

West Brunswick Tennis Club – Book a Court System – Frequently Asked Questions (FAQs)

How do I book a court with the new system?

Members will be able to reserve a court using the online *Book a Court* system. Once the system goes live, members will receive an invitation to join the system from play@tennis.com.au. After registering, members will be able to book courts via the widget on our website, www.westbrunswicktennisclub.org.au.

Non-members will also be able to book via the widget on our website and will be asked to create a Book a Court account at first use.

What are the benefits of this system?

Members and non-members will be able to view court availability and be able to book a court online for casual usage. Everyone has equal opportunity to book a court. We will no longer require manual control of the court booking process by the Milk Bar staff. Access to the club and courts will be controlled by keypad entry so only the person who has booked the court will have access to the court. Furthermore, there will be no risk to courts being left unlocked, hence reducing the club's exposure to damage risk or unbooked / unpaid non-member usage. As such, WBTC will receive the full income from court bookings by non-members, funding which be reinvested into developing the club's facilities further.

How do I access the courts?

When you arrive at the club for your booked session, to enter the facility you will be required to enter your PIN number into the keypad on either the front Victoria Street gate or the gate from the back carpark. Then you will enter your same PIN to access either courts 1-3 or 4-6 depending on which court you have booked. If you book court 7 or 8, you will only need to enter your PIN once at the entrance gate to those courts.

How will I know when courts are available?

When you select the 'View Schedule' button on the widget on our website, you will be presented with the the court availability and be able make your booking. Court usage will be booked in advance for competition, coaching and club events so only remaining courts will show as being available for booking.

Do I still need to get a key from the Milk Bar on Pearson Street?

No.

Will I always use the same PIN number to access the courts?

Members will each be assigned a PIN number that they will use to access the club and courts at times of booking. When you make a booking, you will also be given a guest PIN number to provide to the person you intend to play with. This is helpful if you arrive at the club at different times.

Can I choose my own PIN number?

This is not within the current functionality of the system.

How far in advance should I book?

This depends on how busy the club is. If you wish to play at a typically busy time, we recommend booking hours or days in advance. At quieter times, you will be able to arrive at the club and make your booking for immediate play on your smartphone as you stand outside the club gates. This will activate your PIN as soon as it is 10 minutes prior to your booked time, and allow you to enter the club and the court you have booked.

Where are the access gates with the keypads?

The gate onto Victoria Street and the gate onto the back carpark both have keypads. The gate onto courts 7 and 8 has a keypad. The gate behind court 1 (at the Victoria Street end of the court) has a keypad for entering courts 1, 2 and 3. The gate behind court 4 (at the clubroom end of the court) has a keypad for entering courts 4, 5 and 6.

Which gates should I use?

If you book court 1, 2 or 3, you will need to enter the facility via either the Victoria Street gate or the gate onto the back carpark. You will then need to use the gate behind court 1 to enter the court.

If you book court 4, 5 or 6, you will need to enter the facility via either the Victoria Street gate or the gate onto the back carpark. You will then need to use the gate behind court 4 to enter the court.

If you book court 7 or 8, you will need to enter the courts via the existing gate onto courts 7 and 8.

How do the gates open for competition?

Bookings will be programmed in to the *Book a Court* system for competition. All relevant gates with a keypad will automatically open during those times. For example, on weeknights when all courts are required for competition, all keypad gates will open. On Saturday afternoons (NSTA competition) when only courts 1-3 are booked for competition, the keypad gates for courts 4-6 and 7+8 will not automatically open. For weeknight competition, the team on duty will still need to use the master key to open the other gates. WBTC are currently determining where the master key will be stored and will advise members once this has been determined.

How do the gates open for Sunday social tennis?

2 courts will be booked for coaching and 6 courts will be booked for Sunday social tennis from 9am – 12.30pm every Sunday. Members and non-members will not be able to reserve a court during this time but are welcome and encouraged to participate in the Sunday social tennis as per the existing event structure. All gates with a keypad will automatically open during this time and most likely a member of the committee or one of the coaches will open additional gates to access the courts.

How do the gates open for coaching?

Bookings will be programmed in to the *Book a Court* system for coaching. All relevant gates with a keypad will automatically open during those times. i.e. The Victoria Street entrance gate and the back carpark entrance gate will automatically open. For example, if only courts 1-3 are booked for coaching, the keypad gates for courts 4-6 and 7+8 will not automatically open. The coaches can open additional gates onto courts 1-3 (in this example) with their existing key as required.

How do I access the courts for coaching?

The gates with the keypads will automatically be opened for times of group coaching. The coaches may open additional gates to the courts that are booked for coaching. If you have a 1:1 lesson with the coach, the coach may provide you with a guest PIN number to access the club.

What happens if I am running late for my booking?

This will not matter. Your PIN number will enable access to the club and court from 10 minutes prior to your booked time until 10 minutes after your booked time. E.g. If you book court 1 for 10am – 11am, you will be able to access the club and the court from 9.50am until 11.10am. If someone else has a booking immediately before yours, you will be able to start playing at your booked time, 10am in this example.

How much does court booking cost?

As is the case now, casual usage is included in the membership fee so there is no additional cost to book a court for members, except if you wish to use the lights in the evening. The light cost will remain at \$8 per court per hour. Payment for lights will be made via Credit or Debit card at the time of making the court booking online.

Non-members will be charged the existing hire rate of \$15 per court per hour, plus \$8 per court per hour for lights which they will pay with credit or debit card when they book using the *Book a Court* online system.

How do I turn the lights on when playing at night?

When you make your booking, you will be able to add the use of lights to your booking. You will be required to pay for the lights using a credit or debit card (similar to the current process of buying a light token from the Milk Bar). When you arrive at the club for your booking, the lights will automatically turn on, assuming that it is dark enough for them to be needed. A light sensor is in place to determine when lighting is required.

Do I need a token for the lights?

No.

What happens if I arrive at the club and someone is on my booked court?

Please politely ask the people on the court what time and court their booking is for. If it is for another court, please ask them to move onto their booked court. If their booked time has finished, please ask them to make a new booking via their mobile phone (pending court availability) or vacate the courts. If they make a new booking, they will need to vacate the courts and re-enter with their assigned PIN. If you have a smartphone, you will be able to confirm your booking via the online system on your phone while on site at the club.

I don't use the internet, what should I do?

If you are unable to make a booking online, please contact a committee member.

What do I need to do when using the courts?

Book your court via the online system for when you want to play. Enter the court using your PIN number. Do not prop the gates open under any circumstances. The gates are programmed to open in accordance with the booking schedule. Play on your booked court for your booked time period (or less). Do not open the gates for anyone other than your companion(s) for play on your booked court(s). Everyone entering the courts should have a valid booking and it is up to all of us to monitor this so that we all get equal opportunity to play, and the club receives the appropriate income from non-members.