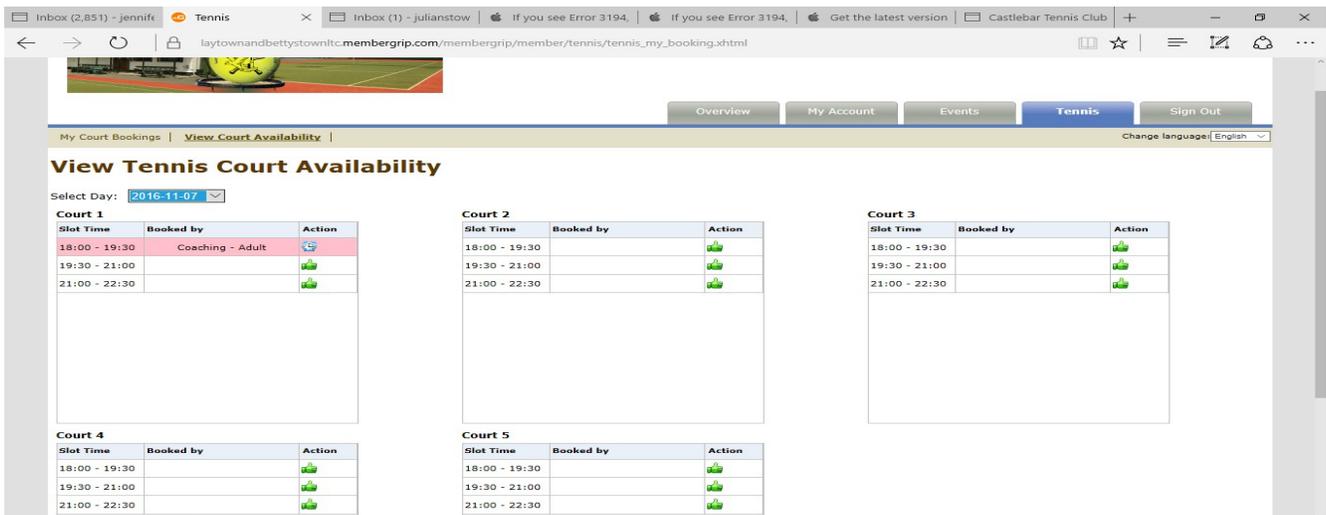


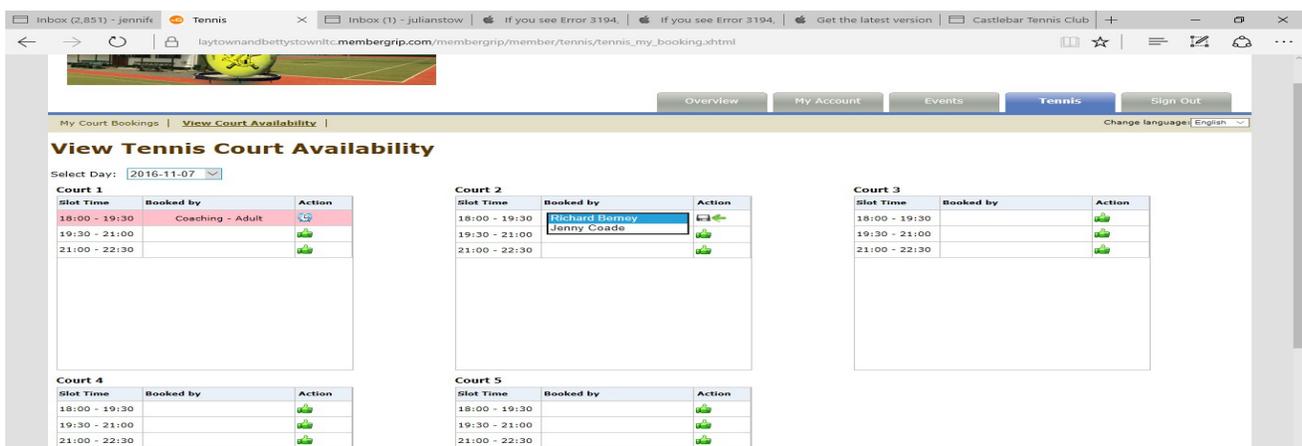
Online Court Booking Instructions

Courts can be booked online, 7 days in advance on a rolling basis, via Membergrip. A link to the Login page is on the website, on the Senior Tennis page, and was sent to eligible members by email in October/November 2016. From 18th November 2016, courts can only be booked online. Instructions for court booking are as follows:

- Login to Membergrip using your Login ID and password.
- Click on the “Tennis” tab.
- Click “View Court Availability”
- Select the date you wish to book from the drop-down calendar.
- Available time-slots will be indicated by a green thumbs-up icon.



