

Book a Court – Frequently Asked Questions

What is Book a Court?

Book a Court is an online court booking and payment platform for affiliated tennis clubs. It connects with pin pad technology to unlock the gate and turn on the lights when a player enters their unique booking pin.

It's easy!

Members

- First you must register your Book a Court account online using the link in the invitation email sent out to all members. Simply confirm your details, create a password and you're in.

Casual Players, Visitors and Members

- Click on the link on our website or Facebook page.
- Select the day, time and duration that you want to play, or view the full booking schedule to view all existing bookings, availability and costs.
- Confirm and pay using a credit/debit card, if applicable. There is no charge to members for court hire, they do however need to pay for light usage.
- Enter your PIN followed by the return key (↵). Your PIN will allow you access from 10-15 minutes before until 15 minutes after the booking time.
- The gate will relock 5 seconds after unlocking, but you can re-enter it as many times as you need to.
- If lights are required, they will turn on automatically as soon as the booking is activated (PIN entered), and remain on for 15 minutes after the booking finishing time. Nothing more to do but enjoy your tennis! There's no rush to exit the premises after your booking, as the gate can be opened from the inside at any time with the door latch rather than the keypad.

How much does it cost?

For WTC members there is no cost for court hire. Casual players and visitors will be charged at the time of booking.

Court hire: \$16 per hour/ \$8 half hour*

Light hire: \$10 per hour/ \$5 half hour*

*Light hire is a cost for both members and casual players.

Do members have to book online?

While there is flexibility in configuration, it is highly recommended that all court users are requested to book courts online. Free member bookings are simple to make and ensures the member has reserved their court before attending the venue. If access to the courts is only via a pin, then members will need to book to ensure their pin is valid and opens the gate.

How many times per day can I book a court?

There is a limit of 2 bookings per day for both members and visitors.

What if I change my mind?

No problem! Players can cancel their own bookings up to 24 hours before the booking start time – just click on *"My Bookings"* after you have logged in. This will also fully refund any payment made via Stripe.

After this time, they will need to contact the system administrator (see Who do I talk to) to change, cancel and or obtain a refund. This also applies to washouts, even if you have already started playing.

When will the pin open the gate?

A player will receive a pin when competing their booking online. The pin will be valid from 10 minutes prior to the start of their booking time and expire 10 minutes after the end of their booking time. The pin will not open the gate outside of these times.

Could a player get locked inside?

The gate lock will have a latch on the inside of the gate which means a person can exit at any time, regardless of whether they have a valid pin or not.

What determines when the lights are switched on?

Upon entry of a valid pin, the access technology will request the lights for the relevant courts to be switched on. A sunset sensor will be set up and configured at the site to ensure that the lights only turn on when there is insufficient daylight.

When will the lights switch off?

The lights will be set to switch off 15 minutes after the booking period ends.

What happens if there is a power black out?

The system has a backup battery that will provide power for approximately 24 hours, after which the gate will remain locked and the facility will only be accessible to coaches and committee members. If the blackout is also affecting the mobile network, then the system will not receive any new bookings made during this time. Existing bookings confirmed before the blackout will still operate as normal, except for lights of course! If there are any problems, just contact the Book A Court system administrator (see Who to contact below).

How far ahead can I book?

That's up to you. Members can view the schedule and make bookings up to 30 days in advance, but you can also book a session 1 minute before the start time if you're more

spontaneous. At the moment, it is not possible to book a start time that has already passed, but at worst you'll only have to wait 15 minutes before you can get access to the next session.

Do I keep my own pin?

Yes. Once you register on the Book A Court system, you will receive a unique 4-digit PIN that will not change. The PIN will be sent to you via email and text message every time you make a booking. This is equivalent to your old gate key, so keep it private as all bookings made with this PIN are your responsibility.

I have a family membership. Can we all register?

Yes, but the system doesn't currently allow different users with the same email address. Email addresses can easily be updated in your *MyTennis* profile, after which an invitation to register on the *Book A Court* system can be resent.

Tennis Australia are still in the process of fully combining the *Book A Court* system with *MyTennis*, and in the meantime updated details can take some time to flow between the two. If you're making changes to your *MyTennis* details that you want *Book A Court* to synchronise with urgently, just alert the system administrator (see Who to contact below) and they will contact Tennis Australia on your behalf.

There's no problem sharing a single account and PIN within a family, so it's up to you. Booking confirmations are sent via email and text message, but you can view your bookings using the online schedule at any stage and keep a note of your PIN if you can't remember it easily.

How Secure are credit card payments?

All payments are managed by Stripe, which is certified to PCI Service Provider Level 1. This is the most stringent level of certification available in the payments industry.

Your payment details are not stored by the Wodonga Tennis Centre, Tennis Australia or your computer/device. The "*Remember me*" option enables two-step verification of the payment information via an email address and phone number. However, the Stripe widget will keep you logged in by default for successive payments on the same computer/device. Bear this in mind if sharing your login with other family members.

I don't have access to the internet. What do I do?

We're here to help, just get in touch with the Wodonga Book A Court system administrator (see below Who do I talk to) and we'll work something out.

Who do I talk to for more information?

You can approach any of our committee members, who have the latest information to help you. If you have a system issue and need a quick resolution, please contact the system administrator:

Cameron Meagher

Mobile: 0422 137 891