

## **Court Booking User Guide**

All members are put on our online court booking system called MYCOURTS® when you join the Club.

### **Logging into mycourts**

All courts are bookable on the Mycourts® booking system.

You can log into your account via the following link:

<http://thewimbledonclub.mycourts.co.uk> and log in using your username and password.

### **Adding credit to your booking account**

Every member has a personal booking account which holds credit for the purpose of making an indoor booking or paying a guest fee. Your balance is shown on the left of the screen after you log in. Bookings may only be made if enough credit exists in your account to cover the booking fee. Please add credit by paying online using a debit/credit card.

#### Paying Online

Log in and choose the “Buy Credit Online” option and follow the instructions. You can choose the amount of credit you wish to add in a single transaction.

### **Making a court booking**

Select the day you wish to make a booking from the ‘Booking Sheets’ menu. Members may book grass courts online from 10am on the same day, and non-grass courts online from 10pm up to 8 days in advance for full members and 4 days in advanced for off peak or junior members.

Select the court and time(s) you wish to book and confirm the booking.

**PLEASE NOTE: All members must nominate their playing partners before play commences. This is an LTA and government requirement. Failure to do so may result in your booking rights being removed.**

### **Guest fees**

An adult (full, off-peak, U30 and student) member may invite guests on up to 12 occasions per year.

On each occasion, the member may invite up to 3 guests. No guest may be introduced more than 12 times per year.

Members must pay for their guest fees at the time of booking by selecting the appropriate guest fee from the drop-down menu when selecting their playing partners. If a member is bringing 3 guests, then 3 guest fees must be paid as playing partner 1, 2 and 3. Guest fees stated are per visit per guest.

PLEASE NOTE: Members only need to select their guest fee(s) **for the first 30 minutes** of their booking. To ensure you are not over charged, please UNTICK the box that automatically adds your playing partner into each 30-minute slot of your booking.

<b>Court</b>	<b>Peak Guest Fee (6pm-10pm Mon-Fri) (7am-6pm Sat/Sun)</b>	<b>Off Peak Guest Fee (7am-6pm Mon-Fri) (6pm-10pm Sat/Sun)</b>
<b>Grass</b>	£20	£10

<b>Indoor</b>	£15	£8
<b>Outdoor</b>	£10	£6

\*Juniors may only invite guests at off peak times and the guest fee for another junior will be 50% of the adult fees.

### **Checking in**

[Members can check in via a GPS check in function using their mobile phone. To check in using the GPS check in function, members must have location services enabled on their phone. Once on site, simply by logging into the mycourts app on your mobile phone, you will be automatically checked in. Members or their playing partners may check in up to 2 hours before and 15 minutes after their booking start time. If you do not check in within this period an email reminding you of your obligation to check in will be automatically sent.]

If you are not playing within 15 minutes of your booking start time, you forfeit your booking rights and another member is entitled to use the court for the duration of your booking.

### **Booking cancellations and refunds**

As a courtesy to other members, all members must cancel a court as soon as possible so that the court may be booked by others.

To cancel a court, log in and select "My Bookings". Your booking fee is automatically refunded as credit in your account when cancelling at least 48 hours prior to your booking.

If you cancel a court less than 48 hours prior to the booking, the booking fee is only refunded if the court is subsequently booked by another member.

### **Personalising your account**

Log in and select "My bookings", "My Settings" and "My Profile" tabs to personalise your booking account.

My Bookings contains all your bookings, including those made by other members who have selected you as an "opponent". Useful features include: click on the envelope to send an email message to an opponent for a booking; click on an opponent's name to view their contact details; click "cancel" to cancel a booking.

My Settings allows you to change your password, PIN and subscribe/unsubscribe from email alerts including confirmation of your court bookings/cancellations and cancelled court alerts (select the days of the week and times of interest to you).

My Profile allows you to see and edit how you appear to other members in the members' directory. Upload photos and edit your contact details and member profile.

### **Forgotten pin, password or username**

If you have forgotten your PIN, username or password you can retrieve them using the 'Forgotten Password' link on the Mycourts® website: <http://thewimbledonclub.mycourts.co.uk> and entering your email address. Providing this matches the email address stored in the Mycourts® database you will receive automatic reminders.

### **Turning on floodlights**

Lights for the floodlit courts are controlled at the bar. Please ask the bar staff to turn the floodlights on for your session.

For further information regarding court booking procedures please contact the Tennis Administrator, Michaela Knespl at [admin@twctennis.co.uk](mailto:admin@twctennis.co.uk) and mobile tel 07935331435

## **Court Booking Rules**

### **Booking rights**

Full adult members may book grass courts from 10am on the same day and non-grass courts from 10pm up to 8 days in advance.

Off peak adult members may book grass courts from 10am on the same day and non-grass courts from 10pm up to 4 days in advance.

Junior members may book courts 8 and 12 to 16 from 10pm up to 4 days in advance at off-peak times only. Juniors may book any court after 9am on the day of play.

Coaches may book designated courts from 10pm up to 28 days in advance.

All members and coaches must enter the names of their playing partners/clients at the time of booking or at least before play commences.