- To book an available time-slot, simply click on the green thumbs up. Your name will appear in the text box. If you have a family membership, select the senior member for whom the booking is being made.





- Click on the grey disk icon which will save your selection. Click OK. Your court is now booked.

The screenshot shows the 'View Tennis Court Availability' page for the date 2016-11-07. It displays five courts with their respective time slots and booking status. Court 1 has a slot from 19:30 to 21:00 booked by 'Coaching - Adult'. A modal window is displayed in the center with the message 'Thank you, your selected time slot is booked for you now' and an 'OK' button. The page also includes navigation tabs like 'Overview', 'My Account', 'Events', 'Tennis', and 'Sign Out'.

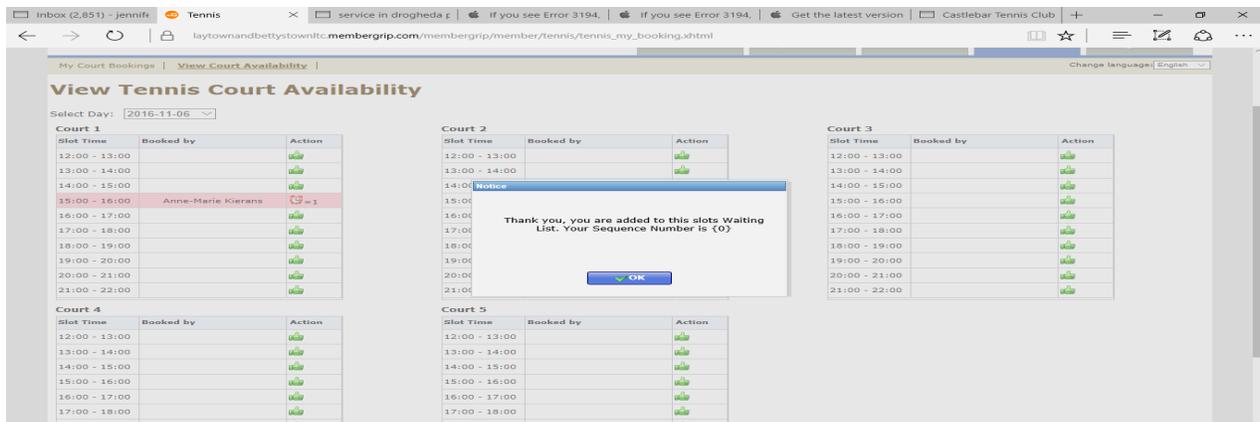
- 24 hours before your booked time-slot, you will receive an email reminding you of your booking.

Waiting List

- If all courts for a particular time-slot or day are already booked, there is an option to go on a waiting list.
- Unavailable time-slots are highlighted in red, with a small clock icon beside them.

The screenshot shows the 'View Tennis Court Availability' page for the date 2016-11-10. It displays five courts with their respective time slots and booking status. All time slots are highlighted in red, indicating they are unavailable. A small clock icon is visible next to the 'Action' column for each court. The page also includes navigation tabs like 'Overview', 'My Account', 'Events', 'Tennis', and 'Sign Out'.

- To be added to the waiting list for a particular court, click on the clock icon. Your name will appear in the text box. If you have a family membership, select the senior member for whom the booking is being made.
- Click on the grey disk icon which will save your selection. You will be informed of your position on the waiting list. Click OK. You have now been added to the waiting list for that court.
- As all courts are stand alone, members can add themselves to a waiting list for each court/time-slot.



- If a court becomes available, you will be notified by text and by email and you will have 60 minutes to confirm the booking. The email will contain a link to the booking system.
- To book the court that has become available, log into the booking system and click on “My Court Bookings”
- The timeslot that is being held for you will show a green tick mark.
- Click on the green tick to confirm the booking.
- The court will be “protected” for you for 60 minutes. If you do not log in and book the court within this timeframe, it will be offered to the next person on the waiting list. Once all members on the waiting list have been contacted in turn, if it is not booked, it will become available to all members.



Cancellation of a booking:

- Bookings can be cancelled any time before your start time by logging into the booking system, selecting “My Court Bookings” and clicking the **X** beside the time-slot you want to cancel. Courts cannot be cancelled retrospectively.
- Please keep in mind that when you book a court this reduces court availability to other members. Therefore if you are unable to keep the booking arrangement please cancel the court and allow the waiting list to be activated.

How to set up your password:

- Click on the link to Membergrip sent by email or on the website
- Click on "Forgot Password"
- Enter your Login ID where requested
- Click "Reset Password. You will receive system-generated password via email
- Click on the link in the email, enter your Login ID and Password (excluding quotation marks)

Once you've logged in using your system-generated password, it is recommended that you change your password to something that you will remember easily. You can do this by clicking the "Account Details" tab, then "My Account Details" and "Change Password" Passwords are case sensitive and may contain letters and numbers