

A Guide to Court Booking

A Guide for Ebbisham Sports Club Members

This document is a short guide about how to book Badminton, Squash and Tennis courts at Ebbisham Sports Club using the on-line court booking portal.

It also provides instructions of how to top up your court booking account, share court fees and how to transfer funds to another member.

Neil Hudspeth

13 July 2020

Version 3.2

A circular logo with a double-line border, containing the letters "ESC" in a bold, sans-serif font. The logo is positioned on the right side of the page, overlapping a vertical green gradient bar.

ESC

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INTRODUCTION

The Ebbisham Sports Club Court Booking Portal allows members who have accounts to book badminton, squash and tennis courts. Members of a particular section have priority in booking that section's courts (see the Booking rules on the web site) and pay a preferential rate for booking the court.

The Court Booking Portal is integrated with the Club's membership system which records details of which sports sections a member belongs to so that the correct fees can be levied. This integration also prevents members who have left the club, or who are late in paying their subscriptions from booking courts.

Each Member (who has provided the club with a unique email address) has an account and where a court fee is payable, the fee is deducted from the member's account when they book the court. The member may top up the account in different ways which are described later in the document.

The court booking portal also offers a number of other facilities such as providing a list of Club members and their contact details (as long as they have given their consent to be included in this list), a list of transactions that the member has made against their account, and a list of bookings in the member's name.

Members' who wish to use the court booking portal must have registered a unique email address with the club. If a member shares an email address with another member only one of those members will be able to have an account and any court booked with that account will pay the rates associated with that member's membership type.

Once the member has accessed the booking system using the username provided by the Club and the password created by the member, they need to top up their account so that it is in credit.

Members with sufficient funds in their account to cover the court fees for the court they wish to book are able to book that court.

More detailed instructions are provided in other documents available from the Club's web site or in the sections below.

[To learn how to access the Membership Area for the first time, please download the document Accessing the Ebbisham Sports Club's Membership Area and follow the instructions very carefully.](#)

We would recommend that you don't use the browser back button in the court booking system.

WHAT SHOULD YOU DO NEXT

1. Read this guide
2. Set your web browser to accept cookies. This is a pre-requisite for accessing the system.
3. Set your password for your access to the system if you have not already done so.
4. Access the court booking system.
5. Go to My Menu | My Consents, complete the form and save the form.
6. Top up your account. We recommend setting up a direct debit to do this.
7. Book a court

COURT BOOKING

A QUICK TOUR

To use the Court Booking system, you must have cookies enabled in your browser.

The court booking portal can be accessed either directly from the Club's web site www.ebbisham.com, or via a direct link: <https://www.ebbisham.com/court-booking>

Before a member may enter the court booking portal, they will have to authenticate to the Membership Area of the web site by logging in with the username they were provided by the club and the password that the member themselves set up.

Once a member has successfully authenticated, the screen below will be displayed



There are four important sections to the screen.

The first section is the second horizontal purple bar that indicates:

Tom Thumb : Tennis Courts : Thursday, 07/06/2018 : Balance: £0.00

- The name of the member who is logged in (Neil)
- The type of court they are viewing or wish to make a booking for (Tennis Courts)
- The day that they are viewing courts for or wish to make a booking for (Thursday, 30/07/2020)
- The balance in the member's account (Neil's balance is £5.65)

The second is the green bar below the purple bar which indicates:



	Displays a calendar to choose the date that the booking sheet is to be viewed for. Dates with a red outline are dates on which the member has a court booked.
	Returns the booking sheet to today's date
	Moves the booking sheet back one day or if the whole of the day is not displayed on the screen, moves the booking sheet to the left.
	Moves the booking sheet forward one day or if the whole of the day is not displayed on the screen, moves the booking sheet to the right.
	Displays a vertical view of the booking sheet with times running from top to bottom. This is useful if your screen is not wide enough to display the whole of the bookings sheet horizontally.
	Displays a horizontal view of the booking sheet with times running from left to right

The five menu items are described in the sections below.

