

Book a Court System Frequently Asked Questions



How do I book a court with the new system?

Members will be able to reserve a court using the online *Book a Court* system. Members will receive an invitation to join the system from play@tennis.com.au. After registering, members will be able to book courts via the widget on our website, www.bundooratenisclub.com.au

Non-members will also be able to book via the widget on our website and will be asked to create a Book a Court account at first use.

What are the benefits of this system?

Members and non-members will be able to view court availability and be able to book a court online for casual usage. Everyone has equal opportunity to book a court. Access to the club and courts will be controlled by keypad entry so only the person who has booked the court will have access to the court. Furthermore, there will be no risk to courts being left unlocked, hence reducing the club's exposure to damage risk or unbooked / unpaid non-member usage. Income from court bookings by non-members, funding will be reinvested into developing the club's facilities further.

How do I access the courts?

When you arrive at the club for your booked session, to enter the facility you will be required to enter your PIN number into the keypad on the front gate.

How will I know when courts are available?

When you select the 'View Schedule' button on the widget on our website, you will be presented with the court availability and be able make your booking. Court usage will be booked in advance for competition, coaching and club events so only remaining courts will show as being available for booking.

Can I choose my own PIN number?

This is not within the current functionality of the system. You will be automatically allocated a pin code that will be the same each time you book.

How far in advance should I book?

This depends on how busy the club is. If you wish to play at a typically busy time, we recommend booking hours or days in advance. At quieter times, you will be able to arrive at the club and make your booking for immediate play on your smartphone as you stand outside the club gates. This will activate your PIN as soon as it is 10 minutes prior to your booked time, and allow you to enter the club and the court you have booked. Members will be able to book up to two weeks in advance, and non-members will be able to book up to one week in advance.

How do the gates open for competition?

Bookings will be programmed in to the *Book a Court* system for competition. The gate will automatically open during those times.

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How do the gates open for coaching and competition?

Bookings will be programmed in to the *Book a Court* system for coaching and competition tennis. The gate will automatically open during those times.

What happens if I am running late for my booking?

This will not matter. Your PIN number will enable access to the club and court from 10 minutes prior to your booked time until 10 minutes after your booked time. E.g. If you book court 1 for 10am – 11am, you will be able to access the club and the court from 9.50am until 11.10am. If someone else has a booking immediately before yours, you will be able to start playing at your booked time, 10am in this example.

How much does court booking cost?

Members will be able to book courts at no cost during the day as a benefit of membership with the club. During the peak times, and when lighting is required, members will be required to pay lighting fees which will be charged at \$15 per hour.

For non-members court hire fees during the day will be \$10 per hour, with evening hire charged at \$30 per hour.

Peak fees are determined as per the table below and align with sunset times. These fees are subject to change at Committee discretion.

	Peak Booking time
January	From 8:30pm
February	From 8:00pm
March	From 7:00pm
April 2019: From the conclusion of daylight savings time	From 5:30pm
May	From 5:00pm
June	From 5:00pm
July	From 5:00pm
August	From 5:30pm
September	From 6:00pm
October 2018: From the commencement of daylight savings time	From 7:30pm
November	From 8:00pm
December	From 8:30pm

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How do I make payment for my booking?

Payment is made at the time of booking, via the online payment system within the Book a Court system. This is through the provision of credit card details. For a booking where payment is required, payment must be made in order to complete that booking.

How do I turn the lights on when playing at night?

When you make your booking, the use of lights will be included in your booking at the relevant times. When you arrive at the club for your booking, the lights will automatically turn on, assuming that it is dark enough for them to be needed. A light sensor is in place to determine when lighting is required. The only thing you need to do is ensure you enter your pin at the gate to activate the booking.

Do I need a key for the lights?

No.

What if I need to cancel my booking or it is too wet to play?

You can cancel your booking using the online Book a Court system up to 3 hours in advance and receive an automatic refund. Just log into your account and select My Bookings to cancel the relevant booking. Refunds will not be provided after that time unless you were unable to play due to wet weather. If your booking is washed out you will need to contact the club within the next two days via secretary@bundooratenniscub.com.au arrange for a refund to be issued.

I don't use the internet, what should I do?

If you are unable to make a booking online, please contact a committee member.

What happens if I arrive at the club and someone is on my booked court?

Please politely ask the people on the court what time and court their booking is for. If it is for another court, please ask them to move onto their booked court. If their booked time has finished, please ask them to make a new booking via their mobile phone (pending court availability) or vacate the courts. If they make a new booking, they will need to vacate the courts and re-enter with their assigned PIN. If you have a smartphone, you will be able to confirm your booking via the online system on your phone while on site at the club.

What do I need to do when using the courts?

Book your court via the online system for when you want to play. Enter the court using your PIN number. Do not prop the gates open under any circumstances. The gates are programmed to open in accordance with the booking schedule. Play on your booked court for your booked time period (or less). Do not open the gates for anyone other than your companion(s) for play on your booked court(s). Everyone entering the courts should have a valid booking and it is up to all of us to monitor this so that we all get equal opportunity to play, and the club receives the appropriate income from non-members.