

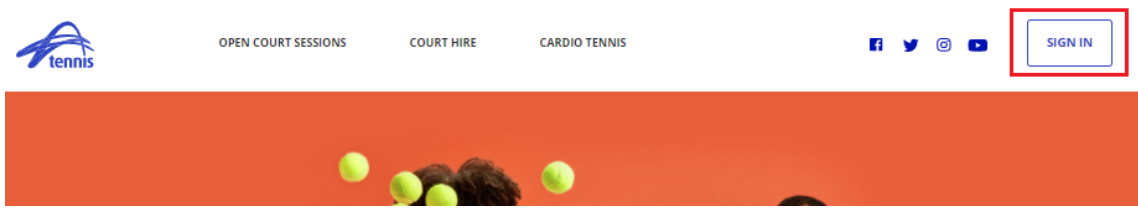


Book a Court

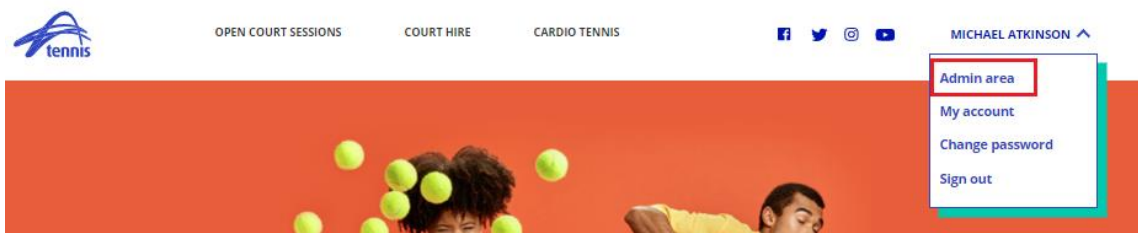
USER GUIDE

GETTING STARTED – ADMIN AREA

To access the admin area for Book a Court visit the following page play.tennis.com.au to search for your club's Book a Court venue landing page. Log in by clicking **SIGN IN** at the top right of the screen.

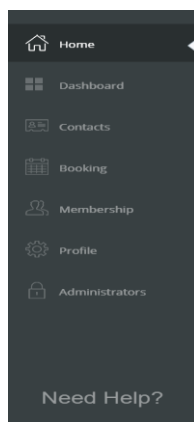


Once logged in, your name will appear at the top right of the screen, click on your name and select 'admin area' from the drop down menu.



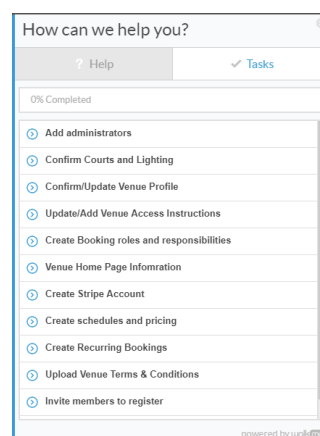
NOTE: If admin area does not appear in the drop down menu, please contact Tennis Australia (1800 752 983) to provide admin access to your registered account.

When you are in the admin area, there are a number of modules which you can select on the left hand side – the number of modules will vary for each venue - this user guide will explain the modules specific to Book a Court and its functions in detail.



Walk Me, a training tool to provide a step by step guide through important features and tips has been integrated into Book a Court, click **Need help?** for access to the walk throughs and support articles. This is also where you can use the Live Chat function to speak with the Tennis Australia Customer Support Team.

In addition, Walk Me also includes a checklist of Tasks to be completed to ensure the Book a Court software is completely set up and ready for the club to go live, as shown below.



MANAGE BOOKINGS

To manage bookings at your venue, select the **Booking** module on the left hand side in the admin area.

Enter a date range and click 'update' or use the filters to display bookings for that period.

BOOKING

FROM TO [UPDATE](#)

SHOW ME: [Yesterday](#) [Today](#) [Tomorrow](#) [This week](#) [This month](#) [This year](#)

Your bookings will then display as shown below. Select the 'active' tab to display active bookings or the 'cancelled' tab to display cancelled bookings for that period.

ACTIVE **CANCELLED** [+ Add new booking](#)

50 Records per page ▾

0 bookings selected: [EMAIL](#) [EXPORT PDF](#) [EXPORT CSV](#)

<input type="checkbox"/>	First Name	Last Name	Date	Time of booking	Duration	Court(s)	Payment method	Paid	Cost
<input type="checkbox"/>	Type a value	Type a value	Type a value	Type a value	Type a value	All	All	All	Type a
<input type="checkbox"/>	John	Romero	2017-06-27	12:00	180	COURT 2	None	N/A	\$0.00
<input type="checkbox"/>	John	Romero	2017-06-27	14:00	120	COURT 3 COURT 4	None	N/A	\$0.00
<input type="checkbox"/>	Michael	Atkinson	2017-06-28	11:00	150	COURT 1 COURT 2 COURT 3 COURT 4	None	N/A	\$0.00
<input type="checkbox"/>	Alex	Revell	2017-06-29	15:30	30	COURT 1	None	N/A	\$0.00
<input type="checkbox"/>	Customer	Support	2017-06-30	16:30	30	COURT 2	None	N/A	\$0.00

Showing 1 to 5 of 5 results

← Previous 1 Next →

Exporting booking data

Select all bookings using the check box next to the first name column or select individual bookings using the check box next to each booking. You can also filter your search by entering a value or text in the filter boxes.

ACTIVE		CANCELLED								+ Add new booking		
50 Records per page										All 11 bookings selected: EMAIL EXPORT PDF EXPORT CSV		
First Name	Last Name	Date	Time of booking	Duration	Court(s)	Payment method	Paid	Cost				
<input checked="" type="checkbox"/>	Type a value	Type a value	Type a value	Type a value	All	All	All	Type a value				
<input checked="" type="checkbox"/>	John	Romero	2017-06-26	10:00	60	COURT 3	None	N/A	\$0.00			
<input checked="" type="checkbox"/>	Rob	Knee	2017-06-26	18:00	360	COURT 1 COURT 3	None	N/A	\$0.00			
<input checked="" type="checkbox"/>	Customer	Support	2017-06-26	18:30	30	COURT 2	None	N/A	\$0.00			
<input checked="" type="checkbox"/>	John	Romero	2017-06-27	12:00	180	COURT 2	None	N/A	\$0.00			
<input checked="" type="checkbox"/>	John	Romero	2017-06-27	14:00	120	COURT 3 COURT 4	None	N/A	\$0.00			
<input checked="" type="checkbox"/>	Michael	Atkinson	2017-06-27	15:00	30	COURT 2	Cash	NOT PAID	\$5.00			
<input checked="" type="checkbox"/>	Michael	Atkinson	2017-06-28	11:00	150	COURT 1 COURT 2 COURT 3 COURT 4	None	N/A	\$0.00			

You can export the selected data in either PDF format or an Excel spreadsheet.

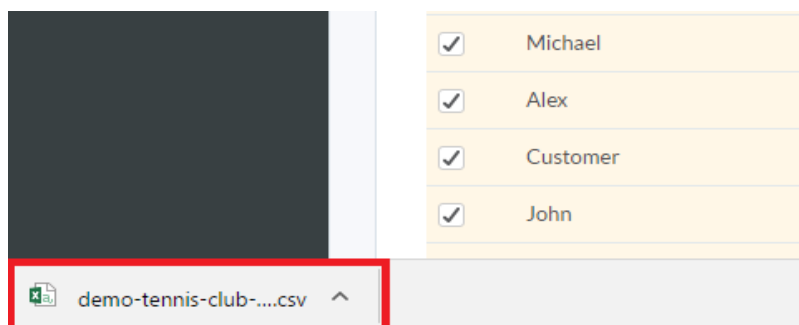
All 11 bookings selected:

[EMAIL](#)

[EXPORT PDF](#)

[EXPORT CSV](#)

Once you select your desired format, your download will begin automatically and will appear as shown below.



By clicking on a booking, further details will display including the ability to resend the booking confirmation, issue a refund or cancel the booking as shown below.

BOOKING DETAILS

Rene Botha [Resend Confirmation](#) [Cancel Booking](#)

Payment: **PAID**

Name: Booking Booking date: Tuesday, 25 August 2020
Attendees: Rene Booking time: 15:30 - 16:30
Private pin no: 1214 Category: Booking
Court: Court 1

Payment

Date Paid	Method	Amount	Refunded
	Online	0.00	No



Resend booking confirmation

From the 'booking details' page you can also resend the confirmation email to the booking contact, by clicking 'resend confirmation'.

BOOKING DETAILS

Michael Atkinson

Payment: **PAID**

[Resend Confirmation](#) [Cancel Booking](#)

You will be asked to confirm your selection, click 'yes' to resend the confirmation email.

Resend confirmation?

Are you sure you want to resend the booking confirmation?

[No](#) [Yes](#)

Cancelling a booking

To cancel a booking from your admin area, head to the **Booking** module.

Use the filters to locate the booking.

BOOKING

Configuration [VIEW BOOKING SHEET](#)

FROM TO [UPDATE](#) SHOW ME: Yesterday Today Tomorrow This week This month This year

ACTIVE **CANCELLED** [+ Add new booking](#)

50 Records per page 0 bookings selected: [EMAIL](#) [EXPORT PDF](#) [EXPORT CSV](#)

First Name	Last Name	Date	Time of booking	Duration	Court(s)	Payment method	Paid	Cost	Venue
<input type="text" value="Type a value"/>	<input type="text" value="Type a value"/>	<input type="text" value="Type a value"/>	<input type="text" value="Type a value"/>	<input type="text" value="Type a value"/>	All	All	All	<input type="text" value="Type a value"/>	<input type="text" value="Type a value"/>

Select the booking you are wanting to cancel, which will bring up the booking details as shown below, then click 'Cancel Booking'.

ADVANCED BOOKING DETAILS

Booking Admin

Payment: **NOT PAID**

[Resend Confirmation](#) [Cancel Booking](#)

Name: Booking **When:** Every day
From/To: 15 June 2018 to 20 June 2018 **Selected date:** 18 June 2018
Attendees: No attendees **Booking time:** 06:00 - 07:00
Member pin no: 8511 **Category:** Booking
Guest pin no: 7681 **Court:** Court 2, Court 1

Payment

Date Paid	Method	Amount	Refunded
Not Paid	None		No

[Edit](#)

If it is a multi-court booking, tick the box of the appropriate court you wish to cancel, or tick the box for 'All courts' to cancel the booking for all of the courts.

If it is a recurring booking, determine if you want to cancel the specific booking you have selected or 'all dates' of the recurring booking.

An email notification will be sent to the contact whose booking is being cancelled (if the box is checked). There is pre-loaded text in the email but you have the option of writing a more detailed explanation in the 'Notification email text' box if required.

CANCEL BOOKING

Category

Cancel courts & resources All courts
 Court 1 Court 2

On 18/06/2018 All dates

Contact

Send email notification

Notification email text

[Cancel booking](#)

Cancellations can also be made via the booking sheet.

When viewing the booking sheet, click on the booking you're wanting to cancel, then click 'Cancel booking'.

Monday 18th June

	Court 1 Outdoor, Other	Court 2 Outdoor
05:00		
06:00	BOOKING	BOOKING
07:00		
08:00		
09:00		
10:00		

Booking

Category Booking

2018-06-15 to 2018-06-20

06:00 - 07:00

Court 2 and Court 1

Every day

Booking Admin

[Edit booking](#) [CANCEL BOOKING >](#)

If it's a recurring or multi-court booking, you have the ability to cancel all dates across all courts or the selected courts and date as shown below.

CANCEL BOOKING

Category

Cancel courts & resources All courts
 Court 1 Court 2

On 18/06/2018 All dates

Contact

Send email notification

Notification email text

CANCEL BOOKING >

A confirmation of your cancellation will appear on screen as shown below.

BOOK A COURT

✔ Thanks! Your booking has been cancelled!

Here are the details of your booking...

Booking date: 11 August 2015 onwards
Recurrence: Every week on Monday
Booking time: 16:00 until 16:30
Court: Court 1, Court 3
Surface: Other, Clay
Contact: Ashlea Block

Issuing a refund for a booking

There is an automatic refund process in place for bookings that are cancelled within the allocated refund window (refer to page 38), however if the cancellation of the booking is outside the automatic refund window, admins can manually issue a refund from the booking details page by clicking 'refund'.

BOOKING DETAILS

Michael Atkinson Resend Confirmation Cancel Booking

Payment: **PAID**

Name: Booking **Booking date:** 27 June 2017
Attendees: Sophie **Booking time:** 18:00 - 19:00
Member pin no: 1234 **Category:** Booking
Guest pin no: 54321 **Court:** Court 3

Payment

Date Paid	Method	Amount	Refunded	
26/06/2017	Online	8.00	No	Refund

You will be asked to confirm your selection, click 'yes' to issue the refund.

Refund online booking?

×

Are you sure you want to refund this booking?

Cancel

Yes

DASHBOARD

You will be able to view the following information:

Data subject	Description
Court usage to date	The total hours of courts used against the courts available.
Fees collected	The total amount of fees collected, identified by payment options (cash, online, cheque and/or other).
Bookings by category	The total number of bookings made by booking category (booking, coaching, competition, event etc.).
Peak booking times	The most popular times for court bookings.
Contact status	The total number of contacts by status (registered, unregistered, invited, repeat email or no email).
Member status	The total number of contacts by membership status (active, lapsed, non-member).
Member status bookings	The total number of bookings made by active members, lapsed members or non-members.
Bookings	The total number of bookings made and bookings played in a line graph by hour, day, week and month.
Revenue	The total amount of revenue received from bookings in a line graph by hour, day, week and month.

Within the dashboard, you also have the ability to download the following reports in CSV format by clicking on the tile. Use the drop down menu to select the appropriate date range of data.

Download Reports Quarter: 3 2020 ▾

[Bookings Made](#) ⌵

View the details of any bookings made, including contact, duration and booking type.

[Bookings Played](#) ⌵

View the details of any bookings played, including contact, duration and booking type.

[Cancellations](#) ⌵

View the details of any cancelled bookings, including contact, number of cancellations and how long before booking cancelled.

[Contacts](#) ⌵

All contacts, including their status and total bookings made.

[Admin Users](#) ⌵

List of all admin users and their details.

[Court Utilisation](#) ⌵

Compare court availability vs court usage.

[Eligible Discounts](#) ⌵

List of all discounts eligible to be used by currently placed bookings.

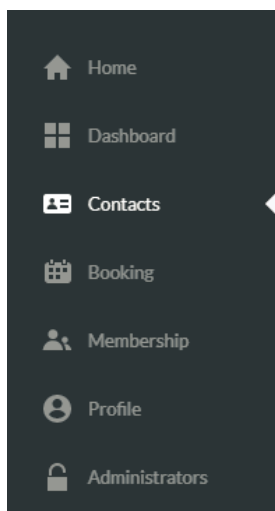
[Claimed Discounts](#) ⌵

List of all discounts claimed against the current bookings.