Under the green bar is the booking sheet that indicates which courts are booked and which are free. This can be seen in the picture at the top of this page. Courts shown in green are available peak courts, courts shown in lilac are available off-peak courts, courts shown in white are available but not for the duration you have

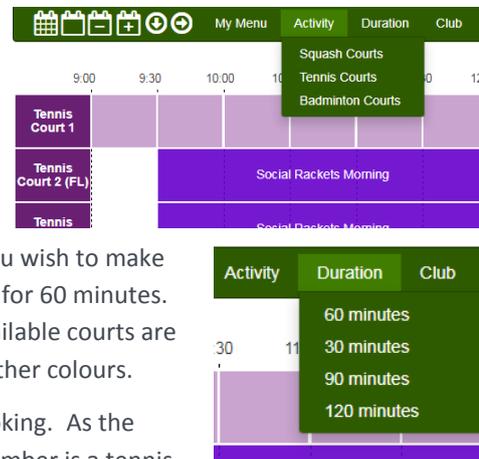
selected. E.g. If you have selected the default duration of 60 minutes and there is only a 30 minute slot available between two bookings, that slot will be displayed in white.

The fourth area at the bottom of the screen provides a list of the member’s future bookings. Members may select a booking and click on the Delete button if they wish to cancel that booking.

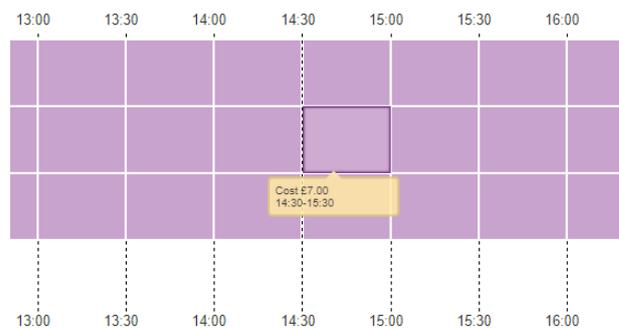
BOOKING A COURT

When viewing the booking sheet:

1. Ensure that the correct type of court is selected (Squash, Tennis or Badminton) on the booking sheet. If the wrong type of court is selected, select the correct type of court from the Activity menu.
2. If you are booking a Tennis court or a Badminton court, click on the Duration menu to select the length of time you wish to make the booking for. If this is not selected, the booking will be for 60 minutes.
3. Allow the cursor to hover over the slot to be booked. Available courts are shown in light green or lilac. Booked slots are shown in other colours.



A yellow hint is displayed indicating the time for the court booking. As the



member is a tennis member and is booking a tennis court, there is no fee.

4. If you wish to book the court, click on the slot. A booking dialog box will be displayed with the name of the member making the booking completed.

Select Participant and/or Confirm - Tennis Court 2 (FL), 22/01/2019, 13:00 to 14:00

Booking for - Tom Thumb

Opponent - Enter Surname and Select (optional):

Non Member As Opponent:

Guest

Non Member Phone Number:

5. Select your Opponent by typing the first three or four characters of their surname in the Select Opponent box and selecting the opponent from the list displayed. The opponents name will only appear if they have provided consent to do this through the My Consents menu (see later). If the opponent is not a member, click on the Guest check box. **Note an Opponent should only be selected before the court booking start time. Adding an opponent after this time will cause an incorrect value to be calculated if the opponent checks in to share the court fee.**
6. You may ignore the “Non-member’s phone number” field.
7. Click OK

8. A confirmation dialogue will be displayed. If the contents of this dialog are correct click OK.
9. If the member has sufficient funds in their account, the booking will be made. If they have insufficient funds to pay for the court, a message will be displayed to indicate that they should top up their account before making a booking.

