

## Warwick Boat Club – Rowing Section

### Welcome to ClubSpark (and the 21st century)

*Using the WBC ClubSpark on-line system for booking river slots and boats*

You may be aware that WBC has been operating an electronic booking system for the Tennis facilities since May 2017. It has long been an aspiration of WBC Rowing Committees to have an electronic booking system but until very recently there hasn't been a free-to-use and professionally supported product available to us.

The LTA ClubSpark system is now quite well embedded into WBC, we have taken a decision to trial ClubSpark as an on-line booking system for the rowing facilities. In the end, it's simply a resource booking system and you just need to read past the 'tennisey' language!

We'll be opening up rowing bookings on ClubSpark very soon, so this e-mail is to let you know to expect an invitation e-mail from the system in the next few days and to give you a few pointers about the system to help you get the best from it. Note that you won't get an invitation unless you are a fully paid-up senior member of the section and eligible to book equipment. If you have not received an invite by 30/8/18 then please drop us an e-mail to [booking.support@warwickboatclub.co.uk](mailto:booking.support@warwickboatclub.co.uk)

You can sign up from a web browser or from an i-Phone or Android phone, instructions will be provided in the invite e-mail. On your first log-in you will be asked to check that the information held by the Club about you is correct - please check it carefully as it will help us to contact you in the event of any issues with the system. Also, please check that the e-mail account you register with will allow e-mails from [mail@clubspark.co.uk](mailto:mail@clubspark.co.uk) so that the system can send you notifications – you might need to check your junk mail if they're not getting through.

'Club/Tennis' members should already be signed up on Clubspark, so they will not be required to re-register, and will not receive an 'invitation'.

Once you are registered you will be able to access the system from a smart phone or web browser. The ClubSpark Booker phone app is very good and can be downloaded free from Google Play or App Store, otherwise, just point your web browser at <https://clubspark.lta.org.uk/warwickboatclub>. At the present time, the booking system iPad in the Clubhouse is dedicated to Tennis so you won't be able to use that.

Tanya has prepared a video walk-through of the booking process. There will be a link in the invite e-mail for you to access this.

The intention is that this system will be LIVE from Monday 3/9/18. Bookings made on the paper system for that week will magically appear on-line. You can start making bookings 3/9 onwards as soon as you have registered. I'm sure this won't present a problem!!

For the time being, the paper system will remain for ergo bookings.

You'll need to create a password for your account and then you'll be able to book river slots and boats in just the same way as the existing paper system, but with all the added advantages of an on-line system. You'll be able to cancel bookings you don't need so that your fellow members can use them instead, and you'll be able to see bookings remotely to help plan last-minute outings.

The ground rules which apply to the paper system will still apply - basically, you won't be able to book more than 7 days in advance and you won't normally be able to book certain reserved sessions - just like the paper system. See this as a facility to help us all get the best of the limited resource rather than a rule-enforcement exercise! It can't / won't do the latter...

Some basic guidance and ground rules:

1. You MUST still use the white-board for recording outings as they happen.
2. You cannot book more than 7 days in advance.
3. You need to book both a boat and a slot. This effectively means making two bookings per session.
4. If at all possible, please do make an on-line booking for an outing where you turn up on spec at the beginning of the session. This then helps others who might be looking for late availability – if we all take the trouble to do this then we'll all benefit.
5. River slots are limited to 90 minutes. If you want a double session then please book two consecutive slots. Do not book across the normal session boundaries (this shouldn't be possible!)
6. Boat bookings are not time limited but you should obviously align these with the river slots. The reason for not limiting the time is so that you can book boats out for the whole duration of an off-site trip e.g. Regatta or Race. Bookings automatically terminate at the end of day so weekend regattas need three 'day' bookings to cover the period from loading on a Friday right through the weekend.
7. If you're using a web browser rather than a phone app then you'll find the rowing facilities are located to the very far right of the screen. You WILL have to scroll across many columns – if you're using a phone then we strongly suggest you use the ClubSpark Booker app as it will make things much, much easier. Make sure that you select 'View as Rower' at the top of the page and *do familiarise* yourself with the drop-down box which provides an easy short-cut into the river slot and boat columns.
8. As it's basically a tennis court booking system *everything* (boats and slots) appears as a 'court'! Don't be put off by the language!
9. The system *does not* impose any boat *permission rules*. You are still expected to observe the latest Vice Captains' published permissions!
10. The system administrators are able to schedule bookings beyond the 7-day limit for things like Learn-to-Row courses and river closures.
11. Technical support is available from Jon or Tanya, and we've set-up [booking.support@warwickboatclub.co.uk](mailto:booking.support@warwickboatclub.co.uk) which we'll try to answer ASAP.

Looking to the future, we expect that it will become much easier to navigate to particular facilities without lots of scrolling. However, we can only feed change requests into the system developers once we are an active user of the system. That means we need to accept the current version as-is, work with it, stick with it and, yes, please do provide user feedback!

Enjoy. Embrace the future :)

Jon Martin

Captain of Boats

WBC