

Poole Tennis Scheme

How to use the ClubSpark Booking System

The council have been working with the Lawn Tennis Association to deliver an improved court management system (ClubSpark) for those wishing to play tennis at Branksome Park and Poole Park. ClubSpark will manage court bookings, memberships, take payments and provide access to the courts, and will be in place from Wednesday 15th September 2021. The council booking system will no longer be available from this date.

Benefits include:

- Easy access to set up membership, book a court, and access payments online.
- New access gates that are fitted with a pin code keypad for members to enter their unique time-limited access code for their booking. A new code will be issued for each booking and sent to your preferred contact method.
- A safe and secure environment to play – protecting players and facilities.
- Continue to offer Pay and Play as an alternative to membership by providing an online booking system.
- Enables booking of floodlights. Tokens are no longer required.

1. How does an existing member register?

Existing members of Branksome Park and Poole Park will be sent an invite, by email, on Thursday 16 September 2021, to register with or log in to ClubSpark via this link <https://clubspark.lta.org.uk/pooletennisscheme>.

Members who have not previously registered with ClubSpark will need to create an account with an email and password or sign in through their LTA credentials or a social media account such as Facebook, Google, or Microsoft.





Register to accept invitation

Already registered? [sign in](#)

Create a ClubSpark account...

First name
Last name
Email address
Confirm email address
Phone number
Date of birth

Or if you prefer, sign in with...

 LTA
 Facebook
 Google
 Microsoft

Once signed in, members will be asked to accept the schemes Terms and Conditions (T&C's) and opt in or out of any consents that have been created.

Accept Invitation

Terms and Conditions

Please tick this box to confirm you agree to the Terms and Conditions and the Membership Terms of the venue (Poole Tennis Scheme)

Occasionally, Poole Tennis Scheme may also use your details to:

Consent for offers

Send you information about our offers and about offers from carefully selected third parties by post/email/SMS. Please tick this box if you do NOT wish to hear about these.

Continue

Clicking continue will take members to their profile page where there will be an opportunity to update contact details.

Lia Smith

 VIEW PROFILE

Welcome to ClubSpark! Please check your details at Shinfield Tennis Club.

Player details

First name	<input type="text" value="Lia"/>	(Required)
Last name	<input type="text" value="Smith"/>	(Required)
Email address	<input type="text" value="lia@smith.com"/>	
Date of birth	<input type="text" value="1978-03-21"/>	
Gender	<input type="radio"/> Male <input checked="" type="radio"/> Female	
British Tennis Number	<input type="text"/>	

Contact details

Address 1	<input type="text"/>
Address 2	<input type="text"/>
Address 3	<input type="text"/>
Town	<input type="text"/>
County	<input type="text"/>
Postcode	<input type="text" value="w13 9ul"/>
Phone number	<input type="text" value="1234"/>
Work Number	<input type="text"/>
Mobile Number	<input type="text"/>

CANCEL

SAVE

By clicking save, members are registered to the new booking system on ClubSpark called the Poole Tennis Scheme: <https://clubspark.lta.org.uk/pooletennisscheme>.

2. How to become a member?

New members of Branksome Park and Poole Park can join by following the link: <https://clubspark.lta.org.uk/pooletennisscheme/join>.



By clicking on the 'Membership' tab new members will be able to view the membership options available.

Note: Please ensure your postcode is in capital letters otherwise you may encounter an error when trying to purchase your membership.

<p>Adult membership</p> <p>01/04/2021 - 31/03/2022</p> <p>For adults who want to play tennis all year around</p> <p>Eligibility: 18+</p>	<p>£24.00</p> <p>Join now</p>
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After the member has filled in all their details and accepted the T&C's, they will need to select the method of payment they wish to use. Please note that payment in full using a credit/debit card will be the only option available.

How would you prefer to pay?

<p><input checked="" type="radio"/> Pay in full using a Credit/Debit Card Via Stripe. What is Stripe?</p>	<p>stripe</p>	<p>Adult 21/22</p> <p>15 Jul 2020 - 31 May 2021</p> <p>£24.00</p>
<p><input type="radio"/> Pay us a Cheque</p>		
<p><input type="radio"/> Pay cash in person</p>		
<p><input type="radio"/> Other payment</p>		

[Pay Now](#)

Once the payment has been confirmed, your members status will change to 'Active'.

3. How to book a court?

Step 1

To book a court, click on your desired booking slot on the booking sheet. Members are able to view the booking sheet by court or by date.