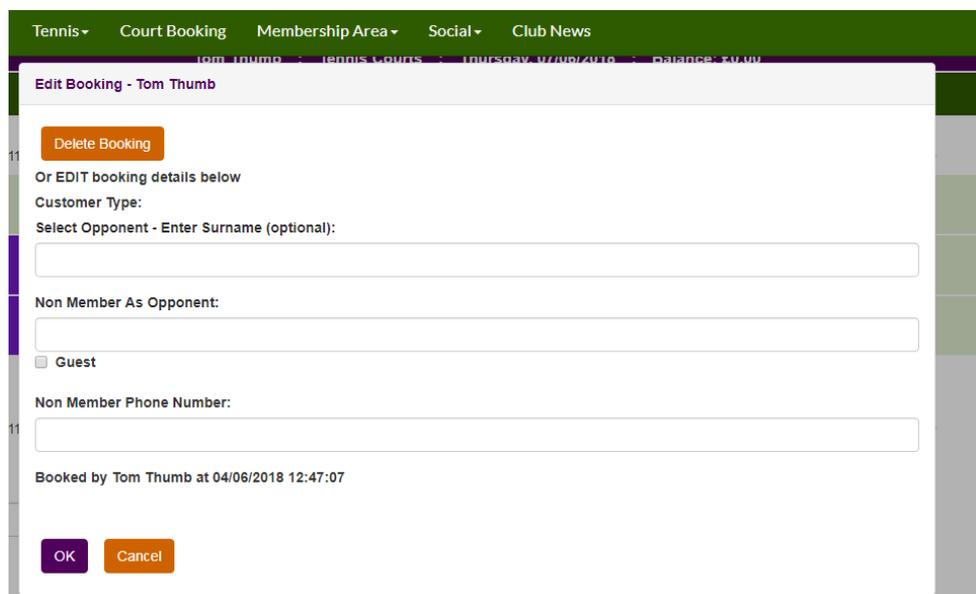
If a member is not entitled to make this booking (Eg. An off-peak member attempting to book a peak court, the message “This booking would take you past your limit for peak time bookings on any one day” will be displayed.

CANCELLING A BOOKING

There are a number of different ways of cancelling a booking

CLICK ON THE BOOKING ON THE BOOKING SHEET

Clicking on the booking in the booking sheet (Timesheet) will open the booking dialog box.



You may either update the name of the opponent or guest or click on OK. Or you may click on the Delete Booking button on the top of the dialog box to cancel the booking. If you are entitled to a cancellation fee (see the Club’s booking rules), it will be credited to your account.

MY FUTURE BOOKINGS

At the bottom of the bookings sheet is a drop-down field with a Delete button below it.



1. Click on the downward arrow alongside the booking displayed to display of all of your future bookings.
2. Select the booking you wish to cancel
3. Click on the Delete button to cancel the booking

MENU ITEMS

There are five menu items across the top of the bookings sheet.

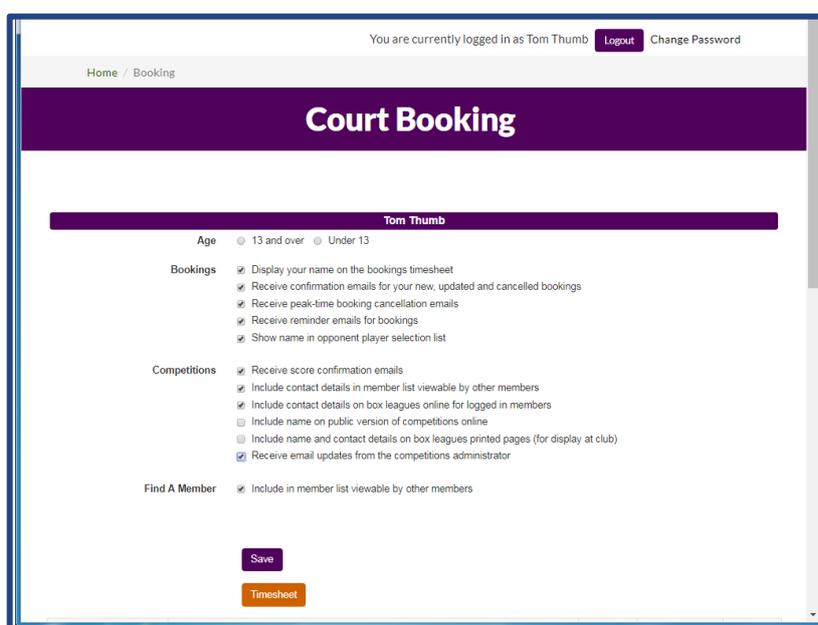
- My Menu
- Activity
- Duration
- Club
- Competitions
- About

Each of these is described, together with their sub-menus below.