Report	Description
Bookings made	The details of any bookings made, including contact, duration and booking type. This includes recurring and cancelled bookings.
Bookings played	The details of any bookings played, including contact, duration and booking type. This includes recurring bookings.
Cancellations	The details of any cancelled bookings, including contact, number of cancellations and how long before the booking was cancelled.
Contacts	All contacts, including their status and total bookings made.
Admin users	List of all admin users and their details.
Court utilisation	Compare court availability against court usage.
Eligible Discounts	List of all discounts eligible to be used by currently placed bookings.
Claimed Discounts	List of all discounted claimed against the current bookings.

CONTACTS

To access your contacts, click **Contacts** on the modules on the left hand side.




Your contact list will consist of members from your club and anyone who has booked a court at your venue (non-members). You can enter a value in the filter boxes to define your search as outlined below.

Unique ID ?	First Name	Last Name	Email	Tags	Registered	Member Status
Type to filter	Type to filter	Type to filter	Type to filter	All	All	All

By clicking on a contact, you will be able to view the contacts details including their booking PIN.

By clicking on **Profile** options, you will have the ability to email the contact, invite the contact (if they are unregistered) and edit the contact to update their personal details, add booking responsibilities or admin roles.

From this page, you'll also have the ability to add membership packages to the contact.



Micky Atkinson
Member Since Monday, 21 October 2019

Gender: Not set
Date of birth: Not set

Mobile number: Not set
Phone number: Not set
Email: micky@tennis.com.au
Emergency phone number: Not set
Default emergency phone number: Not set
Address details: Not set

Private PIN: 3911

Profile options
Edit contact
Email contact
Invite contact

Memberships

Name	Role	Expires	Status	Paid
Adult Membership	Member	31/12/2020	Active	PAID
Junior membership	Member	31/12/2020	Pending	PAID
Testing 17/01/20	Member & main contact	31/05/2020	Lapsed	NOT PAID

[Add membership](#)

Responsibilities

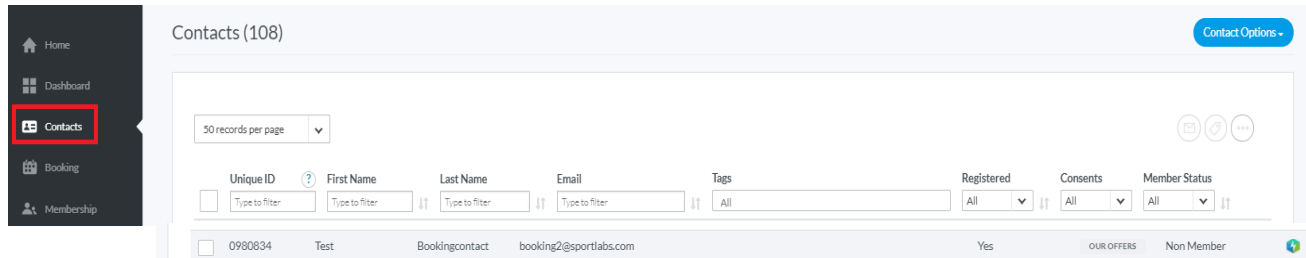
Micky does not have any responsibilities.



Adding Members

Club administrators have the ability to add membership packages to contacts to provide them with an active member status.

Head to **Contacts** in the admin area and use the filters to locate the contact you want to add a membership to, then click on the contact record to open the profile of the contact.

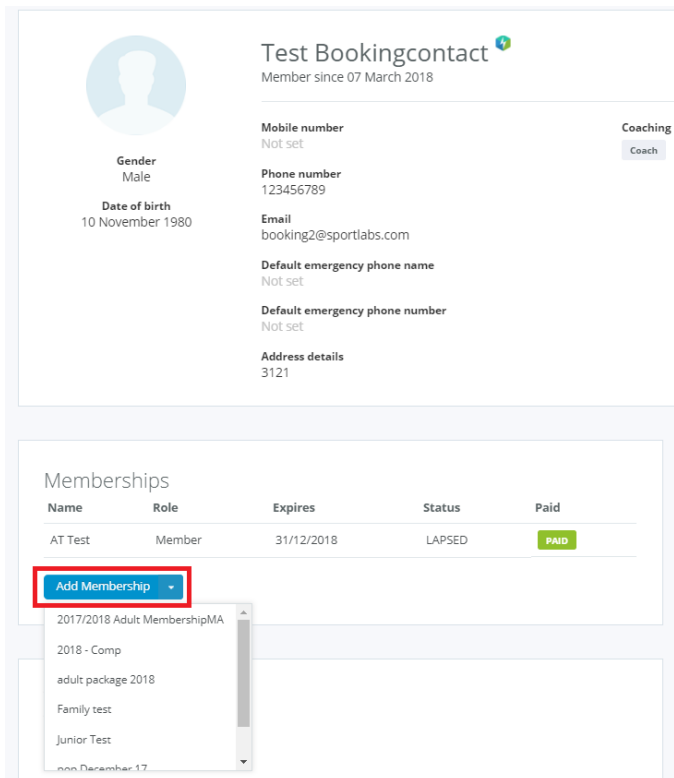


Contacts (108) Contact Options

50 records per page

Unique ID	First Name	Last Name	Email	Tags	Registered	Consents	Member Status
0900634	Test	Bookingcontact	booking2@sportlabs.com	All	Yes	OUR OFFERS	Non Member

Click 'Add Membership' under the Memberships sub-heading of the profile and select the appropriate membership package you wish to assign to the contact.



Test Bookingcontact
Member since 07 March 2018

Gender
Male

Date of birth
10 November 1980

Mobile number
Not set

Phone number
123456789

Email
booking2@sportlabs.com

Default emergency phone name
Not set

Default emergency phone number
Not set

Address details
3121

Coaching r
Coach

Memberships

Name	Role	Expires	Status	Paid
AT Test	Member	31/12/2018	LAPSED	PAID

Add Membership

- 2017/2018 Adult MembershipMA
- 2018 - Comp
- adult package 2018
- Family test
- Junior Test
- non December 17

Enter the relevant member information and specify if the contact is a new member to the club or an existing member. If existing, you will need to enter the date they joined the club and then click 'Save' to apply the membership.

2017/2018 Adult MembershipMA

New membership

Contact Test Bookingcontact

Member Info

Source Nothing selected

New member? Yes No

Date Joined Venue

Save

Once the membership package has been applied to the contact, you will need to set the membership status to 'Active' to ensure membership benefits are received for bookings. Simply click on the 'Status' drop down menu and select 'Active' as shown below.

Membership

2020 Adult - / Micky Atkinson

Micky Atkinson
2020 Adult - | [Send Invite](#)

Status: Pending Renewal: ?

Active

Lapsed

Cancelled

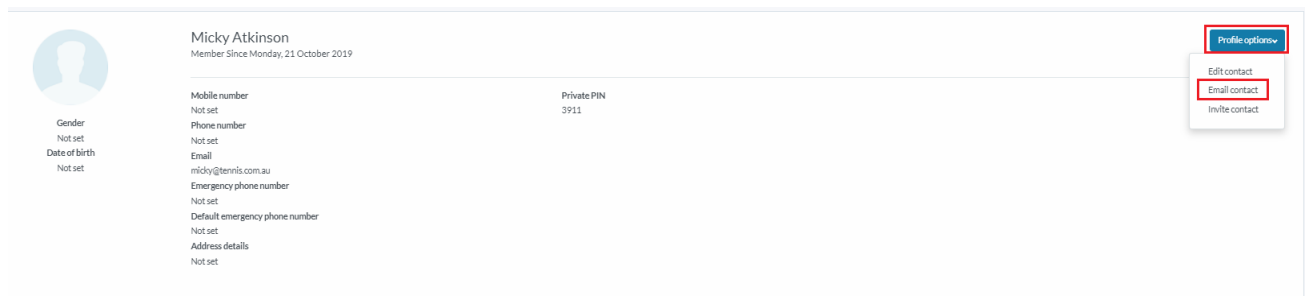
Contact Details

Costs

The member will now receive the appropriate court hire rates as an active member.

Email contacts

To email contacts, select **Profile options**, then select **Email contact**.



Micky Atkinson
Member Since Monday, 21 October 2019

Gender: Not set
Date of birth: Not set

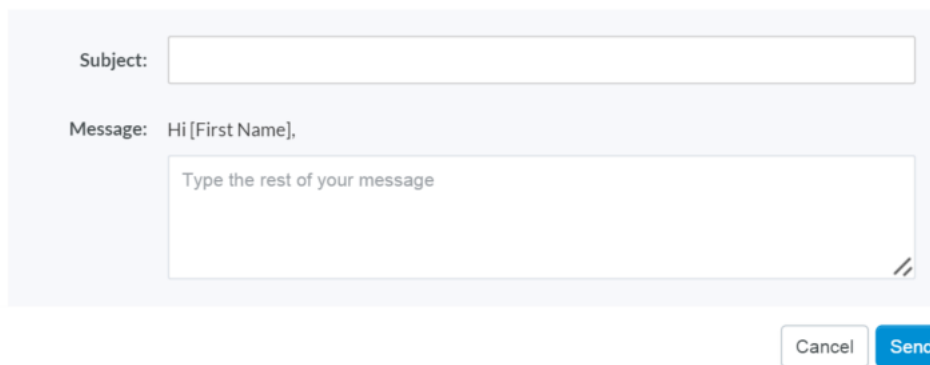
Mobile number: Not set
Phone number: Not set
Email: micky@tennis.com.au
Emergency phone number: Not set
Default emergency phone number: Not set
Address details: Not set

Private PIN: 3911

Profile options
Edit contact
Email contact
Invite contact

Add a subject and type in your message before selecting 'send'.

Email Contacts



Subject:

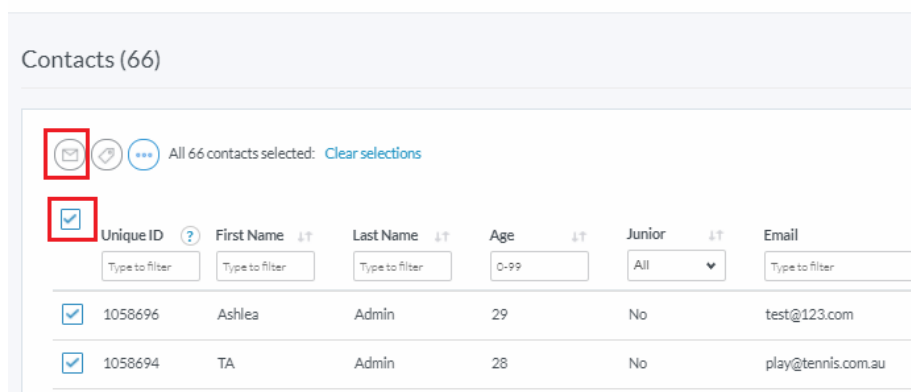
Message: Hi [First Name],

Cancel Send

You can also send an email to more than one contact by selecting all contacts, using the check box next to the 'Unique ID' column, or selecting individual contacts using the check box next to each contact. Then click the **Envelope** icon as shown below.

An attachment of up to 1MB can be added to this email.

Contacts



Contacts (66)

All 66 contacts selected: [Clear selections](#)

<input checked="" type="checkbox"/>	Unique ID	First Name	Last Name	Age	Junior	Email
<input checked="" type="checkbox"/>	1058696	Ashlea	Admin	29	No	test@123.com
<input checked="" type="checkbox"/>	1058694	TA	Admin	28	No	play@tennis.com.au

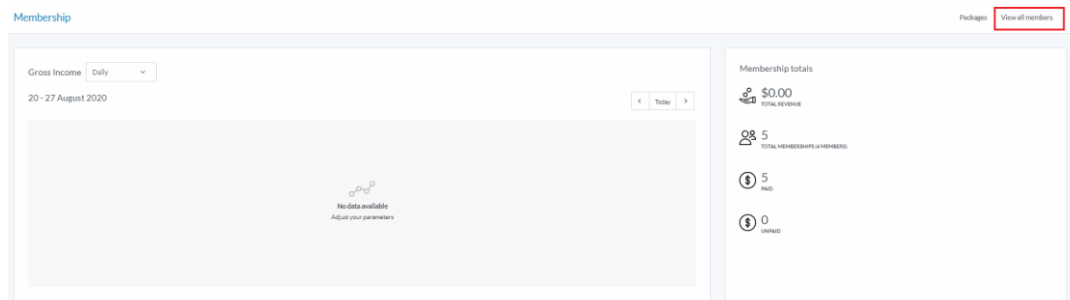
Note: Within the **Profile** module, clubs can change the 'reply to' email address. We suggest you confirm the appropriate email is entered in this field before sending any emails.

Sending invitations to your members

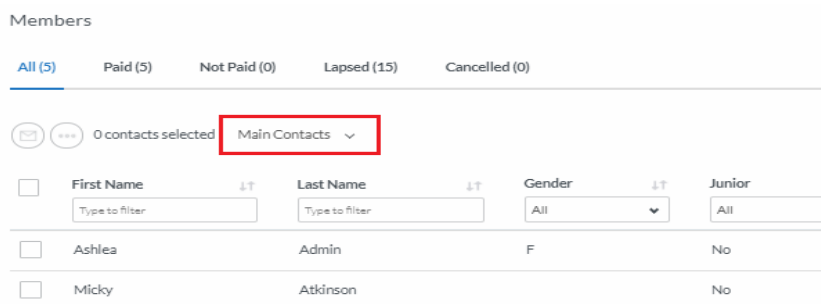
To send invitations for members to register to Book a Court, head to the **Membership** module in your admin area. Note: Invitations can be sent either in bulk, by membership package or individually.

Sending invites in bulk

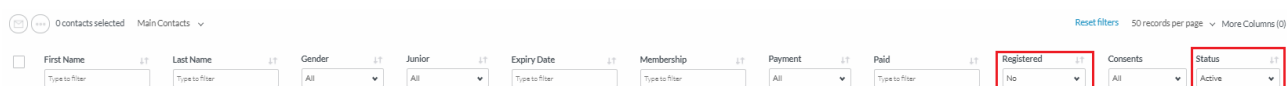
Click 'View all members'



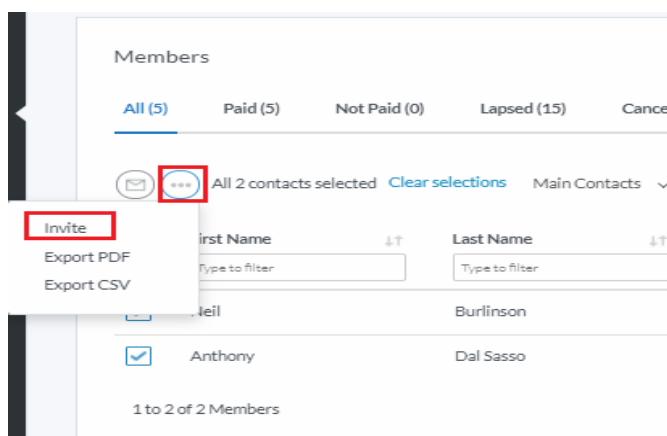
Select 'Main contacts' from the drop down menu, as shown below.



