



## **On-Line Court Booking (OCB) – Frequently Asked Questions (FAQs)**

Q1. I have booked a court using the paper system for the 2 week period after go live. What will happen to this booking?

A1. All the bookings from the paper based system will be transferred to the new OCB system. Please note that the Club is taking advantage of the advent of OCB to amend the timings for the courts you will therefore notice some anomaly during the initial 2 weeks following go live.

Q2. I notice the membership records are available on the system, phone number, email address etc. I have opted out of appearing on the public list so will my details be available for other members to see on the new system.

A2. The new system will not reveal the details of anyone who has opted out of appearing on the public list.

Q3. What if I lose my fob and someone finds it, can they access my credit card details etc from it or use my credit?

A3. No data is stored on the fob so they would not be able to gain access to any of your credit card details. However if you lose your fob you should immediately inform Reception who will immediately block access by that fob. You should then come into Reception and pay a refundable £5 deposit for a replacement fob (the initial £5 deposit will be forfeit by the loss of the previous fob).

Q4. Can I use my credit to pay for drinks at the bar?

A4. Not yet, but this facility will be introduced during 2010.

Q5. I'm concerned about using PayPal to buy credits online; I've heard it's not very easy and I'm worried about fraud.

A5. PayPal is a major payment processing company owned by Ebay and is used safely by millions of customers each week. However, you don't have to use PayPal to purchase credit even though you may book your courts on-line. You can top up credit at Reception by Cheque, Credit Card, Debit Card or Cash and after go-live you will be able to top up with cash only at the kiosk.

Q6. If my game finishes early can I switch the lights off and get a partial refund?

A6. This will not be possible. If you let Reception know that you have finished early and it is deemed worthwhile for the lights to be switched off this will be done although a refund will not be given as with the current system for lights. Also please remember that if someone is following you onto court in the next session it would be unfair for them to have to wait until the lights 'strike up' again.

Q7. If I book a court for an evening game of tennis next week will I have to pay for lights at the same time?

A7. No you pay for the lights when you arrive at the Club just the same as under the existing system. But with this new system you can select what time you want to put the lights on e.g. half way through your session as it goes dark.

Q8. Will I always have to keep my account in credit; can't I just pay as I go along?

A8. You don't always have to keep credit on your account and it is possible to book a court at the kiosk putting your £1 in the slot at the time of booking. However if you wished to book a court on-line you would have to put credit on your account first. Also you must top up your credit before attempting to put the lights on for a tennis court, again this can be accomplished at the kiosk.

Q9. I play in a regular tennis 4 and sometimes the person who books the court does not play or has to drop out, how does the system handle this?

A9. The system has been configured so that the person who books the court confirms the court usage at the kiosk. For any pre-planned absence it is recommended that someone else books the court so that they can confirm usage. This could involve the co-ordination of two members if a court is already booked, the first member cancels and the second member immediately re-books the same court. Where absence of the member who booked the court is unforeseen then it will be possible for Reception to override the court at the kiosk.

Q10. I play in a regular squash game, what happens if I book a court and then am unable to play, can my original opponent play on my court with another squash member?

A10. Yes, since the squash courts have court-side controllers there is no requirement to confirm court usage at the kiosk. Instead when either player fobs at the court-side controller to activate the lights court usage is confirmed.

Q11. Doesn't the answer to Question 10 mean that players can book courts for other players?

A11. It does, but don't forget that it is the player who books the court that pays the £1 deposit!

Q12. Under the current system I can come into the Club and look for a free court where the session start time is within 5 minutes or recently passed, enter my name on the sheet without paying for a stamp and go out and play, will I still be able to do this under the new system.

A12. Yes, in fact the leeway will be increased to 10 minutes prior to court start time. You will still be required to go through the process of 'paying' for the court although no money will be deducted from your credit. This will enter your name into the time slot for that court as per the current system.

Q13. Why should I waste time going to the kiosk to book a free court when I can just walk on to it and play?

A13. There are several good reasons for booking a free court. The first is that if you don't book it, especially at busy times, you may lose it to someone who has bothered to go to the kiosk and book it. The second reason is that the court may be closed for maintenance and you didn't notice the sign on the court but you would not have been able to book at the kiosk. The third reason is that it will allow EG to monitor the usage of the courts and assist in the planning of maintenance.

Q14. It is currently possible to book courts up to two weeks in advance, although the squash courts and tennis courts are released for slightly different two week periods; will this continue in the new system.

A14. You will still be able to book courts two weeks in advance, but EG is taking the opportunity to regularise the two week period. Thus if today is Wednesday then you will be able to book squash and tennis courts for Wednesday two weeks hence.

Q15. Currently the squash court and tennis court booking sheets are released at 6 and 7 pm respectively, will this continue in the new system.

A15. No, the electronic booking sheets will be released at 7.30 am which will allow members who are not on the internet to come to the club on their way to work and book courts; obviously members with internet access will in most cases be able to book prior to leaving home.

Q16. What happens if I book the wrong court or book for next week instead of for two weeks ahead, can I cancel my booking and will I get a refund.

A16. Yes you will be able to cancel your erroneous booking and if you cancel a booking that is more than 48 hours ahead your money will be automatically refunded. However if the court session you booked is within 48 hours then a refund will only be made if that session is booked (and paid for) by another member.

Q17. I have some spare blue booking stamps; can I get a rebate on these?

A17. Yes, just return them to Reception and they will reimburse you.

Q18. OK so I have a fob; how do I get into the on-line booking website?

A18. You will need to follow the link on the East Glos website. You have a unique login id for the on-line booking website; this will be the first three letters of your first name, the first three letters of your surname and a three digit number e.g. Julian Wellings would be 'JULWEL001'. For more popular names where there may be more than one member whose first and last names coincide the numeric suffix will increment by 1 digit e.g. 'JULWEL002', 'JULWEL003' etc. Please ask for confirmation of your unique login id when you collect your fob. The default password is set to '9999' and you'll be prompted to change this at first login so that only you will know your password. Don't forget too that you can add the on-line booking website login page to your IE Favourites or Firefox Bookmarks and go directly to it when you wish to book courts etc.

Q19. I really like the on-line court booking system but I have some ideas for changes to it, should I pass these to Reception?

A19. Certainly any ideas from members are welcomed at Reception. It should be remembered though that East Glos have invested in a Commercial Off The Shelf Software (COTSS) package which has been amended for use by East Glos

Q20. With the advent of on-line booking I see that I can amend my details on-line; does this mean that I no longer need to update the enews system?

A20. With the exception of your email address the answer is 'Yes'. The details you enter through the on-line booking system directly update the new system; however if you change your email address as well as the on-line booking system you will also need to update the enews system to keep on receiving enews.

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