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## Website and on-line booking

### Website

[www.cheamsquashclub.co.uk](http://www.cheamsquashclub.co.uk)

The membership page gives information about fees and has forms that can be downloaded.

### On-line booking

The website has a link to the on-line booking page (Bookings/Leagues). An email address is not needed to use the system but the Squash Club requires all members to have a contact email for communication.

The on-line booking page can also be accessed directly –

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

You will find it useful to use this link to access the booking system from a smart phone or tablet.

You will see on the booking tab, booking sheets only show if court is "free" or "booked", and leagues and members' directory is unavailable without logging in.

### Setup

When a new member is added, the system will send an email with user name, password and PIN. All system generated emails come from [cheamsquashclub@no-reply.mycourts.co.uk](mailto:cheamsquashclub@no-reply.mycourts.co.uk) so please make sure this is not captured by any anti-spam software.

The user name is generated using first name and then 1, 2, 3 etc if there is more than one person with the same name. This cannot be changed.

User name and password are needed to login to the booking system.

PIN is needed to use the touch screen at the club.

Both password and PIN can be changed by members. (New password can be chosen, new PIN is randomly generated).

When you login on the on-line booking page you will have access to your details, booking sheets (to book), leagues and members' directory. Also when you login, the booking sheets will show names and not just booked or free. The first time you login you will be asked to accept Terms and Conditions.

### Profile/Settings

Please take time to review My Profile, My Settings and Edit My Profile and add any telephone numbers and maybe a photograph. Please check and update your email, address and telephone numbers. Your address cannot be seen by other members or the public and is only for the Membership Team.

You can choose if email and which telephone numbers are displayed in the members' directory.

Please do not opt out of receiving emails from the Club/System as this will be used to inform you of your court bookings, membership renewals, leagues and other info such as tournaments.

### Payment

You must have credit to book a court. This can be added on line using a credit card or debit card.

To buy credit on-line, select "Buy Credit Online" from the left menu. This is facilitated by Stripe but you do not need a Stripe account to use this function.

You can pay by Bank Transfer, but this is not encouraged. If you do this, you will need to send an email to the Membership Secretary and your account will have to manually credited.

Bank Details: CHEAM SPORTS CLUB SQUASH CLUB ACCOUNT, A/C 20265233, S/C 20-84-17

Please add reference, 'MEMBER'S NAME and COURT FEES'.

Credit on Member's accounts is not refundable, but can be transferred to another member, by that member or on request to the Membership Secretary.

It is not possible to buy credit on line using the touch screen.

Club Night or other special event payments must be paid using the Transfer Credit facility (preferred), or be sending payment to the Membership Secretary.

### Account Balance

This will show a listing of all activity on your account.

### Transfer Credit

This enables members to transfer money from their account to another member's account, for example to pay for half the court fee. Just enter the amount you wish to transfer, add a note in the box such as "Half court fee" and click on Submit.

You can also use this facility to pay Club Night or other special fees. Select "\*\*\*\*Club Night\*\*\*\*" or the appropriate event from the *Select Member to Credit* dropdown box. This is a good way to record you have paid a Club Night fee or other fee as this will appear on your account.

Please note: Guest fees do not have to be paid this way. By selecting "\*\*\*\*Guest £4" as your opponent, the fee will be automatically be charged.

## Booking

To book a court, click on Booking Sheet tab. Days are displayed on the left. Bookings can be made 14 days in advance from 7 am, but viewed 21 days in advance. To book, click on a time and confirm when asked. You will be sent a confirmation email. It is not necessary to select an opponent at time of booking but I would encourage you to do this as in the future it is planned all players will get a confirmation email.

Bookings cancelled within 48 hours will be credited in full. If cancelled after this time you will only be credited if the court is subsequently re-booked, so it would help members if you see a "Cancelled" court in the booking sheets, please choose this court if possible and the original member will get their cancellation fee credited.

If you make a genuine booking error such as clicking on the wrong day or time, and incur a cancellation fee, contact Alex Gilbert and he can refund the charge. Please note this is only for booking errors and not for situations as running late, work commitments, unable to find an opponent, illness or unexpected events.

When playing a guest, select "\*\*\*\*Guest £4" as your opponent and the court fee will be automatically be increased by £4. This can be done at the time of booking or later. If the guest is changed to a member, the court fee will revert to the normal rate and your account will be credited.

This will only work if done before the court start time. If the guest fee needs to be paid later, please use the Transfer facility and "\*\*\*\*Guest £4" as the recipient.

Your own current bookings can be seen by clicking on My Bookings, as are Booking Rules. The Booking Rules can also be displayed by clicking on the link at the bottom left of the Booking Sheets page.

Administrators and coaches can book courts in excess of the normal 14 day limit. This is to allow for advance reservation of courts for Club purposes such as Tournaments, Coaching Sessions, Maintenance etc.

## Coaching

It would be better to book the court yourself and pay any fees to the coach, rather than give the court fee to the coach who then has to account for it. This way, you will get an email confirming the booking, and your name will appear on the booking sheets and not just "Coaching".

## Leagues

The leagues on-line and can be seen on the Leagues tab. Your league can also be seen on if you click on the "My Profile" link on the left menu. Your league results must only be recorded via the website. When a league result is added both players get an email.

## Cancelled Courts Alerts

You can ask the system to advise you when a court has been cancelled. Click on the link on the left and follow the instructions.

## Forgotten password or PIN

If you need a password or PIN reminder, click on the "Forgotten Password" link under the Member Login box and then enter the email you have registered.

## **Touch screen**

A PIN will be needed to use the touch screen at the club but not for the website.

The touch screen on the squash balcony will allow you to view and access many of the same functions as the website. If the screen is off, tap anywhere on the screen to turn it on. Some pages need to be scrolled using the scroll bar on the right of the screen.

### Public view

Without logging in you can view –

- Booking Sheets
- Leagues
- News and Events
- Booking Rules
- Help

### Member View

Member functions require you to access or confirm by entering the first letter of your surname and PIN.

- Booking Sheets. To book a court, pick a date and time and confirm. Your bookings will be shown and it is also possible to cancel a booking here. Click on Account History to see your account details.
- Cancel. To cancel a booking, click on time and confirm.
- My Bookings. Your bookings will be shown and it is also possible to cancel a booking here.
- Members' Directory. Need to login to view.

Changes to your personal information, or password and PIN changes must be made on line and cannot be made using the touch screen.

## **Annual Subscriptions**

The Membership year runs until 31 March and reminders and payment instructions will be sent out in the weeks before this. It would help the Club if members renewed promptly, or informed the Membership Secretary if they will not be renewing.

These can be paid on-line or manually by BACS or sending a cheque. It would help the Club if payments are made on line as the system is automated.

Cheques payable to 'CHEAM SQUASH CLUB'

Or Bank Transfer: CHEAM SPORTS CLUB SQUASH CLUB ACCOUNT, A/C 20265233, S/C 20-84-17  
Please add reference, 'MEMBER'S NAME and SUBSCRIPTION'.

Please contact me or any of the Membership Team if you need any help or other information.

Nick Russell

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