Court Booking View my bookings >

Please select a court and a time when you would like to play.

Thursday 30th July Day view < TODAY >

	Court 1 <small>Full, Outdoor, Floodlit, Clay</small>	Court 2 <small>Full, Indoor, Non-Floodlit, Hard</small>	Court 3 <small>Mini, Outdoor, Floodlit, Artificial Clay</small>	
08:00	FROM £1.00	FROM £1.00	FROM £1.00	08:00
08:30	FROM £1.00	FROM £1.00	08:30 - 10:00 Alex Young	08:30
09:00	FROM £1.00	FROM £1.00		09:00
09:30	FROM £1.00	FROM £1.00		09:30
10:00	FROM £1.00	FROM £1.00	FROM £1.00	10:00
10:30	FROM £1.00	FROM £1.00	FROM £1.00	10:30
11:00	FROM £1.00	FROM £1.00	FROM £1.00	11:00
11:30	FROM £1.00	FROM £1.00	FROM £1.00	11:30
12:00	FROM £1.00	FROM £1.00	FROM £1.00	12:00

Step 2

After clicking on the booking slot, the following message will appear.

Tuesday 14th September < TODAY >

Make a booking ✕

Court 3
Tuesday 14th September 2021, 09:00 to
For 1hr 0 minutes

Category

Contact
 Me

[Advanced options](#)

Click on the time dropdown to select the length of the court booking, 1 hour duration.

Click 'Continue booking'.

Note: If you are not already signed in to ClubSpark, you will now be prompted to do so.

Sign in to book a court or manage your upcoming bookings


Haven't created an account? [Click here](#)


Sign in with email...


Remember me?


[Forgotten your password?](#)

If you registered with your LTA or social account...

 LTA

 Facebook

 Google

 Microsoft

Step 3

Members will then be taken to the confirmation screen.

At this point non-members e.g., Pay and Play, and those wishing to book floodlights, will be prompted to pay an additional charge. If you are happy click 'Confirm and pay'.

Confirm your booking and pay

Booking details	£3.00
Court 3	
11 August 2021 08:00-09:00	

Main contact	Email address
Alex Young (Member)	alex.young@clubspark.com
Participants	
Wilma Morris (Guest)	

Payment details

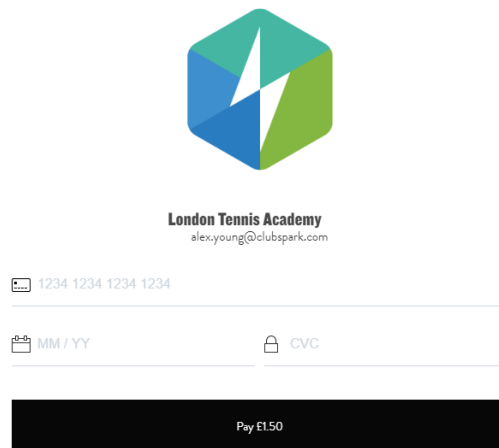
Member fee x1	FREE
Floodlight fee	£3.00

TOTAL COST	£3.00

PLEASE NOTE: Cancelled bookings will be refunded if cancelled 24 hours or more before the start of the booking slot.

Step 4

If you are a Pay and Play customer or booking floodlights, when you click on the 'Confirm and pay' button, you will be asked to enter your card details.



Step 5

Once you have confirmed your booking and made payment, you will be taken to the following screen. The main contact will also receive a booking confirmation email with these details.

✔ Your booking has been confirmed

Booking	£3.00
Court 3	
11 August 2021 08:00-09:00	
Main contact Alex Young (Member)	Contact email address alex.young@clubspark.com
Participants Alex Young (Member), Wilma Morris (Guest)	

Court Booking VENUE confirmation

You can now select 'Book another court' or 'View my bookings', as shown in the image above. The name of the main contact will appear on the booking sheet.

Court 3	
Mini, Outdoor, Floodlit, Artificial Clay	
08:00-09:00	Alex Young
	08:00

Maximum Bookings Exceeded

Some venues apply limits as to how many bookings can be made within a set time frame. For Tennis in the Park Poole, all members have the right to book up to 3 hours per rolling week. If you have reached your maximum bookings, you will see this following screen.

Sorry, your booking was unsuccessful

Maximum bookings exceeded...