MY MENU

My Consents

This menu displays the consent form (see below - required by GDPR) to allow the Club to display your name and contact details in various places throughout the system. The form presents different consents across three sections; Bookings, Competitions and Find a Member. When updating your consents, please check the



The screenshot shows a web interface for 'Court Booking'. At the top, it says 'You are currently logged in as Tom Thumb' with 'Logout' and 'Change Password' links. Below that is a breadcrumb 'Home / Booking'. The main heading is 'Court Booking'. Underneath, there's a user profile bar for 'Tom Thumb' with an 'Age' selector set to '13 and over' (radio button selected) and 'Under 13'. The form is divided into three sections: 'Bookings', 'Competitions', and 'Find A Member'. Each section has several checkboxes for consent. The 'Bookings' section has five checked items: 'Display your name on the bookings timesheet', 'Receive confirmation emails for your new, updated and cancelled bookings', 'Receive peak-time booking cancellation emails', 'Receive reminder emails for bookings', and 'Show name in opponent player selection list'. The 'Competitions' section has five items: 'Receive score confirmation emails' (checked), 'Include contact details in member list viewable by other members' (checked), 'Include contact details on box leagues online for logged in members' (checked), 'Include name on public version of competitions online' (unchecked), and 'Include name and contact details on box leagues printed pages (for display at club)' (unchecked). The 'Find A Member' section has one checked item: 'Include in member list viewable by other members'. At the bottom of the form are 'Save' and 'Timesheet' buttons.

Age 13 and over box (providing you are) prior to updating your choices and clicking non Save.

Bookings

These consents apply to the court booking portal and are self-explanatory. It is likely that all members booking courts will wish to give consent for all of these options with the possible exception of “Receive peak-time booking cancellation emails”.

It’s very important to click on the “Display your name on the booking’s timesheet” box as your opponent will not easily be able to discover which court you are playing on when they arrive at the club.

If you do not click the “Show name in opponent player selection list” box, it will not be possible for a member booking a court to select you as their opponent and as a result sharing fees for this court was not possible.

Competitions

These consents apply to members playing in box leagues. Note that Ebbisham does not display a public version of competitions and recommends that this consent is not provided.

Please do check the “Include contact details on box leagues on line for logged in members” so that other players in your league can find your contact details quickly and easily.

Find A Member

This is the same “Find a Member” directory that appears in the Member’s only Membership area of the Ebbisham website.

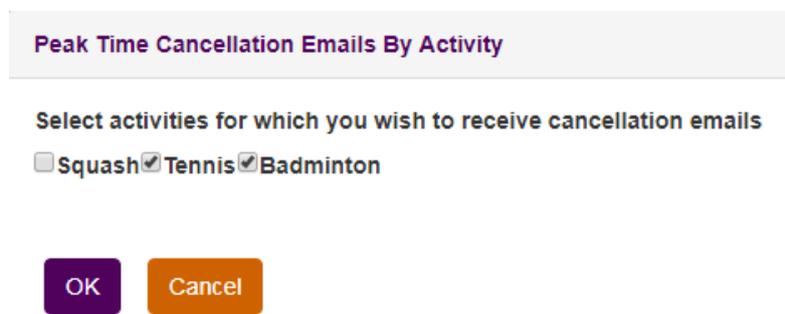
We encourage all members to provide relevant consents. A grid of all of the changes made to consents will be displayed below the Timesheet button.

Note: It is the Club’s policy not to show contact details of junior members in these lists. Even if junior members give consent via this form, the Club will require written consent from a parent or guardian before making a junior member’s contact details available in any of these lists.

My Cancellation Emails

This option will only appear if you have given consent for “Receive peak-time booking cancellation emails” in the bookings section of My Consents.

