

# Old College Court Booking System Manual

## Contents

1	Introduction .....	1
1.1	The aims of system .....	1
2	Main Enhancements .....	2
2.1	Your profile .....	2
2.2	British tennis number .....	2
2.3	Your opponents in a match.....	2
2.4	Managing your bookings .....	2
2.5	Checking in .....	2
2.6	Recent emails to members.....	2
2.7	The web-site .....	3
3	Main Instructions .....	3
3.1	Main process for bookers .....	3
3.2	To complete 'my settings' and 'my profile'.....	3
3.3	To make a booking .....	3
3.4	To cancel a booking .....	4
3.5	To 'check in' for a booking.....	4
3.6	To look up other members' contact details:.....	4
3.7	Help and support.....	5
3.8	Additional information.....	5

## 1 Introduction

We've been running the court booking system now for two years. We've got used to it and there have been some enhancements along the way, so this is a good time to revise the manual.

### 1.1 The aims of system

- To maximise the use of the courts whilst giving all members an equal chance of making bookings
- To make booking courts as convenient as possible
- For the good of all members we do continue to encourage you to use the system unselfishly
- If abuse is found then the rules will have to be tightened up making the system less convenient for all.

## 2 Main Enhancements

### 2.1 Your profile

- This can include a picture of yourself, which appears in a sort of rogues gallery here: <http://oldcollege.mycourts.co.uk/directory.asp>

### 2.2 British tennis number

- These can now be stored on the system, and can be input by members through 'edit my profile'.
- You are much encouraged to do this as it will maximise yours and the club's Wimbledon ticket allocation, as well as making you eligible for LTS run tournaments and leagues.

### 2.3 Your opponents in a match

- By popular demand when you make a booking you can include all players involved in a match. These people will appear in the 'Other members I have played' panel of my profile. This is also now very useful for the next item below

### 2.4 Managing your bookings

- This is a fantastic new feature which enables you to keep track of your bookings: those you make for yourself to play others and those booked by others that involve you. It has already stopped me getting into a complete muddle several times
- It does require every booker to complete the 'My opponents' bit of their booking. (Please note for the sake of keeping the system simple, your doubles partner is also considered as an opponent.)

The screenshot shows the website for Old College Lawn Tennis & Croquet Club. The header includes the club name, address (Gallery Road, Dulwich, London, SE21 7AB), and the Tennis Clubmark logo. A navigation menu contains links for Home, Booking Sheets, Leagues, Members' Directory, and Contact Us. The main content area is for user 'Jeremy Labram' and displays 'Court Bookings' for several dates in November 2011. The bookings are as follows:

Date	Court	Time	Booked by	Opponents
Monday 7 November 2011	Red Smash Court 4	1030 hrs	Peter Higgs	
Saturday 12 November 2011	Soft Court 3	1445 hrs	Kevin Girard	Toby Huddleston William Skidelsky
Saturday 19 November 2011	Soft Court 3	1445 hrs	Thierry Girard	
Saturday 26 November 2011	Soft Court 3	1330 hrs	Oliver Walton	Jill Craven Sally Casey

At the bottom of the bookings table, there is a link: [Click here to download the detailed manual for the system.](#)

### 2.5 Checking in

- It was very easy to forget to check in for the second of two consecutive slots. It would mean coming back to the clubhouse during a match
- Now when you check in for the first slot the second one is also checked in
- If you and another person have booked consecutive slots for the same match, again you can both check in together before play starts and know you have dealt with both slots.

### 2.6 Recent emails to members

- A list of links to the main emails broadcast to members now appears on the main 'Booking Sheets' screen so that each time you make a booking you will see what has been sent out. So we hope there is little reason not to feel informed of what is going on in the club.

## 2.7 The web-site

- This is kept bang up to date and has many sections in it now. It can be found by clicking on 'Home' (top left of screen) from any part of the court booking system
- The ropey ladder league has a dynamic feed here <http://oldcollege.mycourts.co.uk/index.asp?sid=89&id=541>
- The web-site is now also accessible from the touchscreen in the club-house

## 3 Main Instructions

### 3.1 Main process for bookers

- Book court slot - away from club or at the clubhouse
- Cancel booking - if necessary away from club or at the clubhouse
- 'Check in' - before play at the clubhouse
- Play - match on booked court.

