

WARWICK BOAT CLUB SQUASH SECTION

USEFUL INFORMATION ABOUT THE ONLINE BOOKING SYSTEM

How to book courts with the new booking system

You can book courts in three ways:

1. **Online**

You can book courts online with the booking system website on the following URL:

<http://warwickboatclub.mycourts.co.uk/>

2. **Touch screen system at the club**

You can book courts using the touch screen system at the club. Please note that you will need your PIN to use the touch screen system. If you do not know your PIN, you can also retrieve it with the Forgotten Password process.

3. **Mobile Phone**

You can either connect directly to the booking system website or, if you have a relatively old mobile phone, then you should be able to connect to the WAP website on

<http://warwickboatclub.mycourts.co.uk/wap>

Forgotten Password

You will need to know your username and password to login to the web site and your PIN to use the touch screen at the club. If you forget these details, you can click on the "Forgotten Password" link and enter your email address. The system will then email you the details.

Booking Fees and Top-ups

You will need to have credit in your booking system account in order to book courts. You start with a £1.50 overdraft to allow you to book a single court straight away but will then need to get credit on your account. This can be done in one of two ways: on-line credit; or £10 vouchers from the bar.

On-line credit can be purchased from the booking website using Paypal or credit/debit cards. Log in to the online booking system and click the "Buy Credit Online" link on the left side. The minimum purchase is £20.

The vouchers sold behind the bar consists of a coded sequence of letters and numbers. To credit your account with the top-up voucher, you will need to login to the online booking system, click the "Top-Up" link on the left side, and then enter the voucher number and code (please note the difference between the letter O and the number 0 (zero) - only the correct combination will work!). Your account will be automatically credited when you provide the correct combination.

For each booking, you will be charged £1.50 for weekdays (Mon-Fri) from 5.50pm to 9.50pm, or £1 per booking for all other times. You will find the booking fees displayed on the online booking sheets.

Your balance is shown on the left side of the screen after you login. To find your full account history of bookings and top-ups, just click "My Account" on the left side of the screen.

Advance Bookings

All members may use the online booking system to reserve courts 14 days in advance from 7am onwards. For example, from 7am on Wednesday 7th August 2013 you will be able to reserve a court to play on Wednesday 21st January 2013.

Cancellations

All members are encouraged to cancel any surplus courts as soon as possible so that the court may be used by other members. To cancel a court on the booking system website, click My Bookings on the left side of the screen after you login.

Your booking fee will be automatically refunded when cancelling a court more than 48 hours prior to the court start time. When cancelling a court less than 48 hours before the court start time, your booking fee will be refunded only if the court is re-booked by another member, so be sure to cancel your court as soon as possible if you can no longer play!

My Bookings Option

Click the "My Bookings" link on the left side of the screen to find all your bookings, including bookings made by other members who have selected you as an opponent.

From this list, you may:

- Click on the envelope to send an email message to a named opponent for a booking. If you are using Outlook (or similar email programme) the link will launch a new message window and the subject line will automatically include the booking details.
- Click on the opponent's name to get contact details.
- Click "Cancel" to cancel the booking.

Cancelled Court Alerts Option

You can subscribe to receive cancelled court alerts when members cancel a court within 48 hours. To do this click on the "Cancelled Court Alerts" on the left side of the screen after you log in. Please be sure to only select the days of the week and court times which are of interest to you!

My Settings Option

Use the “My Settings” option on the web site to keep your contact details up-to-date:

- **Password**
You can change your password after you log in to the website if you want by clicking on “My Settings” on left side of the screen
- **PIN**
You will need your PIN to use the touchscreen booking system, which will be installed on-site at the club, and which will replace paper booking sheets. However, you won’t need the PIN when using the online booking system.
- **Email Settings**
You can also choose whether or not you want to receive automatic email notifications from the booking system – when you book a court, when you cancel a court, when other members cancel courts (see “cancelled court alerts”) and whether or not you want to be included in the booking system mailing list.
Important: Please be sure to keep your email address up-to-date in the system, so that you may use the Forgotten Password process if you ever happen to forget your login details!

Members’ Directory (and Member Profiles)

The booking system includes a **Members’ Directory**, which is **only** accessible to active members when logged in to the website.

Here are instructions to control how you appear to other members on the booking system website.

- **My Settings** – when you login to the website, click “My Settings” on the left side of the screen, and you can choose which of your contact details are shown to other members. Please note that the default setting is for all adult members to be included in the directory while Juniors have been set as “ex-directory”.
- **My Profile** – click this link to see how you appear to other members on the booking system website. Click “Edit” to upload photos and to update your profile.

Leagues

We run a league for both squash and racketball. The leagues are updated each month and shown on the website where you are also requested to submit your scores. If you are interested in joining the leagues, contact Ian Furlong for squash or Steve Rawden for racketball. Their details are in the members’ directory.

Overall, we believe you will find the system very easy to use. However if you have questions, or need further details, please contact:

- Andy Campbell, Squash Captain & System Administrator, 07768 267278
- Or email squashbookings@warwickboatclub.co.uk