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# BOOK ONLINE INSTRUCTIONS

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## Online Booking System – Info and Background

The Purpose of this instruction document is to give our members a quick overview of our Tennis Venues Online Booking System (as @ 13/03/2017).

The club has been trialing and piloting, since late 2015, Tennis Australia’s Book a Court system. After some review and debate it has been decided to adopt a different system, it is believes the administration and usability of this new system for members and club is much simpler.

To use the system, as a member, all you will need is your membership number<sup>i</sup> when making a booking for the system to recognise you. You won’t need a logon, password or need to activate an account in any way; though please read the notes as you will need to be a current financial member even if you have a membership number.



## HOW TO BOOK INSTRUCTIONS

Steps:

1. Visit the FTC website ([www.forresttennisclub.com.au](http://www.forresttennisclub.com.au))
2. Click on the menu item **Book a Court**.

*The following type of calendar booking screen will then appear.*

Forrest Tennis Club  
 Dominion Circuit,  
 Forrest, ACT 2603

9 March 2017 (Thursday) < Prev Day Next Day >

	Court 1	Court 2	Court 3	Court 4	Court 5	Court 6
6am						
7am						
8am						
9am						
10am						
11am						
12pm						
1pm	1:00pm	1:00pm	1:00pm	1:00pm	1:00pm	1:00pm
	1:30pm	1:30pm	1:30pm	1:30pm	1:30pm	1:30pm
2pm	2:00pm	2:00pm	2:00pm	2:00pm	2:00pm	2:00pm
	2:30pm	2:30pm	2:30pm	2:30pm	2:30pm	2:30pm
3pm	3:00pm	3:00pm	3:00pm	3:00pm	3:00pm	3:00pm
	3:30pm	3:30pm	3:30pm	3:30pm	3:30pm	3:30pm
4pm	4:00pm	4:00pm	4:00pm	4:00pm	4:00pm	4:00pm
	4:30pm	4:30pm	4:30pm	4:30pm	4:30pm	4:30pm
5pm	5:00pm	5:00pm	5:00pm	5:00pm	5:00pm	5:00pm
	5:30pm	5:30pm	5:30pm	5:30pm	5:30pm	5:30pm
6pm	6:00pm	6:00pm	6:00pm	6:00pm	6:00pm	6:00pm
	6:30pm	6:30pm	6:30pm	6:30pm	6:30pm	6:30pm
7pm	7:00pm	7:00pm	7:00pm	7:00pm	7:00pm	7:00pm

3. Simply navigate through the calendar via the various easy to follow selection options (Prev Day, Next Day, Monthly Calendar) and select the time you would like that is available.

*The following type form for you to complete will then appear.*

Forrest Tennis Club logo

Court Court 1 - Forrest Tennis Club

From 4:00pm Thursday 9 Mar 2017

To 5:00pm (1 hour) [dropdown]

\* Name [input field]

Contact Number [input field]

\* Email [input field]

\* Confirm Email [input field]

Membership Number (if any) [input field]

Credit Voucher Number (if any) [input field]

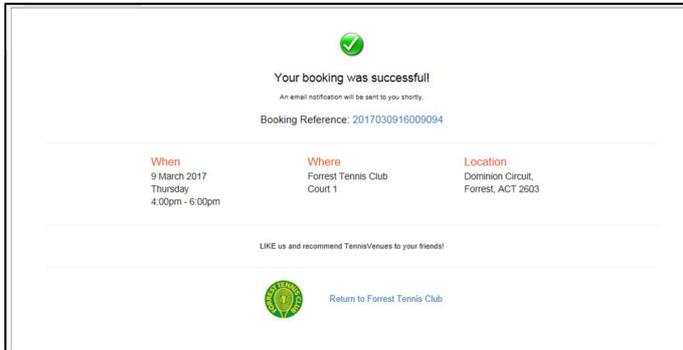
Next Cancel



- Fill in your Name, Contact Number, Email (confirm too), and Membership/Card Number in the appropriate fields. Click, **Next**

**Day Time Result**

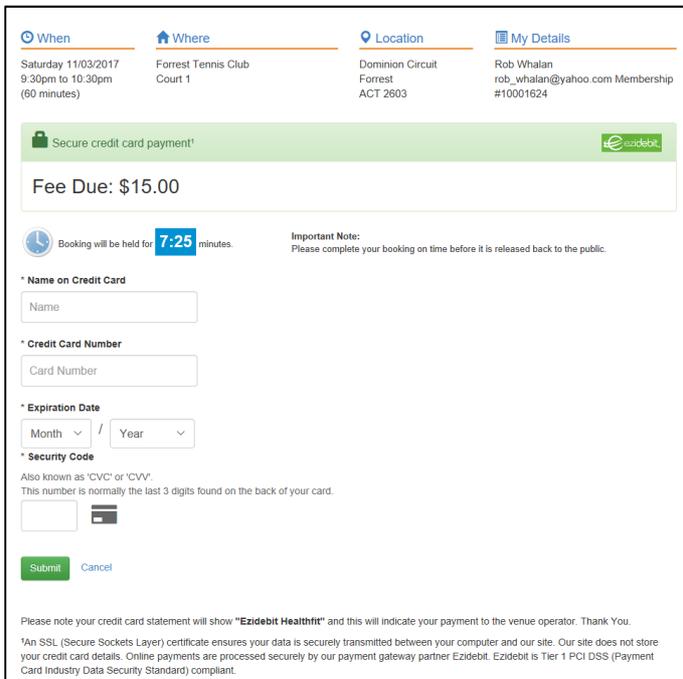
*If your membership details are correct and you are a current financial member, the following screen will appear confirming your details, you will also receive a confirmation email, and you are done.*



**Night Time Result**

*If your membership details are correct and you are a current financial member, the following screen will appear for you to pay the extra night time lights members fees. Keys will need to be obtained and returned from Forrest Hotel before and after your booking.*

*4.2 follow the form in completing your payment for night court usage, when complete and payment processed, a screen confirming your booking (as above) will appear confirming your details, you will also receive a confirmation email, and you are done.*





## Membership Numbers

With the adoption of a new membership system, plus this Book Online system; the membership number becomes one way for us and the system to recognise you.

