



SHTC's Book a Court FAQ's.

What is Book a Court and who is it from?

Book a Court is an online booking (OLB) and payment platform that is part of [ClubSpark](#), Tennis Australia's, set of online tools designed for clubs to manage their members and facilities.

Who can book courts?

Only active/paid members of South Hawthorn Tennis Club with a registered OLB account can **log in and book** SHTC courts.

If you are not a member and want to apply for membership, please visit [South Hawthorn Tennis Club | Membership](#).

What does it cost to book a court?

Court bookings are free to active/paid members of SHTC.

How do you book a court, and how does it work?

By Saturday, 21/1/2023, all active members will receive an invitation to register and log in to [Book a Court](#). The invitation will include a unique link for each member that takes you to the registration/login page. You will be asked to add/create a password that you will need, along with your email address as the username, to log in.

- To log in, go to: <https://play.tennis.com.au/southhawthorntennisclub/Account/SignIn> and enter the email and password you registered with the invitation.
- Click on the [Booking](#) tab
- Select the date you want to book a court for (use the Calendar/date navigation bar on the top right of court table). NOTE: The OLB system is set up to only allow bookings from **Sunday, 22/1/2023**. For earlier bookings, log in to the previous system (<https://southhawthorn.tennisbookings.com/LoginX.aspx>). This system will cease operation after 22/1/2023.
- Hover on the **start** time block on the court you want book and click (BOOK). This opens the initial window to start your booking. Booking duration, by default, is set to a max of 90min. Click on the drop down list and select finishing time of your booking.

Click BOOK NOW which opens the full booking page:

Make a booking [X]

Court 1: Mon 23rd Jan from 09:30 until 11:00 [v]

For 90 minutes.

BOOK NOW [>]

Book a court [Change Booking]

Please check your booking details...

23 January 2023 09:30 until 11:00

Court 1 Synthetic Clay

Players (2)

Player [One] [Change] [Member] [Guest] [X]

+ ADD PLAYER

Would you like us to send an SMS booking confirmation for this booking?

Yes No

Court Fee **FREE**

Total Booking Cost **FREE**

COVID-19: We all need to play our part

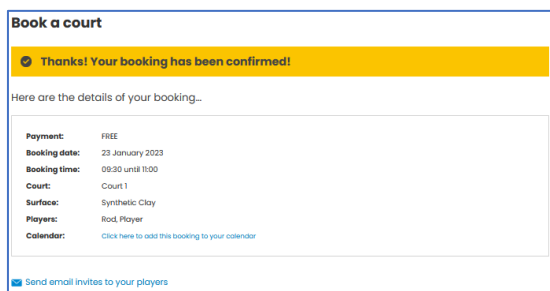
Please tick this box to confirm that you agree to follow the COVID-19 guidelines

It is important that we all take precautions to prevent the spread of COVID-19. Guidelines have been developed to reduce the likelihood of contracting the virus while playing tennis. Before playing tennis, please review the guidelines which are available here: <https://www.tennis.com.au/play/COVID-19> and consider your individual situation, noting that the Covid-19 virus can spread quickly and result in very serious medical complications in some people. Access to the Venue is provided on the basis that you will, at all times while using the tennis courts, adhere to those Guidelines. To proceed please tick the box above to confirm that: 1) you agree to follow the COVID-19 guidelines; and 2) you agree that the use of the tennis courts is entirely at your own risk.

CONFIRM [>]



- Complete the booking page -
 - Add the player(s) you're playing with and whether they are a member or guest. Currently, the name(s) are to be entered manually, even for members - as the system currently does not have the ability to retrieve members in this field.
 - For guests, there will be a fee (\$10) to be paid per visit.
- Once completed, click **Confirm**. A confirmation will be displayed, along with SMS and/or email.



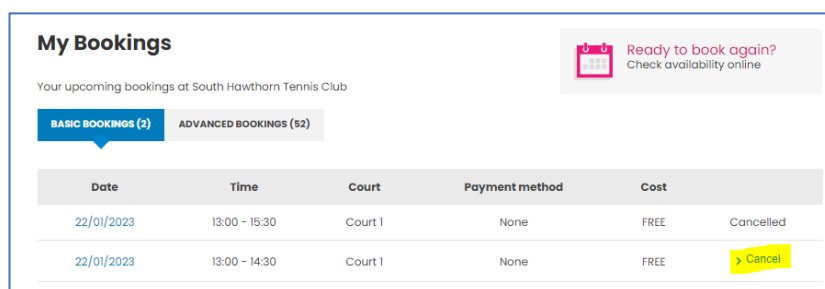
- **Additional Booking Info**
 - You can only make 1 booking per day
 - Minimum of 30 min, max of 90 minutes per booking
 - All members are required to enter the names of all the people (members and guests) playing on the booked court. This helps comply with various Insurance obligations.
 - Listing the person's name is available when selecting "ADD PLAYER".
 - You can only book 2 weeks in advance.

The booking site will be updated as we go through and review, test the various features and options.

How can I cancel my booking?

Please cancel any bookings that you no longer require ASAP. This allows other members to see what courts are available.

To cancel your booking, log in to Book a Court and on the Booking page, click on VIEW MY BOOKINGS. This opens a page listing your bookings. From the list, click on Cancel on the booking you want remove.



Who do I contact if I need help, more information or just want to provide feedback?

Please send your enquiries to courts@shtc.org.au. As we're migrating from a system that SHTC has used for many years, it will take time to get used to the new system. Feedback from members will be greatly appreciated as this will help the committee communicate to ClubSpark/Tennis Australia, recommended improvements that benefits all users of Book a Court.