



SClubSpark Online Court Booking System Frequently asked questions (FAQ's)

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Why is the club introducing a new booking system?

The club previously had a booking system, in the form of a book in the clubhouse. The clubhouse is currently inaccessible due to Covid-19 restrictions except for powering on and off the floodlights, so a replacement system is required as a service to members.

Online booking is a modern solution, has no costs attached and has the added advantage it can be viewed from any location via the internet without the need to travel to the club to make a booking.

The system will provide certainty over court availability, eliminate waiting for courts to become available, enhance personal safety at a time of high risk and eliminate unnecessary journeys to the club in the hope/expectation that a court will be available.

What does registration and using the booking system give me?

Members, when registered with the system will have full view access of court availability and bookings made from any location where they have an internet connection.

Only those members who have paid their annual subscriptions will be permitted by the system to book courts.

Who should register?

All members, apart from Juniors, are eligible to register i.e. Students, individual Adults and those Adults who are part of a Couples or Family membership. Each Couple or Family membership should have at least the Main Contact registered.

The club does not want Junior Members to register.

How do Junior Members book a court?

There are two options for this:

1. If the Junior member is part of a Family membership or has a parent as a registered member, then the booking can be made online on their behalf.
2. Either an email requesting a booking can be sent to garstangtennis@gmail.com or telephone 01995 679728. These will be responded to as quickly as possible.

Does the booking system tell me who has already booked?

The system will show which courts are booked and at what time slots. It will not show who has booked those courts.

What if I cannot, or choose not to register?

The club believes that a booking system is an essential element in individual safety during the Covid-19 period.

If any members choose not to register then an email requesting a booking can be sent to garstangtennis@gmail.com or telephone 01995 679728. These will be responded to as quickly as possible.

This will not give the advantages of sight of existing bookings taken or availability of convenient times.

Any members who have booked a court will take priority over those who have not. This is unchanged from the previous process of booking via a book in the clubhouse.

Is the system free to use?

The system is completely free to use for both members and the club. It is provided for the use of affiliated clubs by the LTA as part of the benefits package provided for registered venues

How do I register?

All members who have paid their annual subscription will receive an email invitation to register with a link to follow.

Other members can register via: -

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

Initial registration should be done via a desktop computer, laptop or tablet using the internet browser of your choice. Once you are registered and have an account then those devices can continue to be used or, if you have a smartphone (Android or iOS), then the ClubSpark Booker App can be downloaded from the relevant App Store.

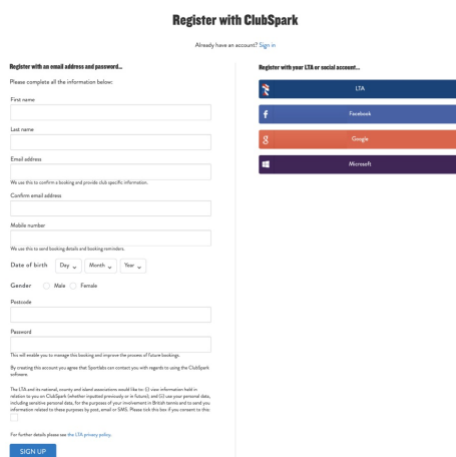
If my membership is covered by a Couples or Family subscription can more than one person covered register for an account so as to make bookings?

Yes. All eligible members may register for an account in their individual name. At a minimum the Main Contact should be registered.

The club does not want Junior Members to register.

What do I need to do to create an account?

Your account is created at the point of registration.



Here you are given the option to create a brand new ClubSpark account or use existing accounts with LTA, Facebook, Google+ or Microsoft. The club suggests the use of a new ClubSpark account or existing LTA account as the other account options have not been tested, but the choice is up to members.

When all details are completed just click

SIGN UP

What information am I required to give to register?

To register the system requires: -



- **First Name**
- **Surname**
- **Email Address**
- **Mobile Number**
- **Date of Birth**
- **Gender**
- **Postcode**
- **Password** (if you create a ClubSpark account – otherwise you use your LTA, Facebook, Google+ or Microsoft password to sign in)

Who can access my data?

