



**Elmbridge**

**Borough Council**

... bridging the communities ...

**Parks**  
**tennis**

## **Park Tennis Troubleshooting Guide**

<https://clubspark.lta.org.uk/TennisInElmbridge>

### **Checklist to using the courts**

- Read the [Tennis Guidance](#) information
- Log into ClubSpark to unlock the booking sheets (top right-hand corner)
- If the booking sheets do not unlock please renew your [membership](#)
- ClubSpark have created a membership sign up guide, [please click here](#)
- Always enter your PIN when you arrive, to show you used your booking
- Remember to cancel any bookings you cannot make, learn how to by [clicking here](#)

### **How to Book a Court with your Park Tennis Pass\***

\*Please note you will need an active Park Tennis Pass to book a court.

If you needed to create a ClubSpark account, you will still need to complete the Park Tennis Pass membership form to book a court.

- **Step 1:** Log in to ClubSpark, to unlock the booking sheet
- **Step 2:** Select your venue and click "Book a Court"
- **Step 3:** Select you're playing time and click to book
- **Step 4:** Complete your booking and make a note of your PIN

### **How to cancel bookings**

- **Step 1:** Go to the "Book a Court" page
  - **Step 2:** Log into ClubSpark (*top right-hand corner*)
  - **Step 3:** Click on your name (*top right-hand corner*)
  - **Step 4:** Click "My Profile"
  - **Step 5:** Click "Manage Bookings"
  - **Step 6:** Find the booking & click "Cancel"
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- If you see padlocks across the booking sheets, you need to log in (top right-hand corner)
  - If you log in and still see padlocks, then you will need to go to the membership page and join/re-join. <https://clubspark.lta.org.uk/TennisInElmbridge/Membership/Join>
  - To change the length of the booking, click the end time shown in the pop-up window when making a booking, this is a drop-down menu.
  - If you receive an error message at any time, take a screen shot and email [parkstennis@elmbridge.gov.uk](mailto:parkstennis@elmbridge.gov.uk) and tell us what you were attempting to do when it happened.

- If you are on site and experience an issue with your code, ring the number from their booking confirmation: 0330 053 9395

Any other problems, please email [parkstennis@emlmbridge.gov.uk](mailto:parkstennis@emlmbridge.gov.uk)

Thank you.