

*Dorking Lawn Tennis &
Squash Club*



Online Booking
System

Tennis and
Squash
User Guide

Introduction

- Welcome to the Dorking LTSC online Tennis and Squash Court booking system
- This booklet aims to help you use and understand the system. It will show you, in simple steps, how to book the Club's facilities and manage your account.
- Currently, tennis court bookings are free of charge, although you will have to use the coin boxes if you want floodlights. However, before you can make a squash court booking on the system you will need to go to the club when the bar is open and pay some money into your account as described next:-

To Make a Payment to your Account (Squash only)

- You can credit your account by either paying cash or cheque at the bar in the club, but your account balance will only be updated when the relevant amount has been manually transferred by the bar staff. You can also pay by sending a cheque to the club administrator

The On-Line system accessible at home via the Internet

- First of all, go to www.dltsclub.org.uk to access our website.
- On the Home Page you will see various different headings. Select "ONLINE BOOKING" to go to the booking system. You will be taken to the Start Page with various options to choose from on the left hand side. To log on to the system, click "Log in."

The screen will ask you for your Member ID number. *This number is exclusive to you and should have been sent to you in the post. It can also be obtained from either an administrator or from the touch screen computer in the Clubhouse. If you have forgotten your Member ID then you can click on "Forgot your PIN Code" and enter your email address. If the email address is unknown by the system you will need to contact the administrator. You can use the touch screen computer to get your Member ID.*

- Once you have entered your Member ID, you must also enter your PIN code beneath it. *This number should have been advised to you along with your Member ID. Once you have first logged on you should change your PIN to something more memorable to you. You have 3 chances to enter the correct ID and PIN combination. If on the 3rd occasion the combination is still incorrect then the system will be locked to you for the rest of the day and will reset automatically the following day. If you need immediate access then you will need to contact an administrator who will be able to reset your PIN.*
- The Start Page will appear, showing your name and the balance of your account. *Note: This monetary figure will automatically be amended whenever you make/delete a booking or pay an amount to your account. If you have no money in your account this space will be blank.*
- You are now able to make and amend bookings, all from the comfort of your home!

N.B.

Do not use your browsers Backwards and Forwards icons within the booking system otherwise you may get the message ‘The requested page has expired’

Step 1

- To book a squash court you need to credit your online account initially and a positive balance is required before a booking can be made. This does not apply if you are booking a tennis court.

Step 2

- Return to Start Page (log in again if necessary).
- Using the down arrow next to the "Select area" box, scroll down until you find what you want to book. The page will automatically update itself to whichever facility (tennis or squash) you have selected. Please note, Tennis 60 min is unavailable.

Step 3

- Use the down arrow to select the date you want to book, up to a maximum of 14 days in advance. The page will now show the sporting activity on the date that you have selected.
- **Tennis courts can be booked up to 14 days in advance but not until after 5 minutes following the time the court session ends, e.g. those playing at 8pm can book the same court two weeks ahead from 9.35pm onwards.**

Step 4

- You will see that the day is broken down into time slots. When a time is underlined, it is available to book. When someone else has booked a time slot, the box will be coloured and a name will appear. If, for example, you wish to book a squash court from 9am – 9.45am click on that time, ensuring that you have selected the court/facility correctly.

Step 5

- When you have clicked on the time you require, the "New booking" page will appear outlining the details. If you wish, you can add your opponent's name by clicking the "Find opponent" button and selecting the appropriate member. Once you have checked all the details, for squash only press "Confirm booking and price", followed by "Confirm booking" to finalise for both tennis and squash. The system will then take you back to the calendar and your booking will appear, with your amended account balance displayed at the top if appropriate.
- You have now made a booking!
- When you have finished, go to the left hand column of headings and select "LOG OUT" to exit the system. *Note: the system will automatically log you out after two minutes of inactivity.*

IF YOU SUBSEQUENTLY FIND YOU CAN'T USE A COURT, PLEASE BE SURE TO CANCEL SO THAT ANOTHER MEMBER CAN TAKE ADVANTAGE OF THE AVAILABILITY.

To Amend or Cancel a Booking

- Once logged on to the booking system, simply click on "Your bookings" in the left hand column. All of your current bookings will appear. Click on the appropriate "Delete/ Edit/ Pay" icon. You will be asked to amend or delete the details. Select the appropriate icon. *Note: if you choose to "Delete Booking" for squash courts, the balance on your account will automatically be credited, provided you have given more than 24 hours notice. If you have given less than 24 hours notice, you will only be refunded if another member books the same squash court for the same time.*
- Alternatively, you can select "Timetables" in the left hand column, then the appropriate facility and date and click on your booking. *Note: only YOU can amend YOUR OWN bookings!*

To change your PIN

- After logging on select the "Member information" icon in the left hand column. Change PIN and any other details as required and press 'Confirm'. If your email address needs amendment then please email changes to the club administrator rather than update the system yourself.

Transferring funds to another member

- Once logged on select “Your account” in the left hand column. Click on “Transfer funds to another member”. Then enter either:-
- the Member ID if known, or name or
- Click on “list” to get a full list of members.
- Click on “Show Member” to get details.
- If a list has been displayed then click on “Select” for the appropriate member.
- When a specific member details comes up then enter the appropriate amount for the transfer and click on “Confirm transfer”. The system will come up with a confirmation message – click on “OK” and the system will return you back to the Account Balance screen with the updated balance showing any transfers made.