

Hazelwood on-line Booking System

Live from 1st October 2007 for booking courts from 17th September 2007.

Before you start using the on-line booking system we strongly advise you to read through the notes on getting started below. You can also download and save the getting started document to your own computer.

Click this link when YOU are ready to go to the on-line booking system <http://www.squashbooking.co.uk/hazelwood>

Getting Started

You can access the on-line court booking system via the Club's web site from any computer connected to the internet by selecting the link to the Booking System. Once in the system, click "**Log in**" and type in your Member ID and PIN. The system can also be accessed for booking courts using the touch screen in the Clubhouse.

You can find your Member ID by using the "**Forgot your PIN Code**" button on the login screen. Your PIN and ID will be sent to the e-mail address in the Club database. This should be the same address as contained in the "**Member Information**" file. (Also handy if you subsequently forget you PIN or ID.)

Another way to find out your ID is to use the touch screen in the Clubhouse and press the "**Members List**" button to access your name and Member ID. Your initial PIN will be sent to you via e-mail for those members who have access to the internet. Those members who do not have access to the internet will be sent their PIN number by post.

It is important that you change your PIN to a number only you will know on your first visit (and certainly before crediting your account) as the Club cannot be liable for any loss resulting from failure to do so. You can change your PIN by going into the "**Member Information**" link in the left hand navigation bar. Input a new PIN, repeat the number and click "**Update**". This will be your PIN for all future logins unless you decide to change it. You can also revise or add any other personal details, e.g. e-mail address or phone numbers.

You can now return to the "**Booking System**" to credit your account and begin booking courts.

You must credit your account before you can make any bookings for play. To do this, "**Log in**", choose "**Pay On-line**" and follow the instructions to credit your account using your credit or debit card (minimum credit £30). This will take you out of the system so on your return you will need to "**Log in**" again.

To cover bank charges and help defray the ongoing costs of the system, a charge of £2.00 for credit card payments and £1.00 for debit card payments will be made whenever a Member's court booking account is credited. No additional charge will be made when a court is booked other than the appropriate court fee (e.g. peak or non peak). Members not having access to the internet can deposit a cheque with the Manager and use the touch screen in the Clubhouse to book courts. This process will carry a charge of £1.00 per cheque and again there is a minimum

credit value of £31.00. (Please write your member ID on the back of the cheque.) As it will be necessary for the system administrator to credit your account manually on being notified by the Manager of the amount you have paid, it may be a few days before you can begin booking courts; whereas crediting the system on line has immediate effect.

You can read more about payments, refunds and booking rules on the refunds and rules pages.

To book a court select the "**Area**" (Tennis, Squash etc.) you require and the day on which you wish to book a court. Bookable courts will be highlighted in blue with dark text. Click on the slot you require and complete the details. Courts in grey/blue with greyed out text and greyed out courts are not bookable; green indicates one of your own court bookings and red indicates a court booked by another Member. Other colours denote courts block booked for Tournaments, Club Periods and Matches etc.

When you have decided how long you wish to play and entered the relevant details select "**Confirm Booking**" and you will be returned to the booking sheet you can enter the name of your playing partner for the booking, who will be invited to transfer his/her proportion of the booking fee to you when next logging on. If you subsequently wish to relinquish the court you can delete the booking by clicking the booked court and selecting the "**Delete Booking**" option. If you delete the booking more than a week in advance the system will automatically credit your account; after that a refund will be made only if the court is subsequently booked by another member.

You can check your account at any time by clicking "**My Account**" in the navigation bar. Similarly you can view your open bookings, from the same navigation bar, by choosing "**My Bookings**".

Always remember to "**Log out**" before leaving the system.

If you experience any difficulty using the system, or have any comments regarding it, send an e-mail to nick@hazelwoodtennisclub.co.uk or leave a message at the Club office on 020 8360 5660. (E-mail is preferred and will normally lead to a quicker reply.)