

THE WIMBLEDON CLUB - LAKESIDE SQUASH CLUB
USEFUL INFORMATION ABOUT THE NEW ONLINE BOOKING SYSTEM

How to book courts with the new booking system

1. Online

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

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

Forgotten Password

Please note you will need to know your username and password to login. If you don't know these details but believe you have been included in the members' database, then please use the Forgotten Password process on the following URL:

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

2. Touch screen system at the club – please note you will need you PIN to use the touch screen system. If you do not know your PIN, you can also retrieve it with the Forgotten Password process.

3. Mobile Phone – You can either connect directly to the booking system website or, if you have a relatively old mobile phone, then you should be able to connect to the WAP website on <http://lakesidesquash.mycourts.co.uk/wap>

Please note you will also need to have credit within your booking system account in order to book courts.

Booking Fees and Top-up Vouchers

Before you book your first court on the new system you will need to buy a voucher 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 top-up 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.

For each booking, you will be charged a £3.00 booking fee. You will find the booking fees displayed on the online booking sheets.

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.

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 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 before 12 noon 1 day prior. When cancelling a court after 12 noon 1 day prior, the booking fee is only refunded if the court is re-booked by another member.

"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.

"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 on-site 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.