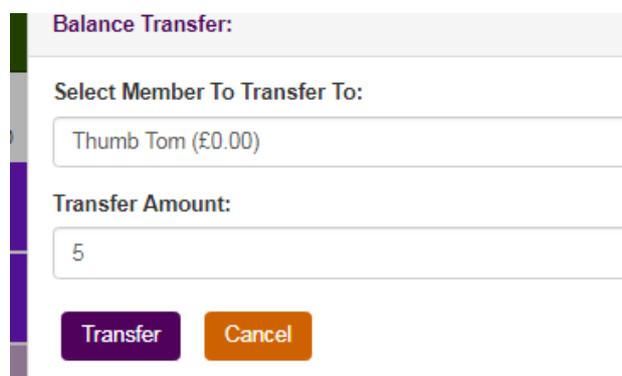
Clicking on the My Cancellation Emails menu item will display the dialog box below.



Click on the name of the sports you wish to receive cancellation emails for. The box to the left of the sport name will be ticked or unticked. You will only receive cancellation emails for sports that have ticks against their names.

Transfer Funds

This allows a member to transfer funds from their account to another members’ account. Selecting this option will display the dialog below.



Select the member whom you wish to transfer funds to by typing the first three or four characters from their surname and selecting their name from the list displayed.

Enter the amount to be transferred into the transfer amount box. The amount cannot exceed the balance in your account.

Click on the Transfer button to transfer the funds. A dialog will be displayed allowing you to either confirm or cancel the transfer. Note: This transfer

cannot be reversed.

My Account

There are two sub-menus under My Account.

Account Top Ups

Account Top Ups display a screen where a member sets up an automatic direct debit transaction to top up their account. With that comes the facility to provide instructions to execute a direct debit to top up an account if you believe you may have an unusually high expenditure in the near future. Please see the section on Topping Up an Account for more details.

My Transactions

This displays all of the transactions against the members account together with any transactions processed through the till where the members name has been associated with them. For example a tournament entry or payment of subscriptions.

Notify Me

This allows members to be alerted by email when courts are cancelled between two specified times for a particular sport. If you wish to be notified about peak time cancellations whenever they take place, see the sections above on My Consents and in particular My Cancellation emails.

Selecting this menu item will display the dialog box below.



Send Me Specific Cancellation Alerts

Start Time (dd/mm/yyyy hh:mm):
18/06/2018 18:30

End Time (dd/mm/yyyy hh:mm):
18/06/2018 21:30

Select Activity:
Squash

Add New Notification

Close

Set the start time and the end time for when you wish the system to monitor cancelled courts for you.

Select the Activity as Squash, Tennis or Badminton depending upon the type of court you wish to be monitored.

Click on Add New Notification. A list of your notifications will be displayed at the bottom of the dialog.

Select a notification by clicking on it to display a Delete button. Alternatively you may edit the notification (maybe by changing the date) and click on Add New Notification to add another notification. You will then have an additional notification. You have not changed the original one.

The system will send an email if a court is cancelled between the start and end times.

ACTIVITY

This allows members to switch between the booking sheets for Squash, Tennis and Badminton.

DURATION

If you are booking Badminton or Tennis courts, this allows you to specify the length time you wish to book the court for. If you make no change, the court will be booked for 60 minutes. You can opt to book courts for 30, 60, 90 or 120 minutes.

CLUB

Player List

Displays the "Find a Member" directory.

This only includes members who have given their consent to be included in the directory (See My Consents)

Club Rules

This displays the rules for booking courts

Legend

This explains the colour coding on the bookings sheet

Home Page

This takes a member back to the Club's web site home page.

COMPETITIONS

This displays three sub menu items, one of each of the Club's box leagues: Racketball, Squash and Tennis. Clicking on one of these sub menu items will take you to the relevant box league.