Apply the necessary filters to display 'active' and 'unregistered' contacts, as shown below.



Then select all contacts using the check box next to the first name column or select individual contacts using the check box next to each contact, then click the ellipses button (...) and click **Invite**.



You have the option to add additional information into the invitation email that will be sent to the selected recipients. Click **Invite** when you're finished.

Invite members [Close]

NOTE: Inviting all selected unregistered members who have not been invited in last 24 hours.

To: 2 recipients [Show recipients](#)

Message: Hi [First Name],

TA Admin has invited you to join The Melbourne Club on Book a Court. Please login or register using the link below to update your details.

[Register or login now](#) [this is a unique link for the contact]

Additional information (optional)

9999 characters remaining

Kind regards

The Melbourne Club

Invite

Note: Unique email addresses are required, therefore you will need to determine which record will need to be sent an invitation to register to Book a Court for contacts who share email addresses (i.e. family members).

Sending invites by membership package

From the **Membership** module, click on the membership package name.

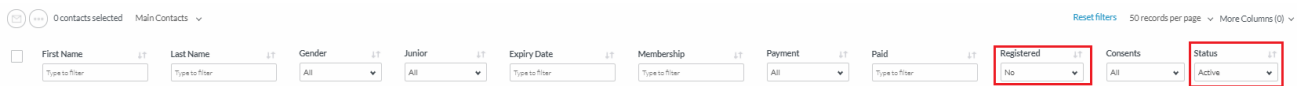
Fixed date membership packages (3)

[Active](#) [Archived](#)

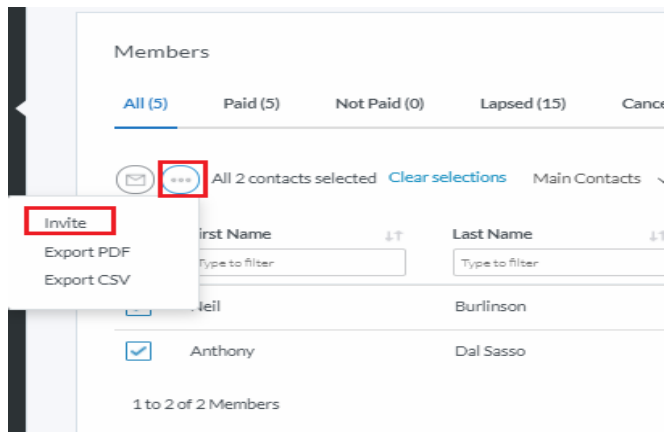
Name	↑↓	Code	↑↓	Type	↑↓	Availability
2020 Adult				Adult		● HIDDEN
Junior membership				Adult		● HIDDEN
Testing 17/01/20		Testing 17/01/20		Family		● HIDDEN

1 to 3 of 3 membership packages

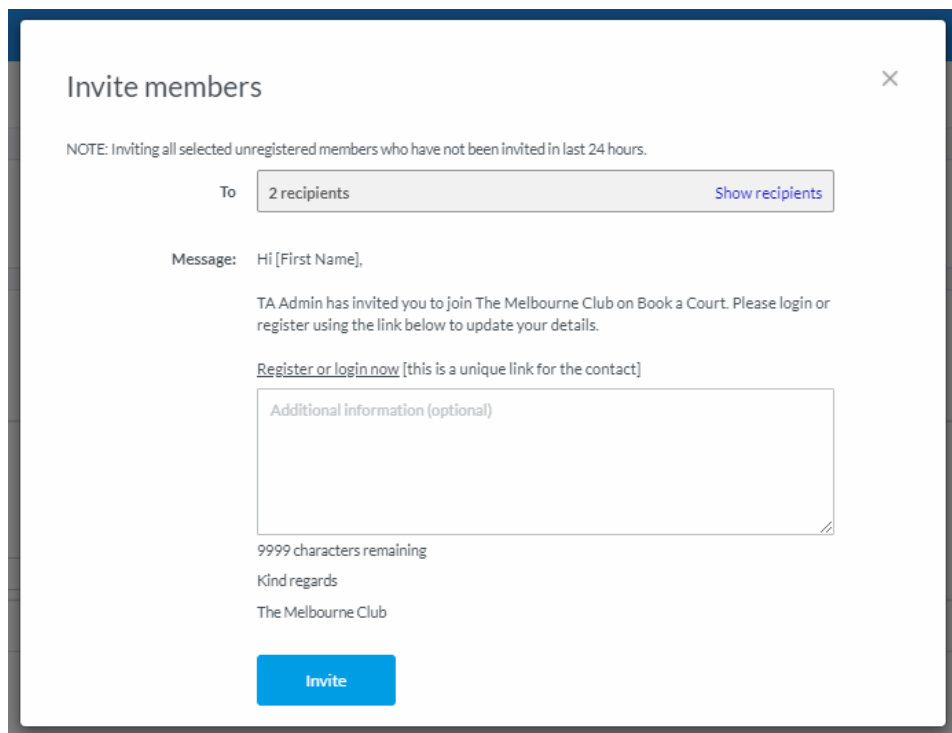
Apply the necessary filters to display 'active' and 'unregistered' contacts, as shown below.



Then select all contacts using the check box next to the first name column or select individual contacts using the check box next to each contact, then click the ellipses button (...) and click **Invite**.



You have the option to add additional information into the invitation email that will be sent to the selected recipients. Click **Invite** when you're finished.



Note: Unique email addresses are required, therefore you will need to determine which record will need to be sent an invitation to register to Book a Court for contacts who share email addresses (i.e. family members).

Sending invites individually

To send an invite to a specific member, head to the **Contacts** module in your admin area.

Use the filters to search for the member you're wanting to invite, then click on their profile.

Contacts (151) Contact Options ▾

50 records per page ▾


Unique ID [?] First Name Last Name Email Tags Registered Member Status

Type to filter Type to filter Type to filter Type to filter All No Active Member

<input type="checkbox"/>	0980499	Nathan	Test4	invite@tennis.com.au	No	Active Member
--------------------------	---------	--------	-------	----------------------	----	---------------

1 to 1 of 1 contacts First Previous 1 Next Last

Click **Profile options** then **Invite contact**.

 Forrester Gump

Mobile number: Not set | Private PIN: 1754

Gender: Not set | Phone number: Not set | Email: test@tennis.com.au | Emergency phone number: Not set | Default emergency phone number: Not set | Address details: Not set

Profile options ▾

- Edit contact
- Email contact
- Invite contact**

You have the option to add additional information into the invitation email that will be sent to the selected recipient. Click **Submit** when you're finished.

Email Contact

Message: Hi Forrest,
TA Admin has invited you to register with The Melbourne Club for Book a Court.
Please login or register using the link below to update your details.
Register or login now [this is a unique link for the contact]

Additional information (optional)

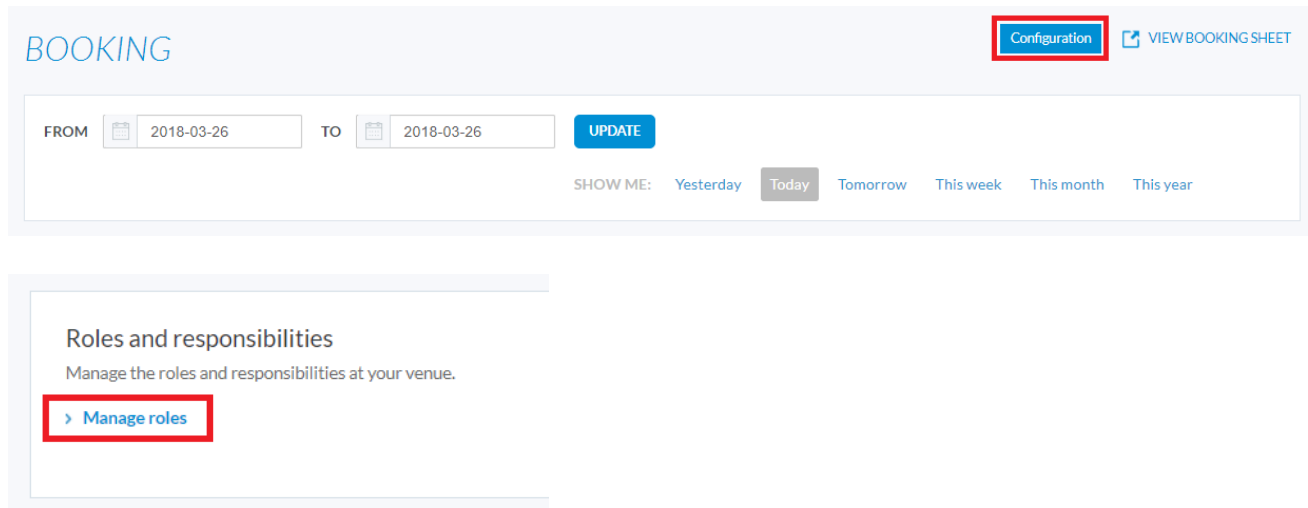
Kind regards
The Melbourne Club

Close Submit

Adding responsibilities and admin roles

Before you can assign a booking responsibility to a contact, you will need to first set up your responsibilities. Responsibilities are used to provide contacts with booking rules specific to their responsibility (i.e. advanced booking period, number of bookings per day and duration of bookings).

Head to the **Booking** module, click **Configuration** and then click **Manage roles**.



BOOKING [Configuration](#) [VIEW BOOKING SHEET](#)

FROM TO [UPDATE](#)

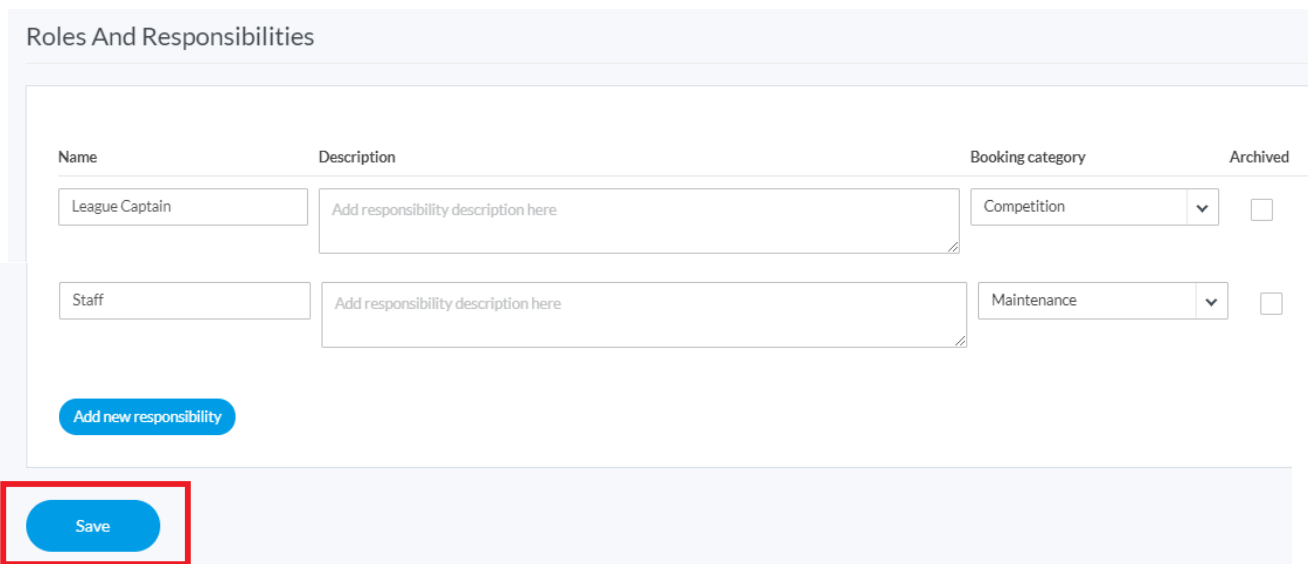
SHOW ME: [Yesterday](#) [Today](#) [Tomorrow](#) [This week](#) [This month](#) [This year](#)

Roles and responsibilities

Manage the roles and responsibilities at your venue.

[Manage roles](#)

Enter a name and description for the responsibility/role, and then determine the default-booking category using the drop down menu. The default-booking category will determine how the gate will behave when the booking PIN is entered, please refer to [this guide](#) to understand the various booking categories. Once you have added the necessary details, ensure you click 'Save' at the bottom of the page.



Roles And Responsibilities

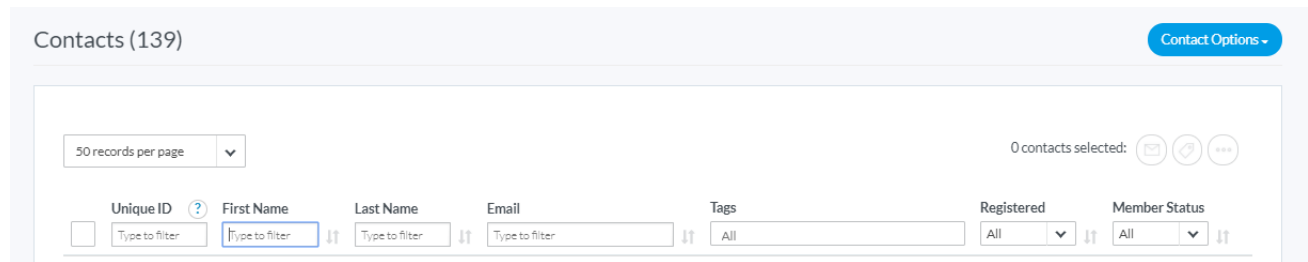
Name	Description	Booking category	Archived
<input type="text" value="League Captain"/>	<input type="text" value="Add responsibility description here"/>	<input type="text" value="Competition"/>	<input type="checkbox"/>
<input type="text" value="Staff"/>	<input type="text" value="Add responsibility description here"/>	<input type="text" value="Maintenance"/>	<input type="checkbox"/>

[Add new responsibility](#)

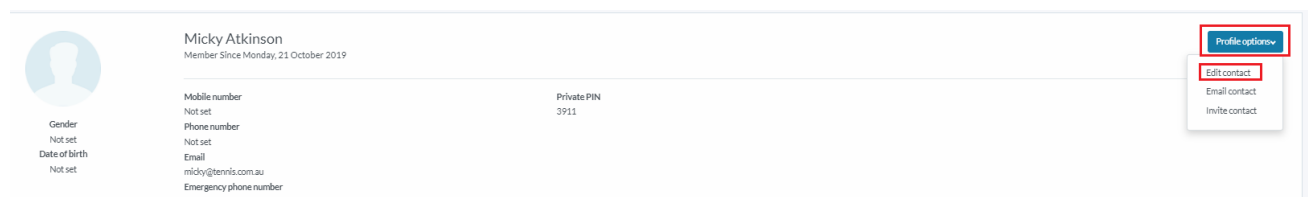
[Save](#)

To provide a contact with an administrative role or a booking responsibility, head to the **Contacts** module.