The system being a fast and smart one, to a point, knows who and who hasn't paid their current yearly fees; there could be some human input delays at the end of the year, or when someone first joins the club, for various payment methods when processing yearly fees.

To combat any delays or issues with the possible issues above, we will look to send out renewals each year 6-8 weeks before expiry and a reminder follow-up before the end of year. With the new membership system, if you use email, you will easily be able to pay your fees via the payment links well within time of expiry; though leaving any EFT, Cheque or Cash payments to the last minute could of course mean your membership number becomes expired whilst our volunteers process your payments and reconcile to the system - hence even a bigger reason to now use our preferred payment method of '**pay by card**' via the membership renewal link email you will receive each year from now on.

If you do not renew your membership, we/system will still keep your membership number on file for any reactivation; but the booking system will recognise it as "Expired" at the end of each calendar year and you will only be able to book a court as a non-member.

## Booking Policy

As a member of the club, you are required to book a court, booking of courts can only be done in current and future time periods and not in retrospect. This is one way financial members can be assured that all those using the courts are actually financial members.

With smart mobile phones technology and well connected homes, and an easy to use system, there is now little excuse not to have your court booked online.

If you don't use a computer, or have access to the booking system via our website ([www.forresttennisclub.com.au](http://www.forresttennisclub.com.au)); then you must register your use of the courts via our Members Court Usage folder in the clubhouse (kept in the clubhouse). This is a good way for members who just drop by in the hope of a free court to also register their usage and play (also requiring you to note your membership number) – please note though, that this method does not guarantee you will not be kicked off the court, see further reading below.

Booking Online is the only way to ensure the use of a court, when you want, and when the court is free; **online booking is the master booking record**. Thus, if you turn up and use a court without booking it, other members will have the right to kick you off if they have a current booking via the online booking system (members who book online get an email confirmation of this and the booking will also show on the online bookings calendar).

You may only schedule 2 court bookings a day for up to 2 hours in length each and these must be separated by at least an hour, not consecutively booked, booking multiple courts is not allowed; and bookings can only be made 2 weeks in advance. Cancellations can be done via a cancellation button on the confirmation email you receive, this can be done up to 12 hours before. If the booking is within 12 hours, you are not able to cancel and will forfeit any payment you have made if you do not use the court (night time usage). Please endeavor to cancel court bookings in time so that they may be used and booked by other members.

Permanent bookings; as per the members fees schedule, can be made by contacting the bookings member at [bookings@forresttennisclub.com.au](mailto:bookings@forresttennisclub.com.au)



## **Member Visitors**

Visitors of financial members cannot be registered or paid for via the online booking system, it is the members responsibility to pay the visitors fees via payment of cash in the safe or notification of a guest on the Guest Register folder (kept in the clubhouse).

**There are no exceptions to this policy except where the club's committee have approved it in advance** (eg. Open Days, Coaching Team, Club Organized Social Play, etc).

If paying by cash, use the little envelopes kept by the safe to deposit the money into the safe; don't forget to write your details and your visitor's name, the time and date on the envelope as well – you are still required to fill out the Visitors Register when paying by cash. To make sure there aren't any excuses to paying for visitor's fees, the Visitors Register also allows you to note that a cash payment hasn't been paid, in this instance an invoice in your name (the member who is responsible) will be produced for you to pay at a later date.

All visitors of current financial members of the club are required to be accompanied by a member; those who aren't are considered Non-Members visiting the club and must book via the online booking system in advance.

See Members Fees section of the website for our fee schedules.

## **Non-Members**

FTC does allow non-members to book and use our courts, but this must be done in advance and on a strict pay and play fee based system. Non-members can use the online booking system to book courts; they will be charged an appropriate fee and must do this in advance of using the courts. Non-members do not have a membership number and will automatically be directed to a debit/credit payment form when booking online; the booking will only be confirmed when the payment has been processed by the system.

## **Questions?**

Any further questions about fees and the booking process can be found on our website or via contacting [bookings@forresttennisclub.com.au](mailto:bookings@forresttennisclub.com.au)



**Notes:**

\*If you are not a current financial member of the club and you enter your membership number, you will see a screen as below. You will need to remove your membership number and proceed with booking as a Non-member if you would still like to book before paying your fees (otherwise you will have to pay your fees and wait to book as a member).

A screenshot of a web booking form for the Forrest Tennis Club. At the top, a red banner contains the message: "The booking form contains one or more errors. Please correct the form and submit again." Below this, the form displays the club's logo and the following details: Court: Court 1 - Forrest Tennis Club; From: 2.00pm Saturday 11 Mar 2017; To: 3:00pm (1 hour) with a dropdown arrow; \* Name: Rob Whalan; Contact Number: [redacted]; \* Email: [redacted].com; \* Confirm Email: [redacted].com; Membership Number (if any): 100015, with a red error message below it: "Invalid Membership or Card Number"; Credit Voucher Number (if any): [empty field]. At the bottom, there are two buttons: "Next" (green) and "Cancel" (blue).

<sup>i</sup> You must be a current financial member, otherwise even when using your membership number the system will know you aren't current and you will be asked to pay the non-members full booking fee.