This can be summarised as 'Book, Check in and Play'.

### 3.2 To complete 'my settings' and 'my profile'

This enables you to set your preferences regarding:

- how you are notified of your bookings, cancellations etc
- notification of court slot times of interest to you which become available due to cancellation
- how you present yourself to other members with as many or as few contact details as you wish, including a photograph
- remember to include your British Tennis Number.

### 3.3 To make a booking

- enter member log in name and password, or use your PIN number if using the touchscreen.
- choose a day's booking sheet
- identify a free slot
- book the slot
- register your opponents and partner – this is important now (see section 2.4)
- receive instantaneous email confirmation
- manually forward email to other players.

## Rules

- Bookings can be placed on any sheets on the left of this screen, which are coloured black, rather than grey
- Only two live bookings for peak time slots can be held by one person over the next 21 days – the system will stop more being placed. There is no limit put on slots outside these times
- A member cannot book two courts for the same time slot
- Members may only make bookings consistent with their membership category type – eg an off peak member cannot book a slot for a Saturday.

*Handy hints:*

- *Peak times are any time at the week-end and after 18:30 on week-days*
- *You will be emailed immediately by the system to confirm the booking, consider forwarding this on to the other players involved.*

- *If you are interested in playing at a time when there are no bookings left, set your cancelled court email alerts to be tipped off about a cancellation as and when they arise*
- *If you use an email client on your computer like Outlook or Outlook Express, clicking on email addresses in 'My Bookings' creates a new email to the addressee and includes the court booking details in the subject field. Avoid using it if you use web-mail such as hotmail or googlemail.*

### 3.4 To cancel a booking

- enter member log in name and password, or use your PIN number if using the touchscreen
- choose a day's booking sheet
- identify the slot to be cancelled
- click cancel
- receive email confirmation
- manually forward email to other players.

#### Rules

- A booking may only be cancelled by the person who made the booking – the system enforces this
- A booking may be cancelled at any time before the start of the booking time
- Cancellations made less than 48 hours before the starting time will be registered as a late cancellations on the system
- A person who persistently cancels late will have their right to make bookings removed.

### 3.5 To 'check in' for a booking

- use your PIN number at the clubhouse touchscreen.
- if you are within 105 minutes of the start of the slot, the system will check you in and confirm which court slots you have
- we have just increased this to 105 minutes so that you only have to check in once if you have two consecutive slots

#### Rules

- The person booking the court must 'check in' at the clubhouse touchscreen using their PIN number:
- not more than 105 minutes before the start time of the booking, and
- not more than 15 minutes after the start time.
- Failure to do so will register as a 'no show' against the person who made the booking
- A person who persistently 'no shows' will have their right to make bookings suspended.

#### Handy hints:

- *As the pin number is system generated and not your choice, keep a record of your pin number with your tennis kit, as forgetting it will stop you checking in*
- *In event of bad weather cancel the court from home before the booking starts*
- *to maintain security of data, the touchscreen will keep prompting you for your PIN number if you do not touch it after seven seconds.*

### 3.6 To look up other members' contact details:

- Enter member log in name and password, or use your PIN number if using the touchscreen
- Simply click on the Members' Directory
- Follow the instructions

### 3.7 Help and support

- Any support you need or feedback on this manual will be gratefully received by Jeremy Labram at [jeremylabram@hotmail.com](mailto:jeremylabram@hotmail.com)

### 3.8 Additional information

#### **Guests:**

- Guests must play with a member
- Members are also reminded that their guests must sign the visitors' book to be found by the phone
- There is a guest fee of £4 per session for a guest playing no more than five times a year.

#### **Floodlights:**

- Floodlight meters provide lighting at the rate of £4 per 1h15mins
- Tokens can be purchased from coaches and the Tennis Manager.