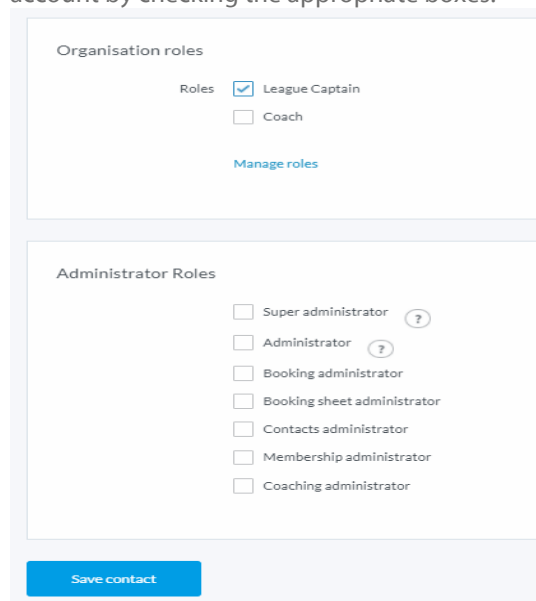
Use the filters to locate the contact you are wanting to provide such account levels.



Once you have located your contact click on their profile which is shown in the image below and click **Profile options** then **Edit contact**.



You will then have the ability to edit contact details and add Organisation or Administrator roles to the contacts account by checking the appropriate boxes.

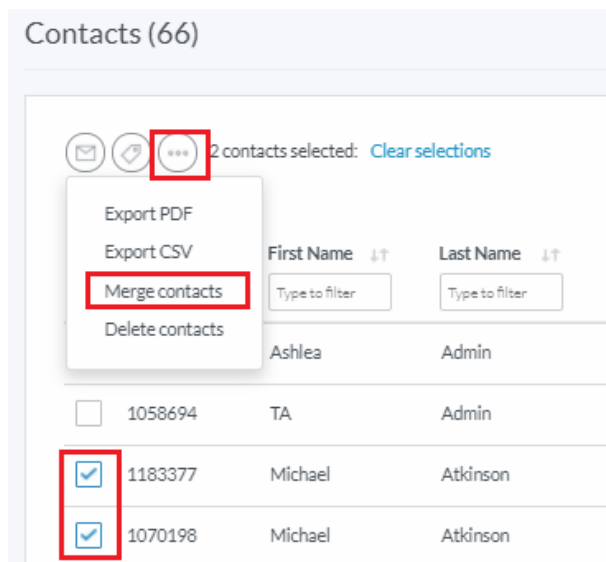


Once you have checked the appropriate box, ensure you click **Save contact** to apply changes.

Merging Contacts

Club administrators have the ability to merge contacts in the clubs contact list.

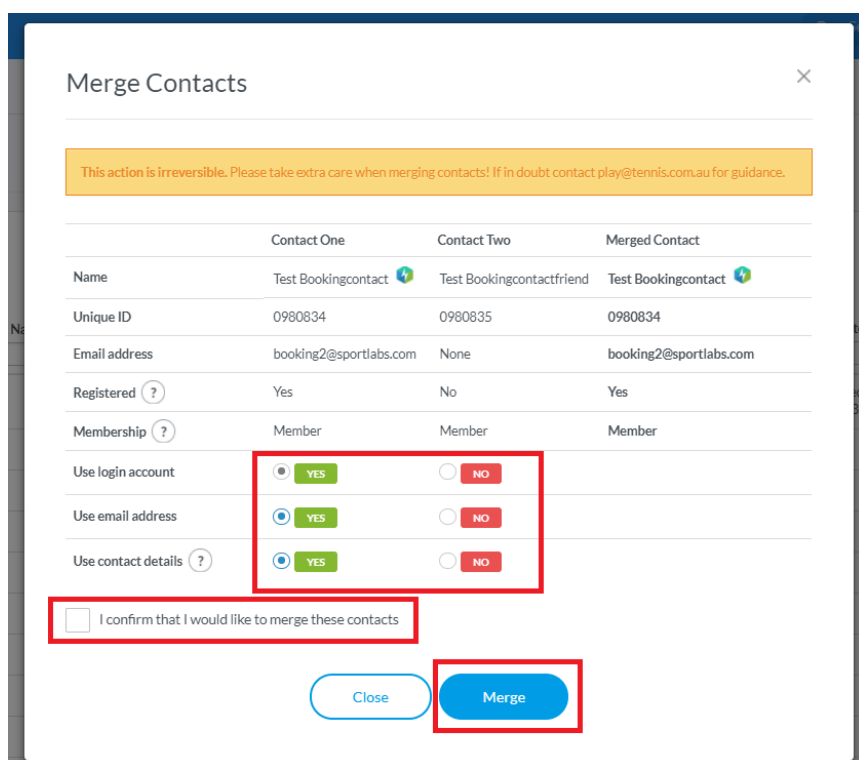
Head to **Contacts** in the admin area and use the filters to locate the two contacts you want to merge, check the box next to their 'Unique ID', then click on the ellipses button '...' and click **Merge contacts** as shown below.



The screenshot shows the 'Contacts (66)' interface. At the top, there are icons for email, edit, and a red-bordered ellipsis menu. Below the ellipsis, a dropdown menu is open, listing 'Export PDF', 'Export CSV', 'Merge contacts' (highlighted with a red box), and 'Delete contacts'. The main table below has columns for 'First Name' and 'Last Name'. Two rows are selected, indicated by blue checkmarks in the first column, which are also highlighted with red boxes. The selected rows are: 1183377 Michael Atkinson and 1070198 Michael Atkinson.

	First Name	Last Name
<input type="checkbox"/>	Ashlea	Admin
<input type="checkbox"/>	1058694 TA	Admin
<input checked="" type="checkbox"/>	1183377 Michael	Atkinson
<input checked="" type="checkbox"/>	1070198 Michael	Atkinson

Check the appropriate box for the details, which you intend to keep, then confirm your changes and click 'Merge'.



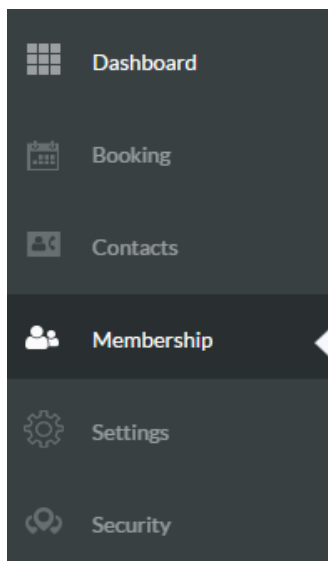
The 'Merge Contacts' dialog box contains a warning: 'This action is irreversible. Please take extra care when merging contacts! If in doubt contact play@tennis.com.au for guidance.' Below this is a table comparing 'Contact One' and 'Contact Two' to a 'Merged Contact'. The table has columns for Name, Unique ID, Email address, Registered, Membership, Use login account, Use email address, and Use contact details. The 'Use login account', 'Use email address', and 'Use contact details' rows have radio buttons for 'YES' and 'NO', with 'YES' selected. A red box highlights these three rows. Below the table is a checkbox 'I confirm that I would like to merge these contacts' and two buttons: 'Close' and 'Merge' (highlighted with a red box).

	Contact One	Contact Two	Merged Contact
Name	Test Bookingcontact	Test Bookingcontactfriend	Test Bookingcontact
Unique ID	0980834	0980835	0980834
Email address	booking2@sportlabs.com	None	booking2@sportlabs.com
Registered	Yes	No	Yes
Membership	Member	Member	Member
Use login account	<input checked="" type="radio"/> YES	<input type="radio"/> NO	
Use email address	<input checked="" type="radio"/> YES	<input type="radio"/> NO	
Use contact details	<input checked="" type="radio"/> YES	<input type="radio"/> NO	

Note: This action is irreversible. Please take extra care when merging contacts! If in doubt contact play@tennis.com.au for guidance.

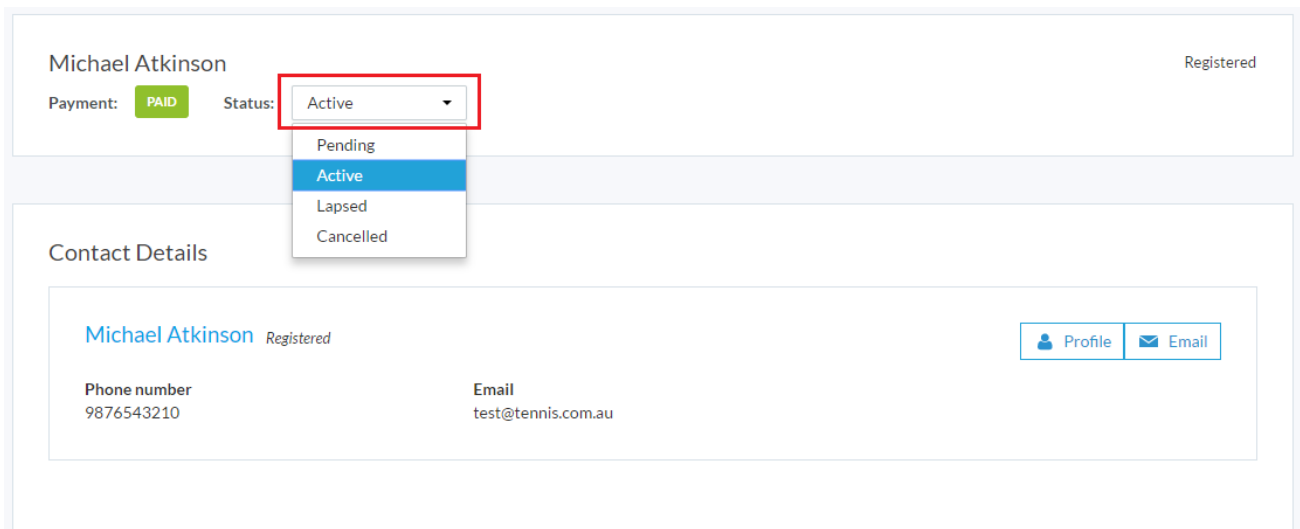
MEMBERSHIP

To access your memberships, click **Memberships** from the left hand side menu.



By clicking the **View all members** button (top right) or a specific membership package, you will be able to view your active members and perform the same functions as explained in the **Contacts** section; exporting data, emailing contacts and inviting contacts to register – refer to [pages 20-22](#) for steps on how to perform these tasks.

When clicking on a member's profile, club admins have the ability to change the membership status by clicking on the status drop down menu, as shown below.



Michael Atkinson Registered

Payment: **PAID** Status: **Active** (dropdown menu open showing: Pending, Active, Lapsed, Cancelled)

Contact Details

Michael Atkinson *Registered* Profile Email

Phone number: 9876543210 Email: test@tennis.com.au

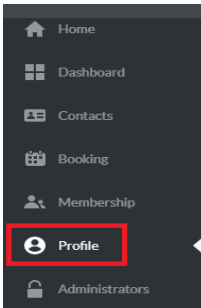
For an overview of the Membership module, click [here](#) or visit the [support site](#) for user guides on how to create membership packages and manage memberships.

PROFILE

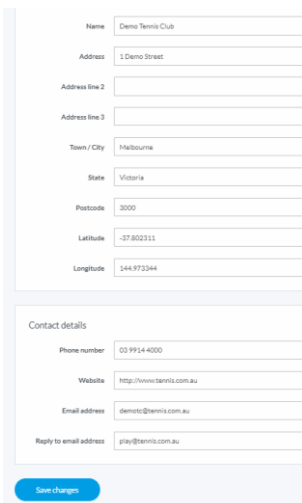
Contact details

Club administrators can update the venues contact details, which are displayed on the venue's landing page.

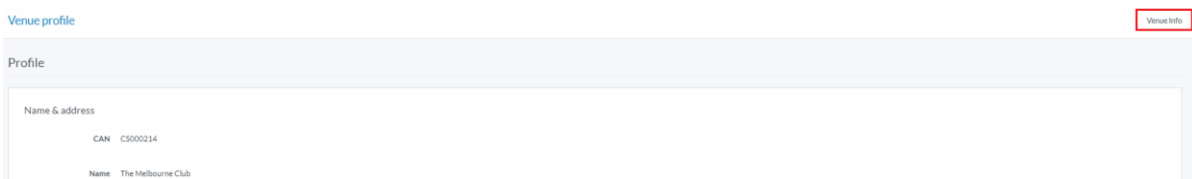
Click on the **Profile** module.



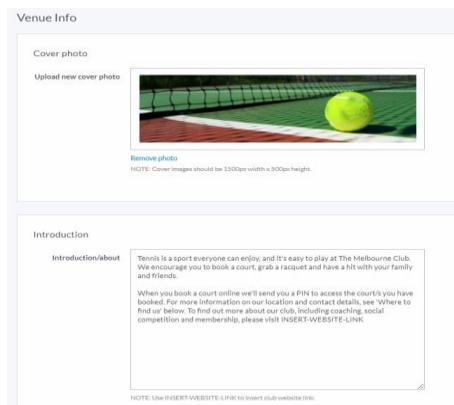
Make any necessary changes and then click **Save changes**.

A form for updating venue contact details. It contains several input fields: Name (Demo Tennis Club), Address (1 Demo Street), Address line 2, Address line 3, Town / City (Melbourne), State (Victoria), Postcode (3000), Latitude (-37.802311), and Longitude (144.972344). Below these are contact details: Phone number (03 9914 4000), Website (http://www.tennis.com.au), Email address (demotc@tennis.com.au), and Reply to email address (play@tennis.com.au). A blue 'Save changes' button is at the bottom.

To update the information displayed on the venue landing page, click **Venue info** in the top right

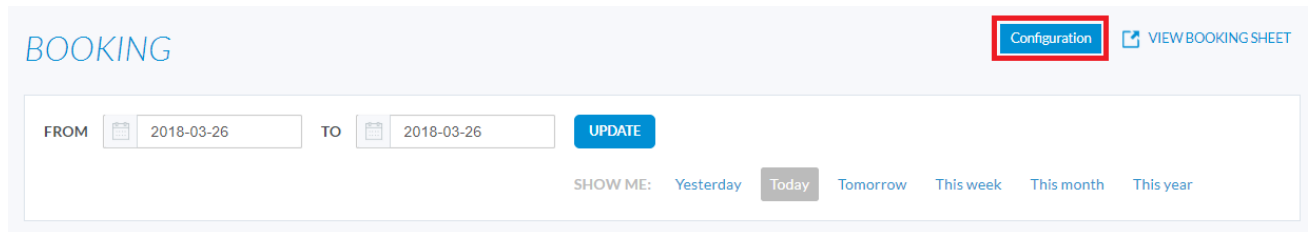


Here, you can upload a new cover photo, edit the 'introduction/about' section, access information and details of facilities. Ensure to click **Save** at the bottom of the page to apply any changes.