ABOUT

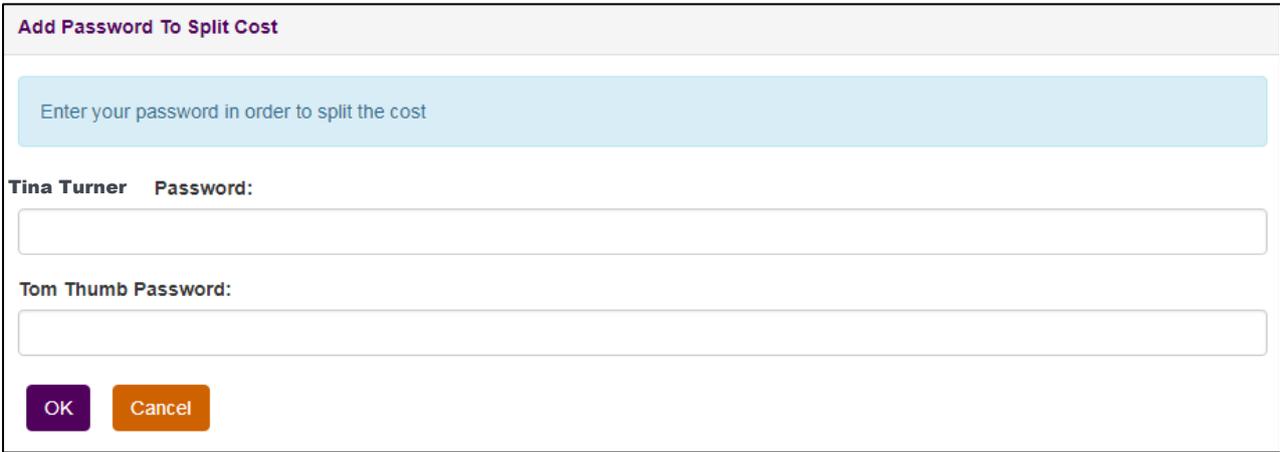
This allows you to change the language of the interface. We suggest you don't use this item.

SHARING COURT FEES

When your opponent has booked a court through the members booking portal and you wish to contribute half of the court fees, you may transfer half of the court fee from your account to their account using the kiosk booking terminal in the Club's reception area.

You will only be able to share court fees if your name has been entered as the opponent and only if the court has been booked by a member through the member's booking portal. A member will not be able to select you as an opponent unless you have given consent for your name to be included in the Opponent Player selection list (see My Consents section)

To share the court fee find the booking on the bookings sheet and tap on it. The following screen will be displayed:



Add Password To Split Cost

Enter your password in order to split the cost

Tina Turner Password:

Tom Thumb Password:

OK Cancel

Tom Thumb is the opponent and by entering their password and clicking on OK, they will share the cost of the court with the booker. Should the message "Password not recognised" be displayed, an incorrect password has been entered. Please check that the Caps Lock is not on and try again. If the Caps Lock is on, there will be a green light of a capital A on the top right of the keyboard.

The Booker (Tina Turner) should not enter their password in this dialog box.

There may be a short delay in the funds reaching the bookers account.

Note: Once you have shared the fee, the transaction cannot be reversed even if the court is subsequently cancelled.

APPENDIX 1 - TOPPING UP YOUR ACCOUNT

The portal offers two ways for a member's account to be topped up with credit:

- On-line via Direct Debit
- Using Cash, Card or Cheque at the office or the Bar

Each of these options is described below.

TOPPING UP VIA DIRECT DEBIT

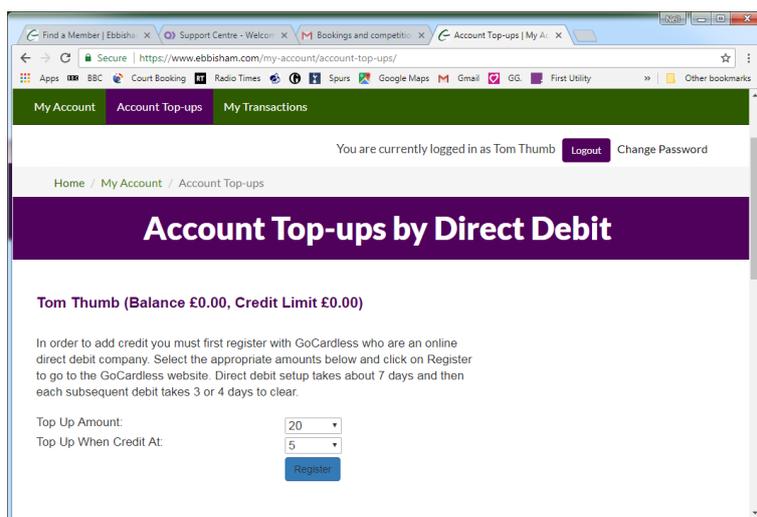
To top up by direct debit, a member must complete and submit a mandate with the Club's direct debit processor. The Club has been using GoCardless successfully since September 2017 to collect subscription fees and setting up a mandate is very simple.

