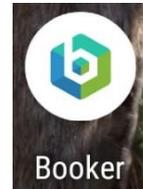


Tennis Court Online Booking System

Introduction

As part of the tennis section's resumption of service we are bringing forward the introduction of the online court booking system at a much faster rate than originally planned. There may be a greater demand on courts as for the first half of this week, we currently only have 5 courts available and only singles can be played (unless the four players are from the same household). In addition you should read the new Safe Play and Guidelines document in conjunction with this one.

The Intelligent Golf system is not available to the tennis section, so we will use the LTA sponsored ClubSpark venue management tool for tennis court bookings.



From Monday 18th May, you will be able to book courts via your computer, ipad or smartphone.

As it is such short notice, in the short run, if you need to book a court and are not able to do it electronically, please either email or WhatsApp Carey Philpott (carey.philpott@gmail.com) or phone Anjan Chowdhury (+44 7956 480331), who will book online on your behalf. In the longer run, we hope everyone will be able to manage the system themselves.

How to book a court

1. Tennis Members or Golfing Members who regularly play tennis will receive an invite to sign-up to the portal via email. If you do not receive one and would like to book tennis courts, please contact Carey Philpott (carey.philpott@gmail.com).
2. When you receive the invite, and complete a registration process, you will be able to book courts directly via your PC or Smartphone.
3. The platform is very intuitive, and you will be able to book courts either via a web browser directly on the portal, or via the Booker app (once installed) on your smartphone.

4. To login via portal (for PC):

- i. Login to URL <https://clubspark.lta.org.uk/MoorParkLawnTennisClub/Booking>
 - ii. Sign in
 - ii. Click your name
 - v. Bookings
 - v. View Webpage
- vi. Complete your booking where there is a blank slot.
- vii. Please note: If you are unable to book the court and you believe you should be able to, please check that you are logging in with the same details you registered with Moor Park.



5. To login via the App:

Download the ClubSpark **Booker** App on your mobile phone.

- i. The ClubSpark Booker App is available for download on [iOS](#) and [Android](#).



- ii. Sign into the App, using the same account details that you use to sign into ClubSpark and then select 'Make a Booking'.
- iii. The App will automatically recognise which venues you are registered with. Click on the venue name to select which venue you would like to book a court at.
- iv. Select your court type, followed by the day and time and duration that you would like to play.
- v. Please note, only available times will be displayed.
- vi. An added bonus, is that if you have a google calendar, the app will automatically add your booking into it.

6. You can read more about the platform and the app on the links below:

- ClubSpark: <https://www.lta.org.uk/workforce-venues/tennis-venue-support/club-management/clubspark/>
- Booker App: <https://clubspark.com/news/booker-app>

Fair Use Policy:

In order to ensure fair usage of the courts, and to allow us to gauge usage, we have introduced some restrictions into the system but will review these over time.

These are:

1. You will not be able to book courts more than 7 days in advance.
2. An individual session is limited to 1 hour on the hour. We would request that you leave the court 10 minutes before the hour, in order for social distancing to take place.
3. You will be limited to 2 sessions per 3-day period. This means you can book for 2 hours every 3 days or book 2 sessions of one hour every 3 days.

We would also ask that you also abide by the following guidelines:

1. You must not play if you do not have a booking.
2. If you are not going to use your booked session, please cancel it. This needs to be done before the start time otherwise you will use the time from your booking allocation.
3. Adhere to the LTA player guidelines.

As part of the spirit of these rules, we also ask members to not try to creatively bypass these rules.

If you have any problems, please contact us and we will try and help. If they are technical problems, please contact ClubSpark directly on 0208 247 3857. They are very helpful, but you may need to leave a message on their answer machine with a telephone number and they will phone you back.

Carey Philpott and Alister Heaphy
on behalf of the Tennis Committee

16th May 2020