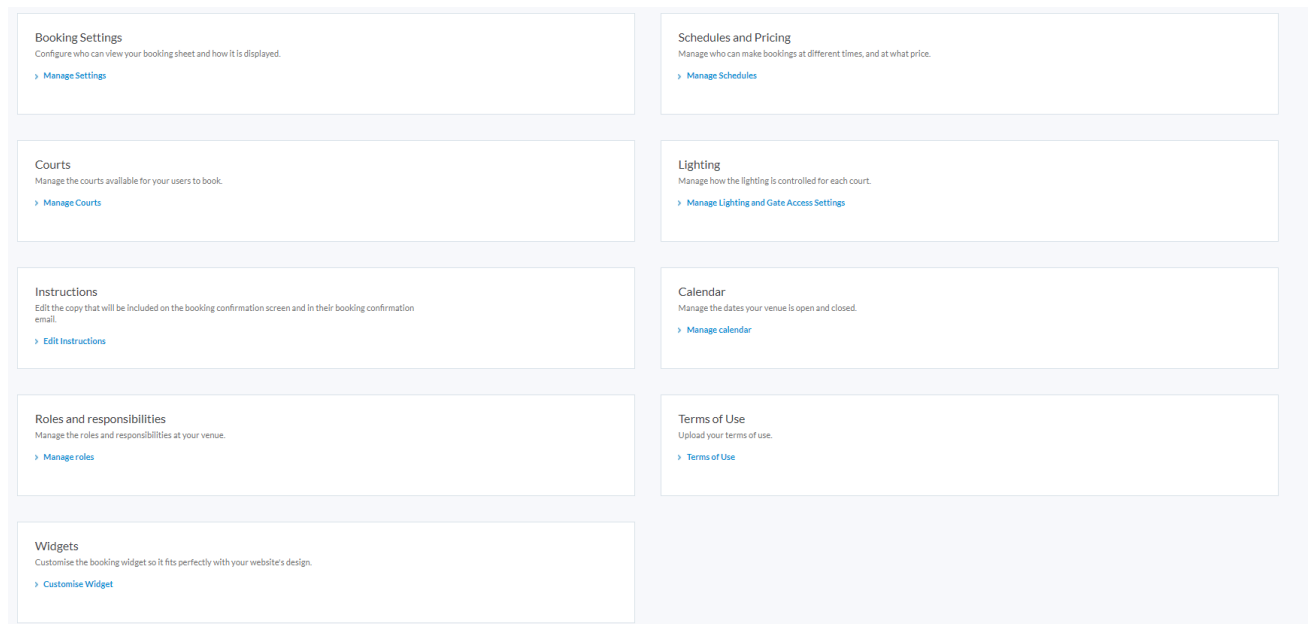
A screenshot of the 'Venue Info' page. It has two main sections: 'Cover photo' and 'Introduction'. The 'Cover photo' section has an 'Upload new cover photo' button and a photo of a tennis court with a yellow ball. Below the photo is a 'Remove photo' link and a note: 'NOTE: Cover images should be 1500px width x 500px height.' The 'Introduction' section has an 'Introduction/about' sub-section with text: 'Tennis is a sport everyone can enjoy, and it's easy to play at The Melbourne Club. We encourage you to book a court, grab a racquet and have a hit with your family and friends.' Below this is another paragraph: 'When you book a court online we'll send you a PIN to access the courts you have booked. For more information on our location and contact details, see "Where to find us" below. To find out more about our club, including coaching, social competition and membership, please visit INSERT WEBSITE LINK.' At the bottom of the introduction section is a note: 'NOTE: Use INSERT WEBSITE LINK to insert club website link.'

CONFIGURATION

In the admin area, click **Booking** on the left hand side menu page, and then click **Configuration** (top right)



In the **Configuration** module, club admins will be able to set their pricing structure for court hire, apply booking rules to contacts, configure the display of the booking sheet and much more. This guide outlines the purpose of each feature within the **Configuration** module.



Booking Settings Configure who can view your booking sheet and how it is displayed. Manage Settings	Schedules and Pricing Manage who can make bookings at different times, and at what price. Manage Schedules
Courts Manage the courts available for your users to book. Manage Courts	Lighting Manage how the lighting is controlled for each court. Manage Lighting and Gate Access Settings
Instructions Edit the copy that will be included on the booking confirmation screen and in their booking confirmation email. Edit Instructions	Calendar Manage the dates your venue is open and closed. Manage calendar
Roles and responsibilities Manage the roles and responsibilities at your venue. Manage roles	Terms of Use Upload your terms of use. Terms of Use
Widgets Customise the booking widget so it fits perfectly with your website's design. Customise Widget	

Booking settings

To configure who can view your booking sheet, how it is displayed and set booking rules, click **Manage settings**.

Booking Settings

Configure who can view your booking sheet and how it is displayed.

[Manage Settings](#)

Booking sheet settings

Determine who can view the booking sheet and whether names should appear on the booking sheet, by selecting the relevant options.

Booking Sheet Settings

Who can view the booking sheet?

Everyone

Logged in users

Logged in users with a responsibility or membership

Booking administrators only


Who can view names against bookings on the booking sheet?

Logged in users with a responsibility or membership

Booking administrators only

If users with a responsibility or membership are able to see names against bookings, it will display as shown in the image below.

Tuesday 4th July

<	Court 1 Outdoor, Grass	Court 2 Outdoor, Grass	Court 3 Outdoor, Clay
08:00			
09:00			
10:00			
11:00			
12:00	NIKKI ATKINSON 		
	from \$10.00	from \$10.00	from \$10.00
13:00	from \$5.00	from \$5.00	from \$5.00
	from \$5.00		from \$5.00
14:00	from \$5.00	TIMOTHY A	from \$5.00
	from \$5.00		from \$5.00
15:00	from \$5.00		from \$5.00
	from \$5.00	from \$5.00	from \$5.00
16:00	from \$5.00	from \$5.00	from \$5.00

Payment settings

Set whether you want to display itemised costs on checkout and the automatic cancellation refund window.

Payment Settings

Display itemised costs on checkout?

Yes

No

Cancellation refund window (hours)

If you want to display itemized costs on checkout, you need to utilize the lighting schedule. Please refer to [page 40-41](#). If this setting is set to 'yes', club admins have the ability to display the court hire broken down as per the below image.

We recommend having a simple pricing structure in place for court hire, which can be distinguished as 'peak' and 'off-peak'. The court hire rate during the 'peak' period will be inclusive of any lighting fees. This will then only require the default schedule to be used.

Court Fee	\$20.00
Lighting Fee	\$10.00
Total Booking Cost	\$30.00

Club admins can determine the cancellation refund window (in hours).

If the cancellation refund window is set to 24, this will mean that anyone who cancels their booking 24 hours before their booking start time will receive a refund automatically. If they cancel their booking within 24 hours of their booking start time, they will be advised to contact the club to arrange a refund manually (refer to page six) as shown below.

Cancel booking



The refund period has now passed, you may not be eligible for a refund if you cancel your booking now. Please contact the venue to confirm their refund policy for late cancellations. Are you sure you would like to cancel this booking?

NO

YES

Hardware integration

Club admins will not be able to change the gate access control setting. If your venue is operating Book a Court with the gate access system, then this setting will remain on.

Hardware Integration

Gate Access Control

- On
- Test Mode (admin only)
- Off

Club admins have access to site PINs that provide 24-hour access to the courts, without having to make a booking online. It is important that this PIN is not generously shared.

We recommend the public site PIN be used in situations where cleaners, maintenance contractors or council require access to the courts to perform their duties.

The private site PIN is recommended to only be used by the club committee.

Club admins have the ability to manage site PINs through the software and can update PINs as often as necessary, with the only requirement the PIN remains six digits. Once the change has been made and the setting has been saved, please allow up to six minutes for the new site PIN to work.

Public Site PIN

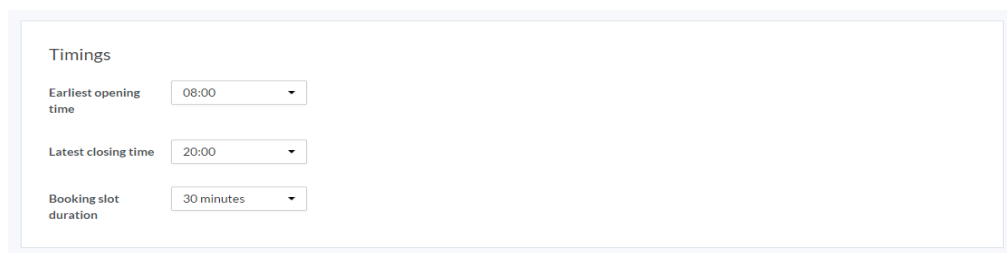
Private Site PIN

Timings

Club admins can set the earliest opening and latest closing times for court hire, as well as the booking slot duration. The booking slot duration will determine the minimum duration someone can book a court for.

We recommend to set the booking slot duration at 30 minutes as this increases the availability of the courts. For example, if the time happened to be 10:05am, the next available slot to book would be 10:30am. If the booking slot duration was set to 60 minutes, the next available slot would be 11:00am.

Note: Court hire rates will be based on the booking slot duration.

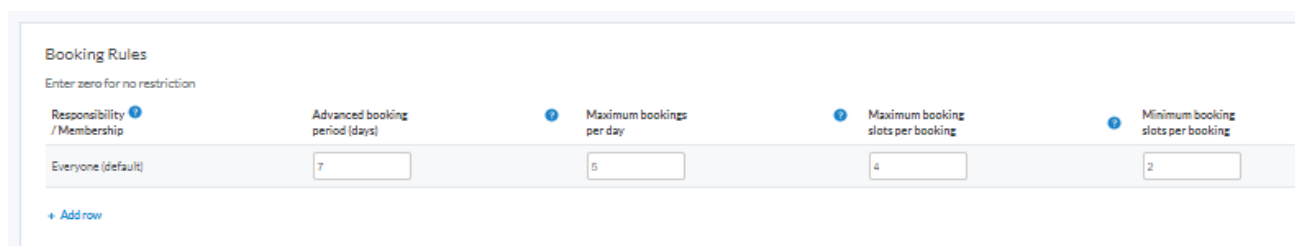


The screenshot shows a 'Timings' configuration panel with three dropdown menus:

- Earliest opening time: 08:00
- Latest closing time: 20:00
- Booking slot duration: 30 minutes

Booking rules

Booking rules allow you to decide the advanced booking period, maximum bookings per day and the maximum or minimum booking slots per booking, as shown in the image below. The maximum booking slots per booking refers to the number of booking slots within a booking. E.g. If the booking slot duration was 30 minutes and the maximum booking slots per booking was 4, then the booking could be made for a maximum of two hours. The minimum booking slots per booking refers to the minimum duration of a booking. For example, if the booking slot duration is 30 minutes and the minimum booking slots per booking is set to 2, then the minimum duration of a booking is 1 hour.



The screenshot shows a 'Booking Rules' configuration table with the following columns and values:

Responsibility / Membership	Advanced booking period (days)	Maximum bookings per day	Maximum booking slots per booking	Minimum booking slots per booking
Everyone (default)	<input type="text" value="7"/>	<input type="text" value="5"/>	<input type="text" value="4"/>	<input type="text" value="2"/>

+ Add row

You also have the option to add rules and apply these to different types of users. E.g. the advanced booking period for a user with a responsibility as a coach or active members could be longer than everyone else. You can add further rules by clicking the **+Add row** button.

Booking Rules
Enter zero for no restriction

Responsibility / Membership	Advanced booking period (days)	Maximum bookings per day	Maximum booking slots per booking	Minimum booking slots per booking	
Everyone (default)	<input type="text" value="7"/>	<input type="text" value="5"/>	<input type="text" value="4"/>	<input type="text" value="2"/>	
<input type="text" value="Coach"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	Delete
<input type="text" value="All Members"/>	<input type="text" value="14"/>	<input type="text" value="5"/>	<input type="text" value="4"/>	<input type="text" value="2"/>	Delete

[+ Add row](#)

[Save permission settings](#)

Make sure you save any changes you make using the **Save permission settings** button at the bottom of the page before you exit.

Schedules and pricing

To create and manage schedules to suit the running of your venue and to determine who can make bookings at different times and at what price click **Manage schedules**.

Schedules and Pricing

Manage who can make bookings at different times, and at what price.

[> Manage Schedules](#)

Here you can choose to manage your default schedule by clicking the **Manage** button.

SCHEDULES

Manage schedules

Create and manage schedules to suit the running of your venue

Name	Date from	Date to	
Default Schedule	N/A	N/A	Manage

[+ Add schedule](#)

[Save schedules](#)

Alternatively, you can select **add schedule** to create a new schedule, where you can choose its name and when it becomes active. Creating a schedule allows you to have different schedules throughout the year – it is your decision to determine how you want to manage the schedules (default or additional schedules).

For example, you could create a 'summer' schedule that runs from the beginning of December until the end of February.

Once you have put these details in click the **save schedules** so you can then manage your new schedule.

SCHEDULES

Manage schedules

Create and manage schedules to suit the running of your venue

Name	Date from	Date to	
Default Schedule	N/A	N/A	Manage
<input type="text" value="Summer"/>	<input type="text" value="2016-12-01"/>	<input type="text" value="2017-02-28"/>	Manage Delete

[+ Add schedule](#)

[Save schedules](#)

Managing your schedules allows you to determine who can make bookings at different times and at what price by adding rulesets to the schedule. It is here where you are able to create rulesets and apply the rulesets to different courts and times of day on the planner, the planner will represent the booking sheet.

In the drop down menu, there is a list of the available courts at your venue plus a default schedule. The default schedule will represent all of your courts, unless a separate schedule has been created for any of the courts.

SCHEDULES - DEFAULT SCHEDULE

Restrictions and costs

Set up restrictions and costs for your club. Use the table below to set rulesets and ap planner

[Default Schedule](#) ▼

- Default Schedule
- Default Lighting Schedule
- Courts
 - Court 2
 - Court 1
 - Court 3
 - Court 4
- Lighting
 - Court 3
 - Court 2
 - Court 4
 - Court 1

	TUE	WED	TH
10:30			

On the right hand side of your planner under 'restrictions and costs' is where you can add and edit rulesets that you can then apply to your planner.

You can also close courts for a specific day or time by clicking on the colour corresponding to the 'closed' ruleset and then clicking on any time and day slot that you wish to change.

Restrictions and costs

Select the ruleset below to apply to the planner.