All data is subject to the Terms & Conditions of ClubSpark and the Privacy Policies of ClubSpark and the LTA

[ClubSpark Terms & Conditions](#)

[ClubSpark Privacy Policy](#)

[LTA Privacy Policy](#)

How do I access ClubSpark after registration?

Via: <https://clubspark.lta.org.uk/GarstangDistrictTennisClub>

It is suggested that this is saved as a favourite in your web browser.

How far in advance can I book a court?

A court can be booked up to seven (7) days in advance.

What length is a booking?

The standard booking slot is one (1) hour. If your requirements exceed this time, then additional consecutive booking slots up to a maximum of two (2) can be booked. Members are asked to be realistic when booking more than one slot and be considerate of others by not booking more time than they need.

How many bookings can I make in a day?

All members are restricted to one booking per day.

The only exception is the club coach

How many players does a single court booking cover?

Players must respect the Covid-19 restrictions at all times as published elsewhere.

Will I get confirmation of my bookings?

Yes, all bookings are confirmed by email if you tick to select that email when making your bookings.

Although it should not be necessary bringing a printed copy of the booking confirmation when coming to play may be useful in the unlikely, but possible, event that the court is occupied by persons without a booking.

Can I cancel a booking?

Yes, court bookings can be cancelled from within the system. All members are encouraged to do this if they cannot play at a booked time so as to show availability of courts for other members.

Can I play without making a booking?

Yes, but if you are playing in a time slot which has been booked then those with the booking have priority and you must leave the court when they arrive.

All members are requested to respect the booking system and not cause difficulties for those that do make court bookings.

This is unchanged from when the book in the clubhouse was used for advance bookings.

Are there any restrictions on booking a court?

Yes:

1. Only one court may be booked per day.
2. Bookings can only be made up to seven (7) days in advance.
3. Members who have not paid their subscription cannot book a court. They can however view availability.
4. Juniors may not play after 19.00 on weekdays. This is an existing club rule and not as a result of Covid-19. That rule excluded Junior members participating in coaching delivered by the club coach.

Are non-members able to book a court?

Yes, but this has always been the case by arrangement through the club secretary. Guest bookings are subject to a fee and provides additional revenue.

The level of guest bookings will be kept under constant review as tennis may increase in popularity as a form of exercise under Covid-19 restrictions which prevent many other sports taking place.

If the number of guests becomes such that it presents problems to members trying to book courts, then restrictions on guest bookings will be imposed.

Where possible guests will be encouraged to join the club.

If I've arranged to receive coaching, do I need to book a court?

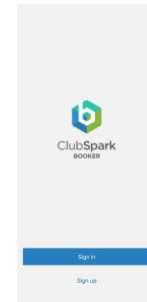
No, Michael Cartmell of Cartmell Tennis, who is club coach will book the court.

How far in advance can the club coach book courts for lessons?

The club coach can book up to 60 days in advance.

Is the system available for Smartphones via an App?

Once you are registered and have an account then if you have a smartphone (Android or Apple iOS), then the ClubSpark Booker App can be downloaded from the relevant App Store.



I've registered and created an account, but I cannot make a booking. Why?

The likely reason is that you have not yet paid your annual subscription. As soon as you do this your account will be made eligible to make bookings.

If this is not the problem, then please email garstangtennis@gmail.com or telephone 01995 679728. These will be responded to as quickly as possible.

How do I get help in the event of a problem?

There are 2 booking administrators who will be able to help and will do so as soon as possible subject to their availability.

Any member requiring help should email garstangtennis@gmail.com or telephone 01995 679728. These will be responded to as quickly as possible.

Does the ClubSpark site replace the existing club website?

Not at this time and this will be under review. The existing club website is located at <http://www.garstangtennis.org.uk/>

What other information does the ClubSpark site provide?

At present there is a brief Home page with similar information as found on the full club website, a Booking page, a Coaching page and a Contacts page.

It is planned to publish additional information going forward.