

BOOKING AN INDOOR TENNIS COURT

1. HOW TO BOOK COURTS WITH THE NEW BOOKING SYSTEM

You can book an indoor court online or by using the touch screen at the Club (as explained below).

All tennis members, except those who have put their membership on hold, have been set up in the members' database in the system.

Every member on the database has a personal account in the system where they can hold credit for making a booking. You can add credit to your account by buying vouchers from the bar (as explained below)

2. ADDING CREDIT TO YOUR ACCOUNT

Before you book your first court on the new system you will need to buy vouchers from the bar at the club at a cost of £10 per voucher.

Each voucher consists of a coded sequence of letters and numbers. To credit your account with the voucher, you will need to login to the online booking system, click the "Top-Up" link on the left side, and then enter the voucher number and code (please note the difference between the letter O and the number 0 (zero) - only the correct combination will work!). Your account will be automatically credited if you provide the correct combination.

In order to make a booking you will need to have sufficient credit in your account to cover the cost of the court.

Indoor Court	Length of session	Peak	Off Peak
Doubles	1.5 hours	£20	£12
	1 hour (8am only)	N/A	£8
Singles	1.5 hours	£14	£8
	1 hour (8am only)	N/A	£6

When you have run out of credits, you will need to buy a new top-up voucher and apply it to your account in order to top-up your credit so that you can make additional bookings.

Your balance is shown on the left side of the screen after you login. You can find your full account history (bookings and top-ups), just click "Account History" on the left side of the screen.

3. MAKING A BOOKING

You can book an indoor court online or by using one of the touch screens at the Club (downstairs and outside Bar upstairs).

Online

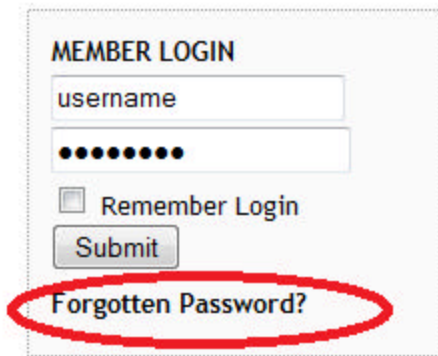
You can book courts online with the booking system website on:

<http://thewimbledonclub.mycourts.co.uk/>

In order to login you will need to know your username and password. The first time you use the system (and any time you have forgotten your username and password) you can request that the details are emailed to you again (using the email address you have registered on the system) by going to this page:

http://thewimbledonclub.mycourts.co.uk/forgotten_password.asp

The link to the Forgotten Password page is just below the Member Login box on the main screen (see below)



The image shows a 'MEMBER LOGIN' form. It contains a text input field for 'username', a password input field with masked characters, a checkbox for 'Remember Login', and a 'Submit' button. Below the form, the text 'Forgotten Password?' is circled in red.

Using the touch screen system at the club

In order to use the touch screen you will need your PIN number. If you don't know your PIN number, you can also retrieve it with the Forgotten Password process (as above).

Advance Bookings

All members may use the online booking system to reserve courts up to 7 days in advance. When booking 7 days in advance, the courts become available to be booked from 12 noon.

Cancellations & Refunds

All members are encouraged to cancel a court as soon as possible so that the court may be used by other members. To cancel a court on the booking system website, click "My Bookings" on the left side of the screen after you login.

Your booking fee will be automatically refunded when cancelling a booking before 12 noon **2 days prior** to your booking.

When cancelling a court after 12 noon 2 days prior, the booking fee is only refunded if the court is rebooked by another member.

4. FURTHER TECHNICAL INFORMATION ABOUT THE SYSTEM

You may want to refer to this section once you have mastered the basics of the system!

4.1 “My Bookings”

You will find all your bookings, including bookings made by other members who have selected you as an “opponent”, by clicking the “My Bookings” link on the left side of the screen.

Please note some useful features:

- ? Click on the envelope to send an email message to a named opponent for a booking. If you are using Outlook (or similar email programme) the link will launch a new message window and the subject line will automatically include the booking details. This feature only works if you have an email programme installed on your computer (it doesn't work with “web email” services such as Hotmail).
- ? Click on the opponent's name to get contact details, including email address (if the member has chosen to include these details in the Members' Directory).
- ? Click “cancel” to cancel the booking.

4.2 “My Settings”

You can choose some system preferences and keep your contact details up-to-date on the “My Settings” page which you will find by clicking the link on the left side of the screen after you login to the booking system website.

- ? **Password**
You can change your password after you log in to the website if you want by clicking on “My Settings” on left side of the screen
- ? **PIN**
You will need your PIN to use the touch screen booking system, which will be installed onsite at the club, and which will replace paper booking sheets. However, you won't need the PIN when using the online booking system.
- ? **Email Settings**
You can also choose whether or not you want to receive automatic email notifications from the booking system – when you book a court, when you cancel a court, whether or not you want to be included in the club mailing list, and when other members cancel courts (“cancelled court alerts”). **Important:** Please be sure to keep your email address up-to-date in the system, so that you may use the Forgotten Password process if you ever happen to forget your login details!

Cancelled Court Alerts

You can subscribe to receive cancelled court alerts when members cancel a court within 48 hours. To do this click on the “Cancelled Court Alerts” on the left side of the screen after you log in. Please be sure to only select the days of the week and court times which are of interest to you!

Members' Directory (and Member Profiles)

The booking system includes a **Members' Directory**, which is **only** accessible to active members when logged in to the website.

Here are instructions to control how you appear to other members on the booking system website.

- ? **My Settings** – when you login to the website, click “My Settings” on the left side of the screen, and you can choose which of your contact details are shown to other members. Please note that the default setting is for all adult members to be included in the directory while Juniors have been set as “ex-directory”.
- ? **My Profile** – click this link to see how you appear to other members on the booking system website. Click “Edit” to upload photos and to update your profile