, squash courts can be booked 14 days ahead and tennis courts 7 days ahead.

"Walk on" rates still operate and courts can only be booked at a walk on rate at the club reception, as currently takes place.

There are 2 ways you can book courts, in advance, yourself without going through reception:-

1. From your own home computer by logging onto our website at www.iltsc.co.uk or
2. Via the touchscreen in the club reception

From your home computer via our website

If you are booking courts online, then after you have inserted your membership number and pin code, you will be taken into the court schedule screen which displays all the court bookings for that day. Down the left hand side of the screen there is a menu of items marked from the top **Daily, Weekly, Member Information, PayOnline, Your Bookings, Your Account**. These are the main buttons you will need to use but please do view the other buttons in the menu.

As you log in, the page automatically shows you the indoor court bookings, for that day. You also have the option to click on the arrow at the top of the screen marked "Indoor courts" to select, outdoor all weather, grass or squash courts. Once you have selected the type of court you want there is an option to choose a different day, using the arrow key next to the day shown.

When you have reached the screen showing you the correct day and type of court you want to book, click on the time of day and the number of the court you wish to book. This will then take you into another screen and will give you the option of booking courts for a certain period of time. e.g. for indoor courts 30mins,

60mins or 90mins. If you wish to book a court for more than 90mins then you will need to make a second booking, following on from the first. For outdoor courts, the maximum time you can book a court is 60 mins and you will therefore be unable to book another court within the subsequent 60 minute period. Squash court bookings are made in 45 minute slots. This screen also gives you the price of the court and provides other useful information.

Once you have inputted the length of your booking, you should press the button **Confirm booking** and you will be taken back into the court schedule. You will also see that your name is listed against the booking. The cost of the court will also have been automatically deducted from your prepayment balance.

If you wish to cancel a booking, you need to click on your booking and press delete. The booking system will then make this court available for rebooking. If the booking is cancelled less than 48 hours before it is due to take place then unless the court is rebooked, the charge will stand. If it is rebooked then your balance will automatically be credited with the amount you originally paid.

Your Bookings

If you click on this button on the left hand side of the screen, it then takes you into your own personal bookings screen and will show you the list of bookings you have made. It will also show details of any booking made by another member which requests you to contribute to half the cost as 2nd player. (see additional notes below on logging a 2nd member on the court booking.)

Your Account

This is another menu item and if you click on it, it will show you all the purchases of credit and payments for court bookings you have made.

Once you have finished making your booking, please press the **Log out** button.

Booking courts from the touchscreen in reception

Once you have inserted your membership number and pin code, you will be taken into the court schedule screen which displays all of the court bookings. At the top of the page are 6 buttons which read from left to right, **Daily, Weekly, Your Bookings, Your Account, Help, Log Out**.

The screen you enter will be the Daily screen and the Weekly button will give you a view of the court bookings over a weekly period and the number of courts available for each time slot. To book a court you can either select the day you want by clicking on the weekly option or there is a calendar on the right hand side of the page which enables you to select the appropriate date. To choose the type of court you want e.g. squash, outdoor all weather or grass, you should click on "Select booking area" at the bottom of the right hand side of the page. Once you are in the screen showing the correct day and type of court, please follow the guidance under paragraphs 4-6 under the heading "**From your home computer via our website**" above.

Your Bookings and Your Account headings

Please follow the guidance under the "**From your home computer via our website**" heading above.

Once you have finished making your booking, please press the **Log out** button.

Additional Charges

Please note that for summer indoor court bookings, if you require indoor court lights then you must request lights at reception, on arrival at the club and pay for them at the desk (either by cash or cheque or by using your prepayment balance). – The cost of lights is currently £3.

If you require floodlights on the outdoor courts then you will also need to purchase these at reception. Again a cash/cheque payment or payment from your prepayment balance is needed.

The lights on the squash courts will automatically come on in time for your booking and will switch off automatically 5 minutes after it is due to end. If you wish to play for an extra 10 minutes in order to finish your game, you can buy multiples of 10 minutes of additional light. You can buy light through the club

reception touch screen only. In this respect, when you check the squash court schedule you will see that on the top right hand side of the page there is a light button, which enables you to purchase additional light blocks just before your booking commences or at the end, provided that the courts are not already booked out to another member.

Visitor Bookings

The booking system allows you to state if you wish to play with a visitor. You will see when you are in the booking screen either via the website or the touch screen that there is a visitor booking button at the bottom of the page. If you click on this button then it will indicate that you are playing with a visitor and for adults making the booking it will assume you are playing with another adult and will therefore, in the case of tennis, automatically deduct an adult visitor fee of £6 from your prepayment balance. If a junior is booking the tennis court then it will assume that the junior is playing with a junior guest and the fee will be £3. For squash the usual rate of £2.50 will apply. Your booking on the court schedule screen will then show not only your name but will also indicate that you are playing with a visitor. It is important for insurance purposes that visitors also sign the visitors' book at reception on arrival at the club.

If you wish the visitor to pay their own guest fee, do not select the visitor button on the screen, but just ask them to pay their fee by cash or cheque when they arrive at reception and to sign the visitors' book. If an adult playing tennis is playing with a junior visitor or vice versa then again please do not select the visitor button but pay the correct visitor fee at reception.

You are entitled to 2 free visitor passes a year. If you wish to use one of your free passes for a visitor, then please register this at the club reception before you play.

Logging a 2nd member on the court booking

In addition to being able to select to play with a visitor you also have the option to select another member to play with. At the bottom of the booking screen page, it gives you the option to type in the membership ID number of a 2nd player. If you type in this membership number or click on **Opponent** to search for the membership number of that player, then it will also place their name on the booking.

When the 2nd player later logs into their booking screen it will give them the option of sharing the court cost and transferring half of the cost of the court from their prepayment balance to you. If they ignore this, then you will be responsible for the whole cost of the court. Unfortunately, the system does not allow you to split the cost of the court between 4 players if you are playing doubles.

Block Bookings

Block bookings should be made in the normal way, through reception. Christine Fletcher will still continue to take bookings for the Ladies Rotas in the normal way and the arrangements for social tennis bookings will continue as now.

Why can't I make a booking?

The online system from home PCs or the club terminal in reception will not allow a booking to be taken unless the membership is current and the member has sufficient credit in their account. Please note that while keyfobs will deactivate within 30 days of the renewal date if a member has not renewed, a member will not be able to book courts from the date his membership expires.

Another reason why you cannot make a booking may be because you have passed the time of the booking, because you are trying to book more than one hour for an outdoor court or because you are booking more than 7 days in advance for a tennis court or more than 14 days in advance for a squash court.

I hope you will find the new computerised system useful. If you need any help using the system or have any queries in relation to it, please do not hesitate to contact reception.

Kind Regards,

Caroline Buncall
General Manager