

DLTSC Touch Screen Booking System

User Guide

for Tennis and Squash Members

User Guide

Introduction

Welcome to the DLTSC touch screen booking system. The system allows members to book both squash and tennis courts up to two weeks ahead. Although you have to book squash courts, irrespective of playing time, bookings are only required for the floodlit tennis courts (2, 3, 4, and 5) and then only from 5pm onwards.

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, view your account and access member's contact details from the Club's up-to-date membership records. In some respects the touch screen system in the clubhouse works in a slightly different manner to the on-line system on the Internet.

The screen is operated by tapping the relevant area or box on the screen with your finger. You may need to do this fairly firmly and its best to aim for the middle of the box you're tapping!.

If the screen is blank then tap with your finger anywhere on the screen and it will jump into action! Tap once on **Start Booking System** if this appears at the top right hand side of the screen.

Squash courts incur a booking fee and to use this facility members must have sufficient funds in their booking account. Tennis court bookings currently do not incur a fee so no account balance is needed, although £1 coins have to be fed into the floodlighting coin machines at the time of play if floodlights are required.

Checking Court Availability

The screen will refresh with the **Welcome Screen**, showing a Calendar and bookings for the three squash courts. To change between Squash and Tennis

courts, tap **Select Booking Area** at the right of the screen and select either **Squash** or **Tennis 90 minutes**. Tennis 60 minutes is not available.
Selecting a different date on the Calendar allows you to see the availability of the squash or tennis courts for any day in the next two weeks.

Checking Membership details

Tapping the **Member List** button, will display a list of all members along with their phone numbers. You can search by either First name or Surname. If using the surname search, when entering the name you must put a space before the first letter. Alternatively you can tap on the first letter of the name and a full list will be shown and you can use the blue arrows to scroll up or down as necessary. Postal addresses are also shown if you use this facility, but only after you've **logged in**.

Logging In

Tap the **Start Page** button from any screen and you will be returned to the Welcome Screen.

To book a court, delete or amend an existing booking or view your account requires you to **Log In**. Floodlit tennis court bookings are currently free of charge although you will have to pay at the time of play if floodlights are required. To book **squash courts**, however, you must have sufficient credit in your account. When the club bar is open you can credit your account by paying with cash or a cheque. Please note the **minimum payment by cheque is £30**. Alternatively you can send a cheque (again minimum amount £30) to the Club Administrator and this will then be used to credit your account.

Tap the **Log In** button.

Enter your **Member Id** by tapping all the relevant numbers, tap **ENTER** and then enter your **PIN**, again by tapping on the numbers. Tap **login**. You have three chances to enter the correct PIN before being locked out of the system. If you do get locked out then you will need to contact the administrator to get your PIN reset or wait until the following day when your PIN will revert back to its last value. *You should not reveal your PIN to any other person as this gives access to your account.*

Provided you have entered the correct PIN, a screen similar to the Welcome Screen will appear but will display additional details such as your account balance and will grey out unbookable courts. Any courts already booked by other members will be highlighted in **red**. Any bookings that you have already made will be shown in **green**. Tap **Help** if you want details about what all the different shades mean. Tap **Daily** to return to the Calendar.

Please note:- The system is very quick to log you off after any period of inactivity so please keep tapping on the screen to stay logged in! This is for your own security so no one else can access your account.

If you have finished using the system it is best to log off yourself, rather than let the system do this for you, as this helps ensure that your security is not breached.

Booking Courts

Once your account has been opened, and if you are booking squash courts it has more than the minimum booking fee for the court required, you will be able to book a court.

Courts are bookable up to 2 weeks in advance. Having selected **Squash** or **Tennis 90 minutes** as described above, simply tap the date you require on the calendar and the courts with bookings available will be shown for that day. To book a court, tap on the court and time you want to book and a **New Booking** screen will appear.

Optionally, if you know your opponent's id you can enter this and then tap **Confirm Booking**. If you don't know the id and are not playing with a Guest then tap **Find Opponent** which will provide you with the **Member List** from which you can initiate a Search and choose your opponent by tapping on **Select**. You will then be returned back to the "Calendar Screen". From there you can tap on **Confirm Booking**.

If you are playing squash with a guest you must tap **Visitor Booking**.

By clicking on a court that you have already booked you will be given the facility to alter or delete the booking.

Playing with a Guest

If you are playing squash with a Guest tap on **Visitor Booking** which will then deduct the appropriate visitor's fee from your account. If playing tennis with a guest you are required to place the visitor's fee in the box in the main entrance lobby.

Tap **Confirm Booking** again to confirm and you will be returned back to the **Calendar Screen**.

Weekly Court Availability

If you want to see an overview of court availability for several weeks ahead then tap **Weekly**. Clicking on a box in this screen will return you to the **Calendar Screen** for that day ready for you to make or amend a booking.

Your Bookings

Tapping on **Your Bookings** gives you a summary of all your courts booked and an easy facility to delete or edit courts (if you want to change the opponent for example).

Your Account

Your Account gives you a list of all account transactions, lets you transfer money to another members account (for example to reimburse another member for your share of a court booking fee or to 'top-up' the account of a family member) and change your PIN Code.

Court Booking Rules

- 1) The booking system must have an account set up for you. For squash bookings, the account must have a balance equal to, or greater than, the amount needed to book the court.
- 2) Both tennis and squash Courts can be booked up to 2 weeks in advance but tennis courts cannot be booked until 5 minutes after the end of the session time for two weeks hence.

3) A squash court booking can be deleted up to 24 hours before the time of the booking and the booking fee will be refunded. After that time the booking fee will only be refunded if the court is rebooked subsequently.

4) Squash Visitor fees are charged at double the court booking rate.

5) Juniors can play squash before 18.00 on all courts and at weekends at the Junior rate. After 18.00 hours on weekdays Juniors can only play other Juniors at the Junior rate on Court C. Courts A and B are only bookable by Seniors after 18:00 hours on weekdays although they can play Juniors but only at the Senior Rate.

6) Squash peak/off peak rates apply only on Mondays to Fridays. Peak rate applies at all times on Saturday and Sunday. The off peak rate applies for squash court bookings with a start time prior to 16:30.

7) 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.

Court Lighting

Squash court lights will only work for the duration when a squash court is booked and this is indicated by the blue light on the control box by the relevant squash court door. Provided the court is booked, the blue light should be on and the court lights can be switched on. The squash heater works independently to the lights (but is time controlled). There is a short period of grace (currently 10 minutes) after the court booking has elapsed during which time the lights will stay on.

Tennis court floodlights are operated by putting £1 coins in the coin operated timer boxes. £8.00 buys 90 minutes of floodlight time.

To help conserve electricity and costs, when you have finished playing please switch off the squash court light switch as you leave the court, even if the lights have gone off automatically.