Setting up a GoCardless Mandate

If you already pay your subscription via GoCardless direct debit, you will have to set up a second mandate to top up your account. This is to make it possible to identify GoCardless payments from subscriptions separately from Account Top-Ups.

To set up a mandate

1. Access the court booking portal
2. Select My Menu and then from the options My Account
3. From My Account, select Account Top-Ups

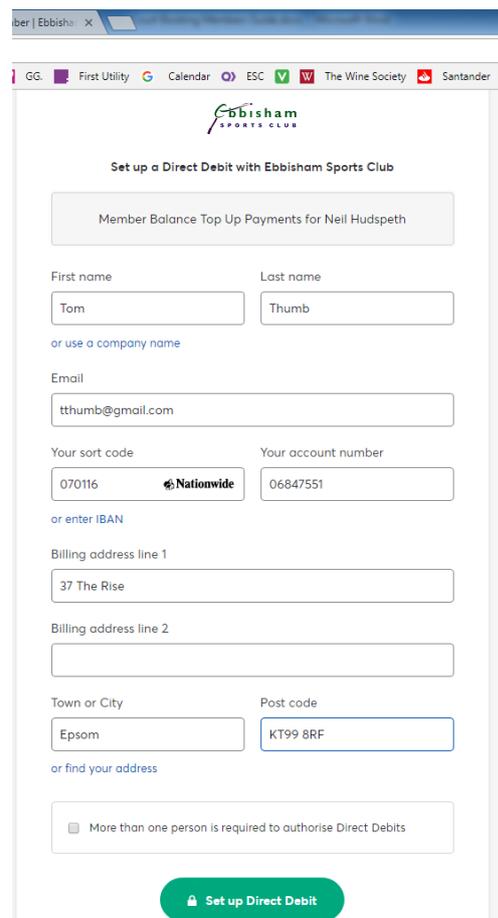


Account Top-ups by Direct Debit

Tom Thumb (Balance £0.00, Credit Limit £0.00)

In order to add credit you must first register with GoCardless who are an online direct debit company. Select the appropriate amounts below and click on Register to go to the GoCardless website. Direct debit setup takes about 7 days and then each subsequent debit takes 3 or 4 days to clear.

Top Up Amount: 20
Top Up When Credit At: 5
Register



Set up a Direct Debit with Ebbisham Sports Club

Member Balance Top Up Payments for Neil Hudspeth

First name: Tom
Last name: Thumb

or use a company name

Email: tthumb@gmail.com

Your sort code: 070116 (Nationwide)
Your account number: 06847551

or enter IBAN

Billing address line 1: 37 The Rise
Billing address line 2: [Empty]
Town or City: Epsom
Post code: KT99 8RF

or find your address

More than one person is required to authorise Direct Debits

Set up Direct Debit

4. The screen above will be displayed.
5. Complete the two fields and click on the Save button
6. The screen to the right will be displayed with the member's name, email address and address details which will be taken from the Club's membership system already completed.
7. Complete your bank details.
8. Click on the Set up Direct Debit button
9. A confirmation screen will be displayed so that you can check the details. Either click on Change if the details need amending or on Submit if they are correct.
10. You will receive a confirmation email to confirm that the direct debit has been set up.