<input type="checkbox"/>	Closed	
<input type="checkbox"/>	Peak	Edit Delete
<input type="checkbox"/>	Off-peak	Edit Delete
<input type="checkbox"/>	Weekend Off-peak	Edit Delete
<input type="checkbox"/>	Weekend Peak	Edit Delete

[+ Add ruleset](#)

Clicking the **Edit** button next to the ruleset, brings up an overlay where you can decide which type of users can book and at what price during the day or time this ruleset is applied on the planner.

For example in the 'off-peak' ruleset below, all members and the coach will be able to book online without being charged and everyone else (non-members) will be charged \$10 per booking slot duration. If non-members add additional guests to their booking they will be charged an additional \$2 per booking slot duration (this has been capped to one additional guest: 'max size'). If a non-member adds more than one additional guest they will only be charged \$2.

Ruleset details ×

Name

Role	Member Price	Guest Price	Court Fee	Max Size	
<input type="text" value="Everyone"/>	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="10"/>	<input type="text" value="1"/>	
<input type="text" value="All Members"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	Delete
<input type="text" value="Coach"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	Delete

[Add rule](#)

You can give this ruleset a name and further roles can be added to this ruleset by clicking 'add rule'. Click **Save** when all necessary information has been provided.

To apply a ruleset to your schedule click the colour corresponding to that ruleset and click on the time and day slot you wish to apply it to, as shown in the image below:

	MON	TUE	WED	THU	FRI	SAT	SUN
08:00	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
08:30	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
09:00	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
09:30	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
10:00	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
10:30	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
11:00	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
11:30	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
12:00	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
12:30	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
13:00	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
13:30	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
14:00	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
14:30	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
15:00	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
15:30	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
16:00	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
16:30	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Weekend Off-peak	Weekend Off-peak
17:00	Peak	Peak	Peak	Peak	Peak	Weekend Peak	Weekend Peak
17:30	Peak	Peak	Peak	Peak	Peak	Weekend Peak	Weekend Peak

Restrictions and costs

Select the ruleset below to apply to the planner.

- Closed
- Peak [Edit](#) [Delete](#)
- Off-peak [Edit](#) [Delete](#)
- Weekend Off-peak [Edit](#) [Delete](#)
- Weekend Peak [Edit](#) [Delete](#)

[+ Add ruleset](#)

Tip: You can click on a slot, hold down the mouse button and move your mouse across the other slots to apply the setting.

To create a separate schedule for one of your courts, select a court from the drop down menu and click 'create separate schedule'.

SCHEDULES - DEFAULT SCHEDULE

Restrictions and costs

Set up restrictions and costs for your club. Use the table below to set rulesets and apply them to your planner

Court 1 ▾

Court 1 is currently using the default court schedule. If you want to apply different rules or prices for Court 1 you can create a separate schedule that will override the default schedule.

Create separate schedule



You can now apply different rulesets to this court.

If you wish to revert back to the default schedule, click 'use default schedule' which will appear under 'restrictions and costs'.

Restrictions and costs

Select the ruleset below to apply to the planner.

	Closed	
	Peak	Edit Delete
	Off-peak	Edit Delete
	Weekend Off-peak	Edit Delete
	Weekend Peak	Edit Delete

[+ Add ruleset](#)

[Use default schedule](#)

Note: In the above ruleset examples, lighting fees have been included in the court fee within the 'peak' ruleset – see differences in court fees below. This means a lighting schedule is not required to be used.

Ruleset details

Name:

Role	Member Price	Guest Price	Court Fee	Max Size
Everyone	0	2	10	1
All Members	0	0	0	0 Delete
Coach	0	0	0	0 Delete

[Add rule](#)

Ruleset details

Name:

Role	Member Price	Guest Price	Court Fee	Max Size
Everyone	0	2	15	1
All Members	0	0	5	0 Delete
Coach	0	0	0	0 Delete

[Add rule](#)

[Cancel](#) [Save](#)

[Cancel](#) [Save](#)

If you would like to display a lighting fee on checkout (refer to [page 34](#)) a lighting schedule is required to be used. This will mean the lighting fee will be excluded in the court fee from the schedules above.

Lighting schedules allow you to determine who will be charged for playing under lights and at what price.

In the drop down menu there is a list of the available lights at your venue plus a default lighting schedule. The default lighting schedule will represent all of your courts unless you create a separate schedule for any of your available courts with lights.

Restrictions and costs

Set up restrictions and costs for your club. Use the table below to set rulesets and apply them to your planner

Default Lighting Schedule	TUE	WED	THU
Default Schedule			
Default Lighting Schedule			
Courts			
Court 1			
Court 2			
Court 3			
Court 4			
Lighting			
Court 1			
Court 2			
Court 3			
Court 4			

10:30

On the right hand side of your schedule under 'restrictions and costs' is where you can add and edit rulesets that you can then apply to your schedules.

Clicking the 'edit' button next to the ruleset brings up an overlay where you can decide which users will be charged for playing under lights and at what price when this ruleset is applied. For example in the image below, everyone will be charged \$5 per booking slot in addition to the court fee set in the rulesets of the default schedule.

Ruleset details

Name

Role

[Add rule](#)

You can give this ruleset a name and further roles can be added to this ruleset by clicking 'add rule'. Click 'save' when all necessary information has been provided.

Apply the ruleset to the planner at the times you believe players should be charged for using lights.

	MON	TUE	WED	THU	FRI	SAT	SUN
08:00	Off	Off	Off	Off	Off	Off	Off
08:30	Off	Off	Off	Off	Off	Off	Off
09:00	Off	Off	Off	Off	Off	Off	Off
09:30	Off	Off	Off	Off	Off	Off	Off
10:00	Off	Off	Off	Off	Off	Off	Off
10:30	Off	Off	Off	Off	Off	Off	Off
11:00	Off	Off	Off	Off	Off	Off	Off
11:30	Off	Off	Off	Off	Off	Off	Off
12:00	Off	Off	Off	Off	Off	Off	Off
12:30	Off	Off	Off	Off	Off	Off	Off
13:00	Off	Off	Off	Off	Off	Off	Off
13:30	Off	Off	Off	Off	Off	Off	Off
14:00	Off	Off	Off	Off	Off	Off	Off
14:30	Off	Off	Off	Off	Off	Off	Off
15:00	Off	Off	Off	Off	Off	Off	Off
15:30	Off	Off	Off	Off	Off	Off	Off
16:00	Off	Off	Off	Off	Off	Off	Off
16:30	Off	Off	Off	Off	Off	Off	Off
17:00	Off	Off	Off	Off	Off	Off	Off
17:30	Lighting	Lighting	Lighting	Lighting	Lighting	Lighting	Lighting
18:00	Lighting	Lighting	Lighting	Lighting	Lighting	Lighting	Lighting
18:30	Lighting	Lighting	Lighting	Lighting	Lighting	Lighting	Lighting

Restrictions and costs

Select the ruleset below to apply to the planner.

- Off
- Lighting [Edit](#) [Delete](#)

[+ Add ruleset](#)

Tip: You can click on a slot, hold down the mouse button and move your mouse across the other slots to apply the setting.

Courts and lighting

Details relating to the courts and lighting at your venue will be displayed in these settings and will reflect on the booking sheet.

Club admins do not have the ability to make any changes, this information will already be set up for your venue.

If changes are required for courts or lighting please contact play@tennis.com.au.

Courts

Manage the courts available for your users to book.

[> Manage Courts](#)

Lighting

Manage how the lighting is controlled for each court.

[> Manage Lighting and Gate Access Settings](#)

Reordering courts

It is possible to display your courts in a custom order on the booking sheet, instead of numerical order.

If for example, Court 4 is the closest court to the PIN Pad, you may decide to display Court 4 first on the booking sheet, as shown below.

BOOK YOUR COURT

Friday 30th March

<	Court 4 Outdoor, Clay	Court 1 Outdoor, Clay	Court 2 Outdoor, Clay	Court 3 Outdoor, Clay
06:00	from \$2.00	from \$2.00	from \$2.00	from \$2.00
	from \$2.00	from \$2.00	from \$2.00	from \$2.00
07:00	from \$2.00	from \$2.00	from \$2.00	from \$2.00
	from \$2.00	from \$2.00	from \$2.00	from \$2.00
08:00	from \$2.00	from \$2.00	from \$2.00	from \$2.00
	from \$2.00	from \$2.00	from \$2.00	from \$2.00

If you would like to customise the order of the courts on your booking sheet, you will need to make a request to our Customer Support Team at play@tennis.com.au

Instructions

Instructions

Edit the copy that will be included on the booking confirmation screen and in their booking confirmation email.

> [Edit Instructions](#)

Club admins can enter custom court access or lighting instructions relevant to their venue to assist players with their overall booking experience.

BOOKING INSTRUCTIONS

Use the box below to describe what the participants should do when they turn up to your venue or any other information that may be relevant to their booking. This will be included on the booking confirmation screen and in their booking confirmation email.

Court access instructions

Lighting instructions

Save

These instructions will appear on the booking confirmation page & will be included in the confirmation email.

BOOK A COURT

✔ Thanks! Your booking has been confirmed!

Here are the details of your booking...

Payment: \$5.00 Cash
Booking date: 29 June 2017
Booking time: 15:30 until 16:00
Court: Court 3
Surface: Clay
Players: Michael
PIN code: 2025 [What's this?](#)

Court Access Instructions

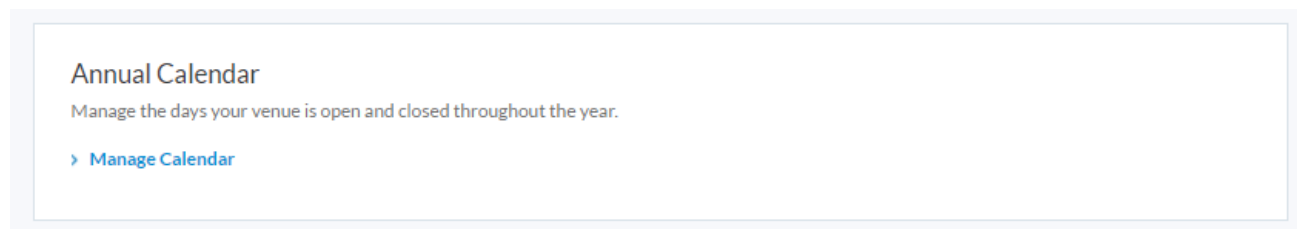
To access the courts, please ensure you enter your 4 digit PIN followed by the return key.

If have any queries, please call us on 1800 752 983

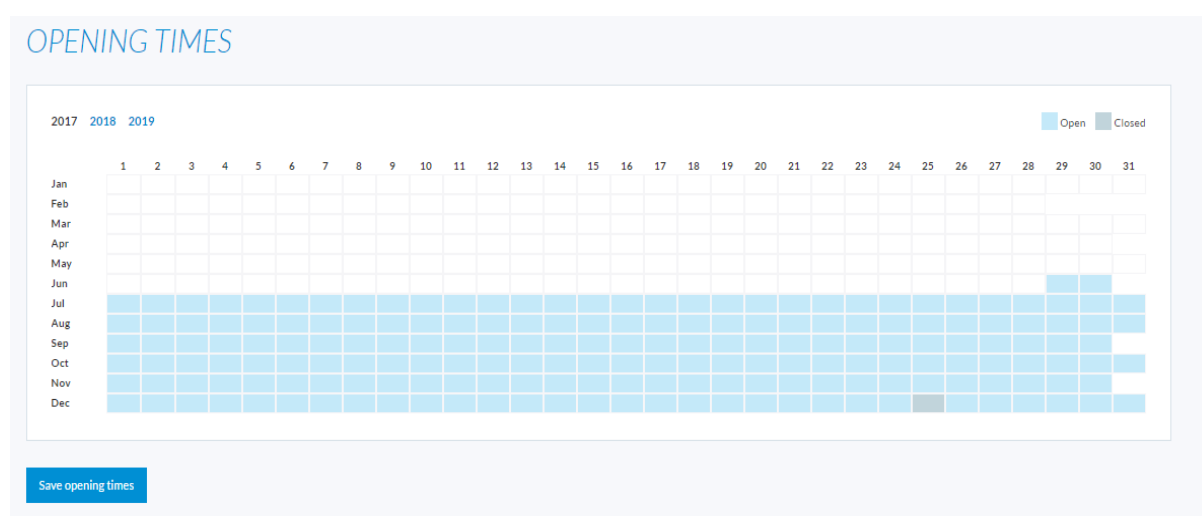
Annual calendar

Manage the days your venue is open and closed throughout the year.

To access the annual calendar, click 'manage calendar'.



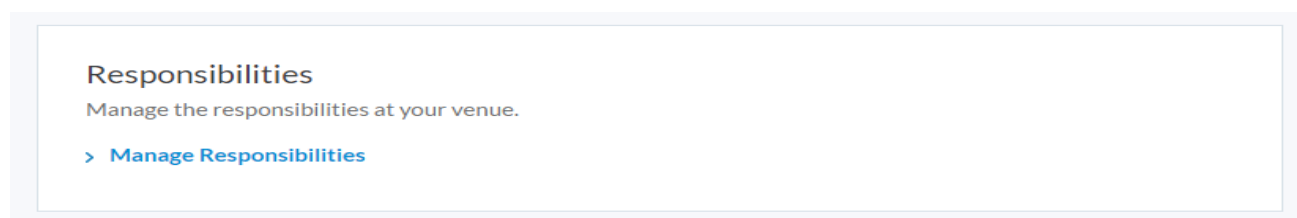
By clicking on a date, it will set the day to 'closed'. Click 'save opening times' to set the days your venue is opened or closed.



Note: To re-open a day that has been closed, simply click on the closed day, it will then display as 'open' and click 'save opening times' to apply the changes.

Roles and Responsibilities

Responsibilities are used to provide certain contacts with specific booking rules and pricing. To add new responsibilities at your venue and determine their default booking type click **Manage responsibilities**.



The responsibility of 'coach' and 'league captain' will be added as default responsibilities, click 'add new responsibility' to create an additional responsibility for your venue. Give your responsibility a name, description and determine the default booking type for this responsibility by using the drop down menu, then click 'save responsibilities' to apply the changes.

RESPONSIBILITIES

Name	Description	Default booking type	Archived
<input type="text" value="Coach"/>	<input type="text" value="Add responsibility description here"/>	<input type="text" value="Coaching"/>	<input type="checkbox"/>
<input type="text" value="League Captain"/>	<input type="text" value="Add responsibility description here"/>	<input type="text" value="Competition"/>	<input type="checkbox"/>
<input type="text" value="Committee Member"/>	<input type="text" value="Club Committee Member"/>	<input type="text" value="Booking"/>	<input type="checkbox"/> Delete

[+ Add new responsibility](#) 1

[Save responsibilities](#) 3

Your new responsibility will now become an option to assign to a contact as shown below.

Booking responsibilities

Responsibilities Coach
 League Captain
 Committee Member

[Manage responsibilities](#)

For venues who have installed the gate access system, this setting will allow coaches or competition admins (who have the ability to make bookings under the 'coaching' or 'competition' booking category) to keep the gate unlocked for the duration of the booking when the PIN has been entered.