Here you will be able to view your other bookings by clicking on the 'View my bookings' button and cancel a current booking or click on 'Book another court' and select more court bookings up to your maximum of 3 hours.

4. How to cancel a court booking?

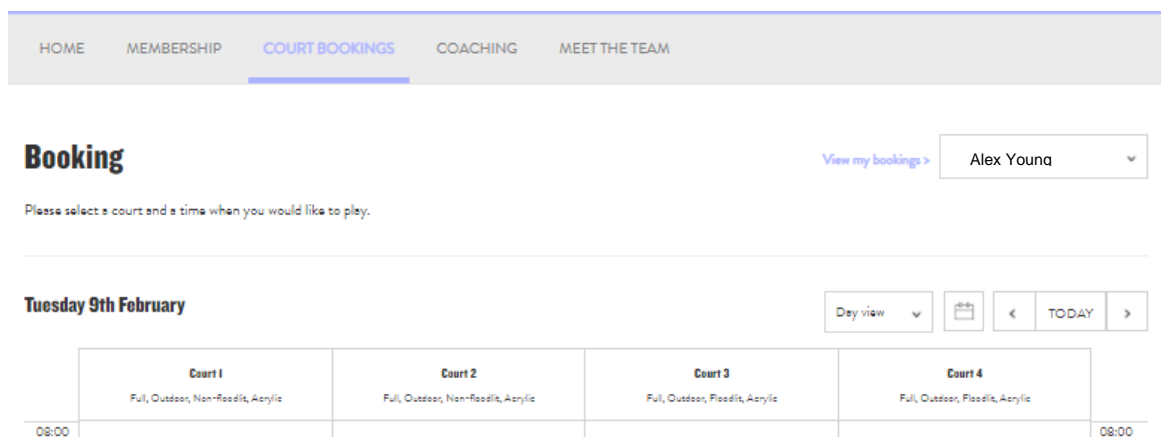
Cancellations can be made in two ways:

- via the 'View my Bookings' tab on the Booking Sheet (go to Option A)
- via your Booking Confirmation email (go to Option B)

Option A – Cancelling via the 'View my bookings' tab on the Booking Sheet

Step 1

Click on the 'View my bookings' tab on the booking sheet, as shown in the image below.



Step 2

This will bring you to a list of your upcoming bookings, as shown:


Your profile

- Your details
- Your bookings**
- Your courses
- Your memberships
- Sign out

Your bookings

Your upcoming bookings at Branksome Park tennis courts

Date	Time	Court	Payment method	Cost	
09/02/2021	16:00 - 17:00	Court 3	None	FREE	Cancel

 [Book a court](#)
Check availability online

Step 3






To cancel a booking, click the 'Cancel' tab adjacent to the booking you would like to cancel.

Option B – Cancelling via the Booking Confirmation email

Step 1

Within the email, there will be a link, 'Click here to manage your bookings', as shown:

Your booking has been confirmed.

-  04 August 2019
-  08:00 – 09:00
-  Court 1
-  sophie.osullivan@sportlabs.com
-  Sophie O'Sullivan

If you have any queries, please email or call us on [020 8456 7666](tel:02084567666)

This email is confirm your email. edited

[Click here to manage your bookings](#)

Step 2

Click this link, and a new page will open up on 'Your bookings' page where you can cancel.

Your profile

- Your details
- Your bookings**
- Your courses
- Your memberships
- Sign out

Your bookings

Your upcoming bookings at Molesey Tennis Club.

Date	Time	Court	Payment method	Cost	
09/02/2021	16:00 - 17:00	Court 3	None	FREE	Cancel

Book a court
Check availability online

Step 3

You will be asked if you are sure you want to cancel the booking, select 'Yes' if you would like to proceed.

Cancel booking

Are you sure you would like to cancel this booking?

[No](#) [Yes](#)

ClubSpark Booker App

The ClubSpark Booker App is available for download on iOS and Android.

The Booker app is designed for members/players to be able to make court bookings. Those who are parent/guardians will not be able to make court bookings on behalf of a junior, this will need to be done online via the venue's website.



Booker

Sportlabs Technology Ltd. Sports

3 PEGI 3

Add to wishlist



Any other questions?

If members have any questions about the introduction of the (access gates) or the new ClubSpark booking platform, please do not hesitate to contact the Recreation Development Team:

E: i.recreationdevelopment@bcpcouncil.gov.uk

W: poole.gov.uk/sports-and-leisure/tennis/