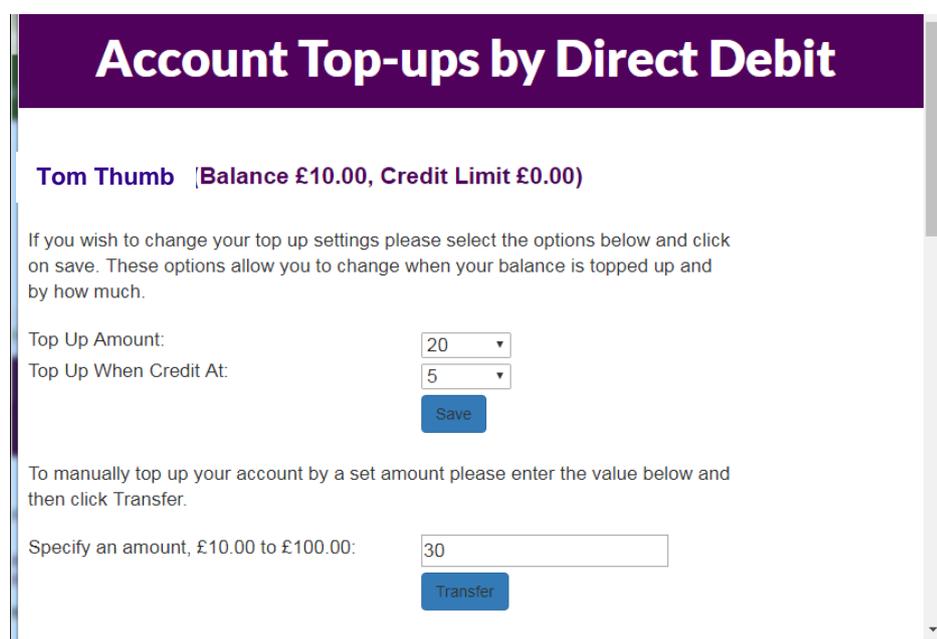
Automatic Top-Ups

Once the Direct Debit mandate has been set up, your account will automatically be topped up by direct debit whenever your balance reaches the amount you defined in the Top-Up form (Top Up When Credit At). When your balance reaches this amount, a direct debit request will be sent to your bank to collect the amount of money you specified in the Top-up form (Top-up Amount). These values can be changed at any time by updating the values in the form and clicking on the Save button.

Note: If your balance is zero when you set up the direct debit mandate, a top-up will be made as soon as the mandate is completed.

Manual Top Ups

Following the setup of your direct debit, the next time a member visits their Account Top-Ups page, they will see the screen below. In addition to the automatic top-up, you are able to make a manual request to top up your account if you expect that you will have an unusually large expenditure in the near future.



The screenshot shows a web interface titled "Account Top-ups by Direct Debit" for a user named Tom Thumb. The user's current balance is £10.00 and their credit limit is £0.00. The interface is divided into two main sections. The first section, "Automatic Top-Ups", contains instructions and two dropdown menus: "Top Up Amount" set to 20 and "Top Up When Credit At" set to 5. A blue "Save" button is positioned below these menus. The second section, "Manual Top Ups", contains instructions and a text input field labeled "Specify an amount, £10.00 to £100.00:" with the value 30 entered. A blue "Transfer" button is located below the input field.

To request a manual top-up, complete the Specify an amount in the field at the bottom of the screen and click on the Transfer button.

You may also change the parameters of an automatic top up on this screen by completing the "Top Up Amount" field, the "Top Up When Credit At" field and then clicking on the Save button.

TOPPING UP BY CARD, CASH OR CHEQUE

If you wish to top up by card, cash or cheque, visit the office or the bar and tell them how much you would like to top up your account (by £20, £30, or £40). The top up will be processed through the till. The amount will be credited to your account.

Please ensure that you request and retain your till receipt (not your card receipt) so you have evidence of the transaction should there be any dispute.

Note: The receipt will show an itemised list of the Top-Ups you have purchased but a value of zero. Please ignore the value of zero. Your account will have been topped up by the values shown in the itemised list. If you wish to confirm that your account has been topped up, login to the members portal and select My Menu | My Account to see a list of the transactions on your account.