

# **SARNIA TENNIS CLUB**

## **Online Court Booking Q&A**

Q: Why is online booking being introduced this year?

A: Not all members were respecting the casual play rules. Some were looking for loopholes in the casual play rules and abusing them. This becomes difficult to manage for a club run by volunteers with no full time staff at the club.

Jegysoft, our online registration provider, have 100% of their indoor clubs using online booking. Prior to Covid, only 70% of their outdoor clubs used online booking. As a result of Covid, this 70% is now almost 100%. Many of our members have already used online booking at Huron Oaks Squash Club, Sarnia Riding Club and YMCA and know all too well how easy it is to use.

Online booking provides the added benefits of not waiting for courts to free up, possibility of Covid tracing and ability to export court usage statistics. I encourage members to start using the tool and familiarize with it. At the 2021 AGM, we had a discussion about our experience using online booking and made it a permanent feature.

Q: What is the use of the black board outside the clubhouse now that we have online booking?

A: Those arriving at the club without booking a court and fortunate enough to find vacant courts need to register on the board and follow the casual play rules for un-booked courts only. The black board cannot be used to pre-book courts. Only online booking can be used for that.

Q: Does this mean that if I go to the club without booking a court, I will have to wait longer?

A: If you go the club without booking a court, you risk not getting to play at all if the courts are fully booked for the day.

Q: If I arrive at the club without booking a court, find a vacant court and start playing then the member(s) who booked the court arrive, am I obligated to give them the court?

A: If the member(s) who booked the court arrive no later than 15 minutes after start of their booking time (i.e. no later than 15 minutes on the hour), you need to give up the court. If they arrive more than 15 minutes late, they will be considered as having forfeited the court booking. 15 minutes is a reasonable allowance to account for traffic delays.

Q: What is the time window for booking a court?

A: Courts can be booked as early as 7am 7 days in advance of play day and as late as play day.

Q: Am I able to cancel a court that I booked or do I need to seek help from Admin?

A: You are able to cancel a booking you made as late as play day.

Q: Is it acceptable to book a number of courts - just in case I need them - and cancel them once I confirm that I don't need them?

A: This will be monitored and treated as abuse of online booking. No shows can also be reported. Frequent abusers of online booking will have their access privileges to online booking removed.

Q: What are the court booking time blocks?

A: Court blocks are one hour each starting on the hour. Doubles matches can book one hour or two hours, to be selected as part of the booking procedure. Before noon, singles matches can only book one hour. After noon, singles matches can book two hours. If you select only one player, the tool interprets it as a singles match.

Q: How many matches can I book or play in in a given day?

A: Online booking tracks your name whether you book a court or are selected as a player on a court booked by someone else. You can book/play two matches in any given day but not back to back.

Q: Do private lessons have the same limit?

A: We are allowing instructors to book two one hour lessons back to back and after a minimum one block break they can book another two one hour lessons the same day. Private lessons are expected to book Court 6 whenever available.

Q: Can I include a guest?

A: You can but a \$10 fee per guest and per match will become due at time of booking. You will have 15 minutes to make payment otherwise the booking is cancelled, and the court is released. The member who books the court is responsible for the guest fee and the conduct of their guest while at the club.

Q: Why are we adding a guest fee this year?

A: The free guest policy cannot be monitored and can be easily abused. A \$10 guest fee is customary at other clubs. The Huron Oaks Squash Club and the Sarnia Riding Club apply guest fees. Guests who choose to convert to a full membership will receive credit for their guest fees accrued within the same season as long as their name is recorded in the court bookings and they provide a record of the dates they played as a guest and with whom.

Q: Do I receive a record of courts booked or cancelled?

A: You will be notified by email to your account address whenever you book a court, someone else books a court and selects your name as a player and likewise when bookings are cancelled. Admin can cancel any court at any time to allow for unexpected circumstances. You will receive an email notification if you are part of a cancelled booking.

Q: When I book a court can I easily see booked and free courts?

A: For each of the next 7 days you can see which courts are booked and the name of the players on each court. Scheduled events (leagues, group lessons, junior program, tournaments...) are booked by Admin and are visible on the court schedule.

Q: Do instructors use the online court booking to book private lessons?

A: Yes. As a coach, instructors are able to book private lessons. They also have the ability to select a regular booking and play matches with fellow members on other courts.

Q: How do I book a court?

A: Log into your account. Select To book a court. Select the top tab representing the day of interest. Find the court and time block you are interested in booking and click on 'Book' in the middle of the block. Select the name of the other player(s) by scrolling down the list that is

organized alphabetically by first name or start typing the name to get to it faster. Select the duration and click Book The Court.

Q: How do I view or cancel a court booking?

A: Select To view/cancel booked courts. You can view your confirmed bookings or cancel if you would like to make changes.

Q: How do I edit a court booking?

A: Select To view/cancel booked courts and then the Edit option. The only changes you can edit this way are the player names and the play duration. You cannot change the court or day/time that way (you would need to cancel and re-book).

Q: Can casual members book courts?

A: For the duration of their casual membership, they can book courts same a regular members. Once their membership expires, their access to online booking is automatically discontinued and their name disappears from the player list for court booking.

Q: How do family members book courts?

A: One way is for the primary member to first log into the primary account and use the displayed button to access the account of the family member and book the court on their behalf. Another way is for the family member to create their own account using their email ID. They will not incur additional membership fees by doing this.

Q: While booking a court can another member book it before I can complete my booking?

A: Once you start booking a court for a specific time, a two hour block will be blocked for 5 minutes to allow you to complete the booking. If you take more than 5 minutes, the block will be released and another member could claim it ahead of you.

Q: Who do I contact for assistance?

A: Shamel Hosni (Admin) – [shamel.hosni@outlook.com](mailto:shamel.hosni@outlook.com)

Blair Graham – [bag@cogeco.ca](mailto:bag@cogeco.ca)

Agneta Czechowicz – [guga@sympatico.ca](mailto:guga@sympatico.ca)