Terms of use

When members or non-members book a court online for the first time, they will need to agree to the venue's terms and conditions. Club admins can manage the terms and conditions from this setting.

Terms of Use
Upload your terms of use.
[> Terms of Use](#)

To upload your venue's booking terms and conditions click 'browse', then locate and select your file from your computer and click 'open'.

Once your file has been added, click 'save terms' to upload the file.

BOOKING TERMS & CONDITIONS

Upload your venue booking terms and conditions (doc, docx, pdf).

Choose a file to upload:

[Save terms](#)

A sample terms of use will be added to your settings by default, to update/upload your own venues bookings terms of use, you will need to remove the current document, by checking the box next to 'Remove', then click 'Save terms'.

BOOKING TERMS & CONDITIONS

Current document: [Demo-Tennis-Club-Booking-Terms.docx](#)

Remove?

[Save terms](#)

You will then have the ability to browse your computer to upload your updated terms and conditions document and save.

BOOKING TERMS & CONDITIONS

Upload your venue booking terms and conditions (doc, docx, pdf).

Choose a file to upload:

[Save terms](#)

Registered users will be able to view the terms and conditions by clicking on 'my bookings' from the venue's landing page and then selecting 'terms of use', as shown below.

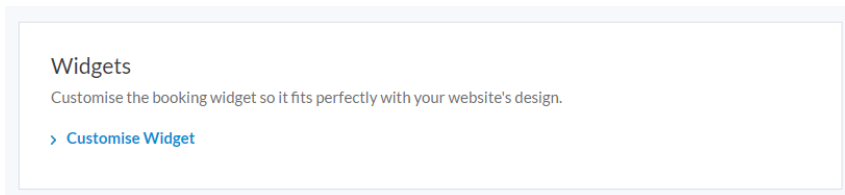
The screenshot shows the website header with the logo, 'DEMO TENNIS CLUB', and a 'BOOK A COURT' button. The user is logged in as 'Club Administrator'. The 'MY BOOKINGS' section is highlighted, showing the heading 'MY BOOKINGS' and the sub-heading 'Your upcoming bookings at Demo Tennis Club'. A 'Ready to book again?' button is also visible. Below this is a table with columns: Date, Time, Court, Payment method, and Cost. The table content is 'You have no upcoming bookings'. At the bottom, there is a link to 'View the Terms of Use at Demo Tennis Club'.

Date	Time	Court	Payment method	Cost
You have no upcoming bookings				

View the [Terms of Use](#) at Demo Tennis Club.

Widget

To generate a Book a Court widget to add to your club's website, click **Customise widget**. The widget allows players to book directly from your club's website.



Use the drop down menus to select the layout and colour to best suit your website's design, then click **Generate widget**.

WIDGETS

Availability search
Add the availability search widget to your site to drive bookings from your website.

Layout: 1 Colour: 2 3

Once the widget has been generated, you will be presented with an example of the design as shown below. If the example does not meet your design requirements you can select another layout and colour option and generate the widget again.

Example
Please note the width of the widget is representative only and it will scale to the width of your site.

I want to play...

[View schedule](#)

Once you are happy with the design of the widget, follow the instructions to install the widget to your website.

Instructions

To install this widget onto your site, copy the following line of code and paste it in at the very bottom of your page, just inside the `</body>` tag.

```
<script src="http://ta.stage.clubspark.co/CarltonGardensTennisClub/Booking/Widget?layout=Portrait1&colourScheme=Light"></script>
```

The, copy and paste the following HTML to the position on your page where you want the widget to appear. The widget will be automatically loaded into this HTML.

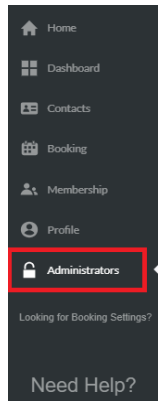
```
<div id="CHW-availability-search"></div>
```

Note: Clubs who use the website provided by Tennis Australia (e.g. tennis.com.au/demotennisclub) will need to contact play@tennis.com.au for the widget to be installed on the website.

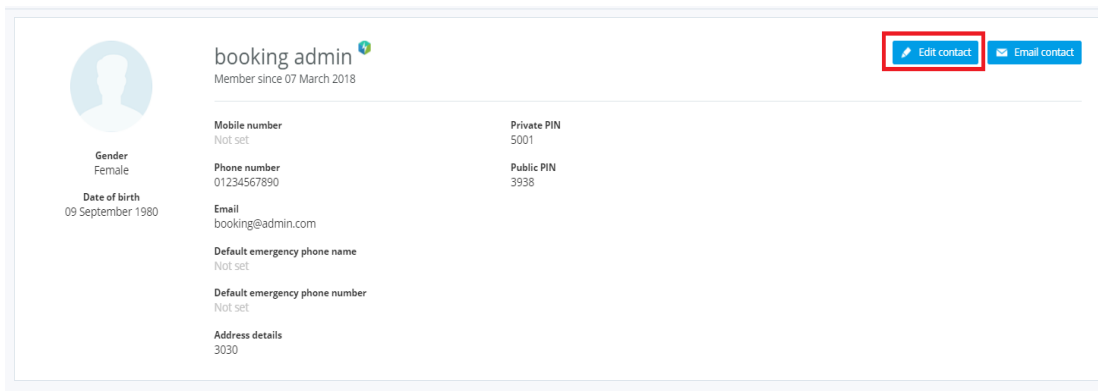
ADMINISTRATORS

Add and/or Edit Administrators

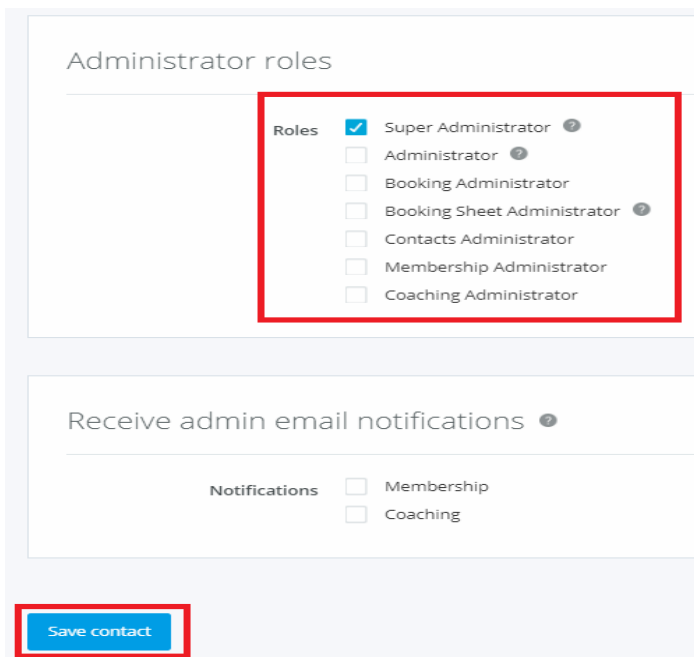
To edit and/or add administrators at your venue, click **Administrators** from the left hand side, in the admin area.



To edit an existing administrator, select their record and click 'Edit contact'

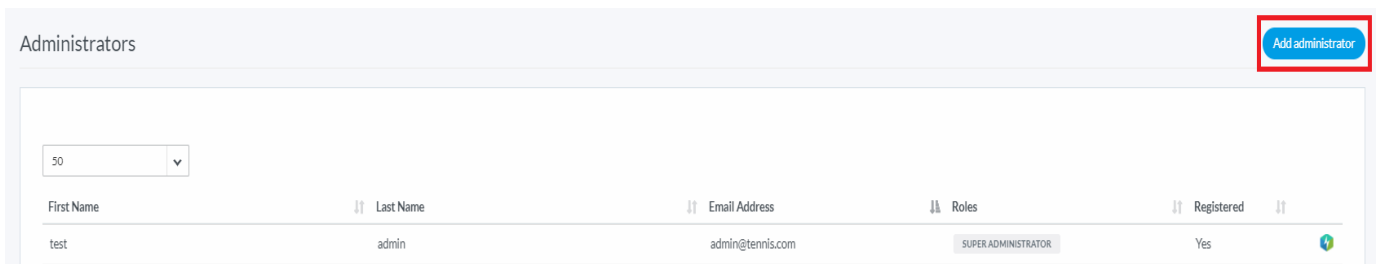


Scroll down to the bottom of the page and check the appropriate admin role you wish to apply to the contact and click 'Save contact'.



Note: The 'Administrator' role has full rights including managing the venue profile and payment details. Users with this role will automatically inherit all of the module level roles below.

To add a new administrator click 'Add administrator' from the **Administrators** page.

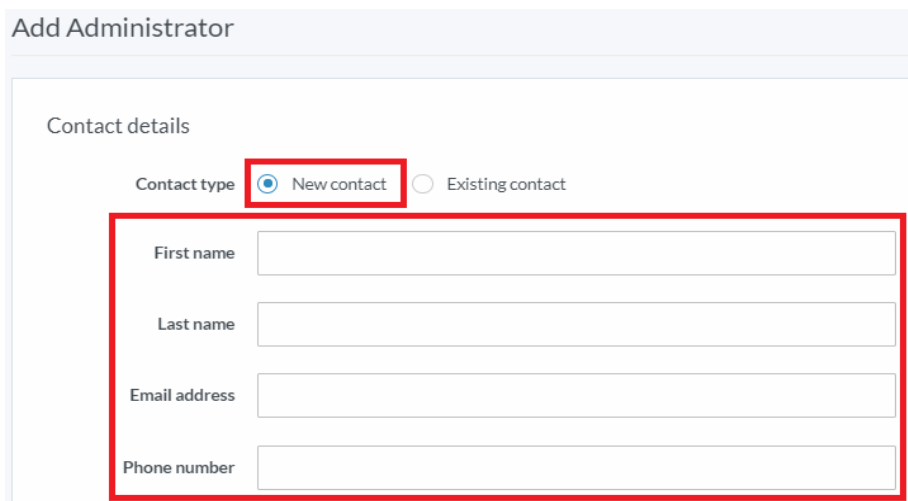


Administrators

50

First Name	Last Name	Email Address	Roles	Registered
test	admin	admin@tennis.com	SUPERADMINISTRATOR	Yes

If they're a new contact (not in your contact list), enter their name, email & phone number;



Add Administrator

Contact details

Contact type New contact Existing contact

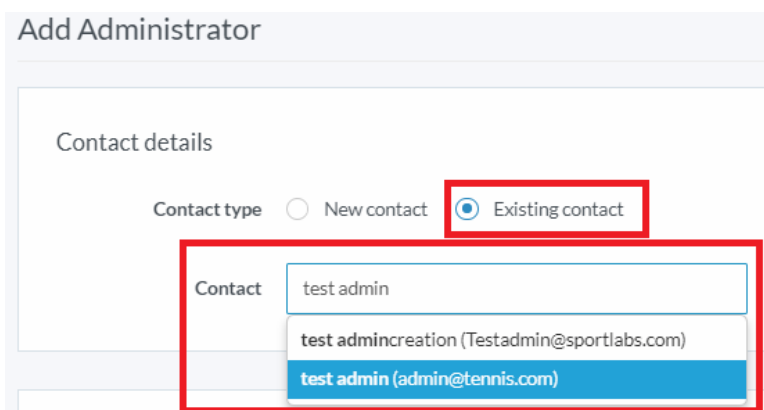
First name

Last name

Email address

Phone number

If they're an existing contact, type their name in the contact box and the system will begin a search to match your entered text, then select the contact.



Add Administrator

Contact details

Contact type New contact Existing contact

Contact

- test admin
- test admincreation (Testadmin@sportlabs.com)
- test admin (admin@tennis.com)

Once you've added or selected your contact, check the appropriate administrator role box and click 'Save'.

Add Administrator

Contact details

Contact type New contact Existing contact

Contact [Clear](#)

Administrator roles

Roles

Super Administrator [?](#)

Administrator [?](#)

Booking Administrator

Booking Sheet Administrator [?](#)

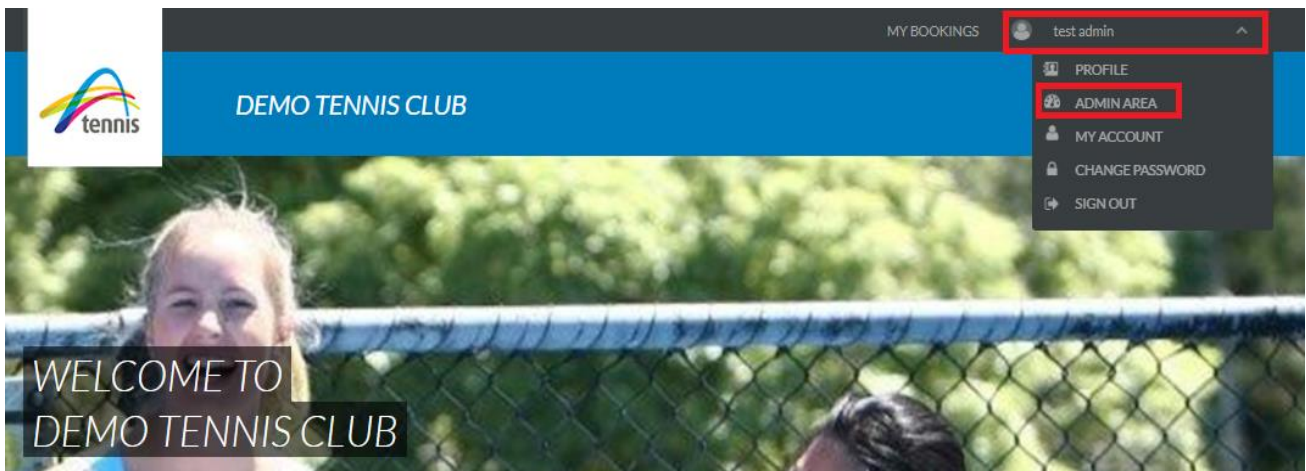
Contacts Administrator

Membership Administrator

Coaching Administrator

Save

Note: Once a new contact has been provided with an administrator role they will receive an invitation to register. Existing registered contacts will be able to access the admin area the next time they log in by clicking on their name at the top right corner of the page, then clicking 'Admin Area' as shown below.

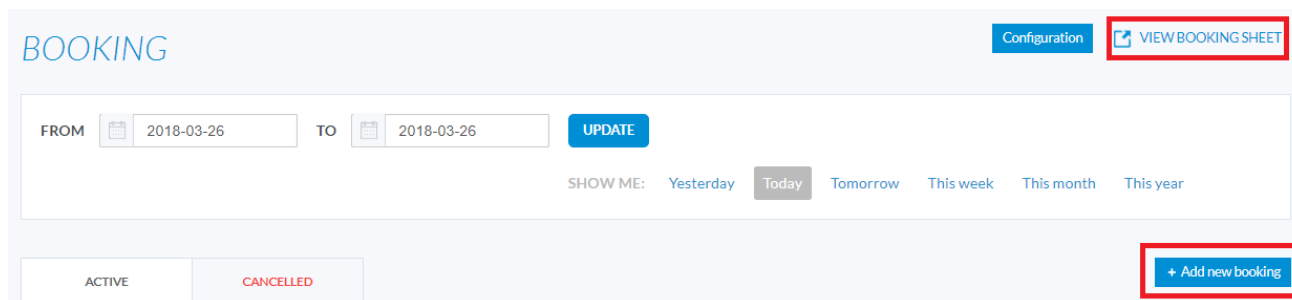


Please see below descriptions of the various administrator roles.