### **Court availability**

All courts are bookable in 30 minute slots up to a maximum of 90 minutes in one booking/day via MyCourts. Members are asked to avoid leaving 30 minute booking gaps where possible.

Grass courts may be booked between 10:30am and 9pm.

All other courts may be booked between 8am and 10:30pm (10pm on Sundays).

### **Member booking fees**

Booking fees only apply to indoor courts and are shown below. There is no court booking fee for outdoor courts.

<b>Indoor Court</b>	<b>Booking Length</b>	<b>Peak Price (6pm-10pm Mon-Fri) (7am-6pm Sat/Sun)</b>	<b>Off Peak Price (7am-6pm Mon-Fri) (6pm-10pm Sat/Sun)</b>
<b>Doubles Court</b>	30 minutes	£7	£4
	60 minutes	£14	£8
	90 minutes	£21	£12
<b>Singles Court</b>	30 minutes	£5	£3
	60 minutes	£10	£6
	90 minutes	£15	£9

## **Coaching courts**

### **During summer (dome down)**

Coaches may book:

- Courts 11, 12 and 16 at any time, provided Court 16 is not being used for social or other tennis programmes.

### **During winter (dome up)**

Coaches may book:

- Court 12 at any time
- Courts 8 and 11 at off-peak times
- Court 11 at 6 -7pm during Mon – Friday and at 8am-2pm Sat and Sunday

\*Any clay court may be booked on the day after 8am provided there should be no more than 2 coaches coaching at any one time during off-peak hours and that there should be no more than 1 coach coaching at any one time during peak hours. The only exception to this would be if at the time of booking after 8am on the day, an additional court booking by a coach is permitted during off-peak hours, provided there is always one other court available for members when the lesson begins.

\*Coaches may use the grass courts only for hitting based lessons at off peak times. No ball hoppers are allowed on the grass courts. Only courts 3 and 7 may be used for coaching. Grass courts may only be booked on the day of play and only one coach may coach on the grass courts at any one time.

Coaches may book courts up to 28 days in advance. They must enter the name of their client in the booking sheets. Coaches must cancel courts at least 24 hours in advance of the booked time, failing which that time will count towards the total rental.

Coaches will be charged £7 per hour for courts invoiced to them at the end of each month.

Additionally, group tennis lessons of 2-4 players may be booked 5 days in advance on any court at any time.

## **Tennis Programmes**

Court bookings for adult and junior tennis programmes must be approved by the Tennis Committee and booked by the Racquets Administrator. Court bookings for all tennis programme sessions will be visible on the booking system.

## **Matches**

Court bookings for all representative club matches, including adult and junior teams and singles matches where opponents travel from an external club, take priority over all other court bookings.

Court bookings for Club Championships must be booked by competitors who may book consecutive slots to ensure completion of their game within their booking time.

All representative club matches must be booked by the Racquets Administrator.

In exceptional circumstances, where matches run over their allocated booking slot, inconvenienced members will be fully refunded and their next booking provided free of charge.

### Club bookings

From time to time the club may book tennis courts for multi-sport functions and events. The tennis committee works closely with the general committee to ensure these events are in the best interests of the club and the benefit to the tennis section outweighs any inconvenience to tennis members.

Court 8 is a multi-purpose sports hall and this facility is shared equally between the Club's tennis, cricket and hockey sections.

### External bookings

The club occasionally receives external requests for court bookings. Each request is considered by the tennis committee on a case-by- case basis. External bookings are only approved if they provide a clear benefit to the club and tennis section at minimal inconvenience to tennis members.

### Court booking rules for Juniors

Junior members may book courts 8 and 12 to 16 from 10pm up to 4 days in advance at off-peak times only.

Juniors may book any court after 9am on the day of play.

Indoor court bookings are subject to the following fees:

Indoor Court	Booking Length	Peak Price (6pm-10pm Mon-Fri) (7am-6pm Sat/Sun)	Off Peak Price (7am-6pm Mon-Fri) (6pm-10pm Sat/Sun)
<b>Doubles Court</b>	30 minutes	£7	£4
	60 minutes	£14	£8
	90 minutes	£21	£12
<b>Singles Court</b>	30 minutes	£5	£3
	60 minutes	£10	£6
	90 minutes	£15	£9

Juniors may invite guests on up to 12 occasions per year. Guests are subject to the following fees:

Court	Peak Guest Fee (6pm-10pm Mon-Fri) (7am-6pm Sat/Sun)	Off Peak Guest Fee (7am-6pm Mon-Fri) (6pm-10pm Sat/Sun)
<b>Grass</b>	£10	£5
<b>Indoor</b>	£7.50	£4

<b>Outdoor</b>	£5	£3
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On each occasion, the member may invite up to 3 guests. No guest may be introduced more than 12 times per year.

Members must pay for their guest fees at the time of booking by selecting the appropriate guest fee from the drop-down menu when selecting their playing partners. If a member is bringing 3 guests, then 3 guest fees must be paid as playing partner 1, 2 and 3. Guest fees stated are per visit per guest.

PLEASE NOTE: Members only need to select their guest fee(s) **for the first 30 minutes** of their booking. To ensure you are not over charged, please UNTICK the box that automatically adds your playing partner into each 30-minute slot of your booking.