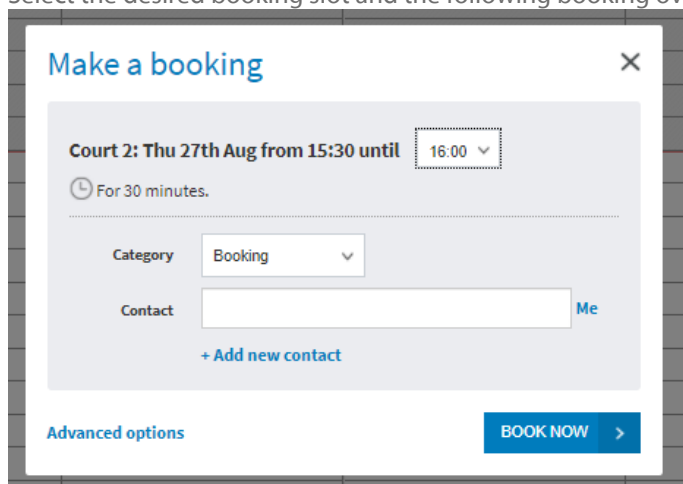
Administrator Role	Description
Super Administrator	Full admin rights, can also revoke administrator roles
Administrator	Full admin rights, although cannot revoke administrator roles. Users with this role will automatically inherit all of the administrator roles below
Booking Administrator	Access to the Contacts & Booking modules (including configuration settings)
Booking Sheet Administrator	Can manage the booking sheet as an admin (i.e. access to advanced booking options to make recurring/multi-court bookings), but cannot access the admin area
Contacts Administrator	Access to the Contacts module only
Membership Administrator	Access to the Contacts & Membership module
Coaching Administrator	Access to the Contacts module only

ADVANCED OPTIONS

Advanced options such as recurring bookings are only available to users with an administrator role. To make a booking with advanced options, head to the **Booking** module in your admin area, then select 'View booking sheet' or 'Add new booking'.



Select the desired booking slot and the following booking overlay will appear:



You can now decide the category of the booking, the length of the booking and who the booking is for. Please see below descriptions of the various booking categories:

Booking Category Name	Description
Booking	General booking (same as non-members/members)
Coaching	Once the booking PIN is entered, the gate will remain in an open state until 15mins after the booking time.
Competition	Once the booking PIN is entered, the gate will remain in an open state until 15mins after the booking time.
Event	Once the booking PIN is entered, the gate will remain in an open state until 15mins after the booking time.
Maintenance	Courts will be blocked to everyone and a booking PIN will be given to the appropriate contact to access the courts.
Closed	Courts will be blocked to everyone. No booking pin will be active.

Typing a name in the contact field will bring up any potential matches who are already contacts or members. Alternatively you can book for yourself by clicking the 'Me' button or you can add a new contact by clicking the

'+Add new contact' button, which will bring up the following required fields:

Make a booking



Court 1: Mon 26th Mar from 20:00 until 20:30

For 30 minutes.

Category

First Name

Last Name

Email

Phone

State

Gender: Female Male

[+ Select an existing contact](#)

[Advanced options](#)

[BOOK NOW >](#)

Once you have selected the appropriate contact you can confirm the booking by clicking the 'Book now' button or access 'Advanced options'. You can select multiple courts under one booking in the advanced options – which is ideal for coaches who require the use of more than one court for their session.

CREATE BOOKING

[< Back](#)

Category

Name

Description

Contact [Choose Me](#)
[+ Add new contact](#)

Courts & resources Court 1 Court 2 Court 3 Court 4

Date

Start time

End time

Repeat

[SAVE CHANGES >](#)

You can now fill in all the fields that you require to give the booking more detail. If the category you have selected is 'booking', the name in the 'contact' field will appear on the booking sheet, for all the other categories, the text that is entered in the 'Name' field will appear on the booking sheet.

Clicking the 'Repeat' check box will add the following advanced options to your booking:

Repeat

End date

Frequency

Daily

Weekly

Bi Weekly

Monthly

Selecting the 'Weekly' or 'Bi Weekly' radio button will give you the option to choose which day the booking is repeated on - it doesn't have to be the same as the initial booking.

Once you are happy with all the details of the booking click the 'Save changes' button to confirm. You will then be taken to the booking confirmation page, which will give details of the booking as shown below:

 **Thanks! Your booking has been confirmed!**

Here are the details of your booking...

Booking date:	27 August 2020 to Tuesday, 29 December 2020
Recurrence:	Every week on Wednesday
Booking time:	15:30 until 16:00
Category:	Coaching
Court:	Court 2
Surface:	Non-Cushioned Hard Court
Contact:	TA Admin
PIN code:	5543 What's this?
Calendar:	Click here to add this booking to your calendar

Court Access Instructions

Please enter your pin when you arrive

Lighting Instructions

Lighting will turn on and off automatically with your court hire booking, once your code has been entered. Enjoy your game

If have any queries, please call us on **1800752983**

Your access pin code

We've generated a unique PIN CODE for your tennis session at **The Melbourne Club**. Simply type your code **followed by the enter or hash key** (↵ or #) into the PIN pad at the venue.

Your unique access PIN CODE is:

5543 ↵

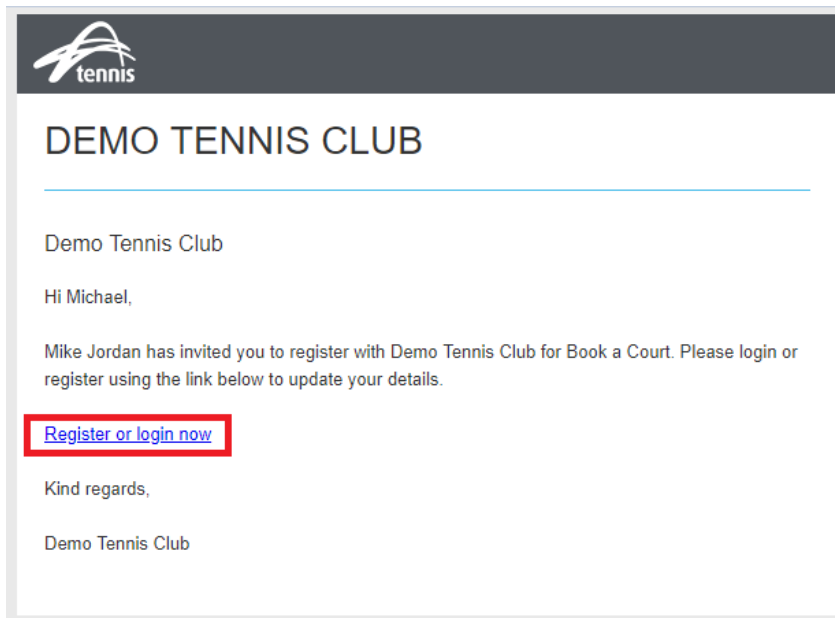
If have any queries, please call us on **1800752983**



HOW TO BOOK A COURT ONLINE: MEMBERS

Members should receive an invitation from the club to register/activate their booking account. An example of this invitation is shown below.

Click the link at the bottom of the email to begin the process of registering. Enter your preferred password combination and complete any personal details that have not already populated.



Note: It is important that members use the invitation to register to Book a Court to ensure discounted member rates are applied to court hire.

Members can use the widget on their club's website to quickly search for an available court or they can view the booking sheet by clicking 'view schedule' on the widget to select a preferred court, day and time.

Users will be prompted to log in (if they are not already) to continue with the booking process.

I want to play...

Today

at 15:00

for 30 minutes

on any surface

CHECK AVAILABILITY

[View schedule](#)

BOOK A COURT

Great news! We've found a court for you

Here are the details of the booking...

30 Jun 2017	15:00 until 15:30	Clay
Court 3	FREE	With lighting (additional cost)

BOOK NOW >

Once the member has selected their booking times and have confirmed the booking details (ensure member pricing has been applied) they can click 'confirm' to make the booking or 'confirm and pay' (via credit card) if required.

BOOK A COURT

Please check your booking details below...

[Change Booking](#)

16 August 2016	14:30 until 15:00
Court 1	Grass
Players (1) <input checked="" type="checkbox"/> Michael Atkinson <input type="button" value="+ ADD PLAYER"/>	

Court Booking	FREE
Total Booking Cost	FREE

[CONFIRM >](#)

16 August 2016	14:00 until 14:30						
Court 1	Grass						
Players (1) <input checked="" type="checkbox"/> Michael Atkinson <input type="button" value="+ ADD PLAYER"/>							
Would you like us to send SMS booking reminders? <input checked="" type="radio"/> Yes <input type="radio"/> No							
Payment method <table border="1"> <tr> <td>Court Booking</td> <td>\$2.50</td> </tr> <tr> <td>Processing Fee</td> <td>\$0.35</td> </tr> <tr> <td>Total Booking Cost</td> <td>\$2.85</td> </tr> </table>		Court Booking	\$2.50	Processing Fee	\$0.35	Total Booking Cost	\$2.85
Court Booking	\$2.50						
Processing Fee	\$0.35						
Total Booking Cost	\$2.85						

Tennis
Court booking at Demo Tennis Club

Card number

MM / YY CVC

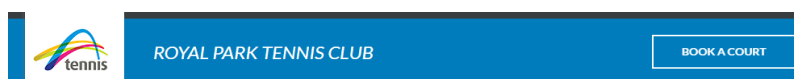
Remember me

[Pay AUD \\$2.85](#)

Once the booking has been confirmed or payment has been made, the member will receive an email confirmation of the booking and an SMS (if mobile number has been provided) which will contain the booking PIN.

The booking PIN will be valid 15 minutes before the booking time, throughout the duration of the booking and become inactive 15 minutes after the booking end time.

Members will need to enter the four-digit PIN followed by the enter key ← or hash key # and push the gate open to access the courts for their booking.



BOOK A COURT

✓ Thanks! Your booking has been confirmed!

Here are the details of your booking...

Payment:	\$9.00 Other
Booking date:	24 January 2017
Booking time:	08:00 until 08:30
Court:	Court 5
Surface:	Clay
Players:	Michael
PIN code:	2025 What's this?



HOW TO BOOK A COURT ONLINE: CASUAL USERS/NON-MEMBERS

Casual players can visit the Book a Court website – play.tennis.com.au - to find the closest venue to them by searching their suburb or postcode or entering the venues name.

Casual users can use the Book a Court widget to quickly find the next available court or alternatively click 'view schedule' to display the booking sheet, which offers more selections and the ability to book further in advance.

I want to play...

CHECK AVAILABILITY

[View schedule](#)

BOOK YOUR COURT

View By Date ▾

Tuesday 7th June

	Court 1 Outdoor, Synthetic Grass	Court 2 Outdoor, Synthetic Grass	Court 3 Outdoor, Synthetic Grass	Court 4 Outdoor, Synthetic Grass	
08:00				BOOKING	08:00
09:00	BOOKING		LADIES SOCIAL	LADIES SOCIAL	09:00
10:00					10:00
11:00	from \$12.50	from \$12.50	from \$12.50	from \$12.50	11:00
12:00	from \$12.50	from \$12.50	from \$12.50	from \$12.50	12:00
13:00	from \$12.50	from \$12.50	from \$12.50	from \$12.50	13:00
14:00	from \$12.50	from \$12.50	from \$12.50	from \$12.50	14:00
15:00	from \$12.50	from \$12.50	from \$12.50	from \$12.50	15:00

Once they have selected the preferred day and time to book a court, it will prompt them to sign in to book. If they do not have an account, they will need to create an account by clicking 'register' to register with an email address, or if prefer they can register via Facebook or Google+.

Sign in or Register

Demo Tennis Club

Sign in to book your session

Don't already have an account? [register](#)

If you registered with an email address and password...

Remember me?

[Forgotten your password?](#)

If you registered with your social account...

Note: If they decide to register using Facebook or Google+, they will need to use these methods to sign in each time they make a booking.

This registration is different to the tennis account created at tennis.com.au for club memberships or league matches and is required to book courts online.

Once they have signed in, they will need to check their booking details and pay online via credit card by clicking 'confirm and pay'.

Book a court

Please check your booking details... [Change Booking](#)

27 August 2020	15:00 until 16:00
Court 4	Clay
Players (1) <input checked="" type="checkbox"/> TAAdmin + ADD PLAYER	

Court Booking \$10.00
 Total Booking Cost \$10.00

Do you have a promo code?
 Promo Code [APPLY](#)


COVID-19: We all need to play our part
 Please tick this box to confirm that you agree to follow the COVID-19 guidelines

It is important that we all take precautions to prevent the spread of COVID-19. Guidelines have been developed to reduce the likelihood of contracting the virus while playing tennis. Before playing tennis, please review the guidelines which are available here: <https://www.tennis.com.au/play/covid-19> and consider your individual situation, noting that the Covid-19 virus can spread quickly and result in very serious medical complications in some people. Access to the Venue is provided on the basis that you will, at all times while using the tennis courts, adhere to those Guidelines. To proceed please tick the box above to confirm that: 1) you agree to follow the COVID-19 guidelines; and 2) you agree that the use of the tennis courts is entirely at your own risk.

[CONFIRM AND PAY](#)

Please check your booking details... [Change Booking](#)

27 August 2020	15:00 until 16:00
Court 4	Clay
Players (1) <input checked="" type="checkbox"/> TAAdmin + ADD PLAYER	



Tennis
 Court booking at Demo Tennis Club
 play@tennis.com.au

Card number

MM / YY CVC

Remember me


[Pay A\\$10.00](#)

Court Booking \$10.00
 Total Booking Cost \$10.00

Do you have a promo code?
 Promo Code [APPLY](#)

Once payment has been made, casual users will receive an email confirmation of the booking and an SMS (if a mobile number has been provided upon registration) which will contain the booking PIN.

The booking PIN will be valid 15 minutes before the booking time, throughout the duration of the booking and expires 15 minutes after the booking end time.

Users will need to enter the four-digit PIN followed by the enter key  or hash key # and push the gate open to access the courts for their booking.



BOOK A COURT

 Thanks! Your booking has been confirmed!

Here are the details of your booking...

Payment:	\$9.00 Other
Booking date:	24 January 2017
Booking time:	08:00 until 08:30
Court:	Court 5
Surface:	Clay
Players:	Michael
PIN code:	2025 What's this?

