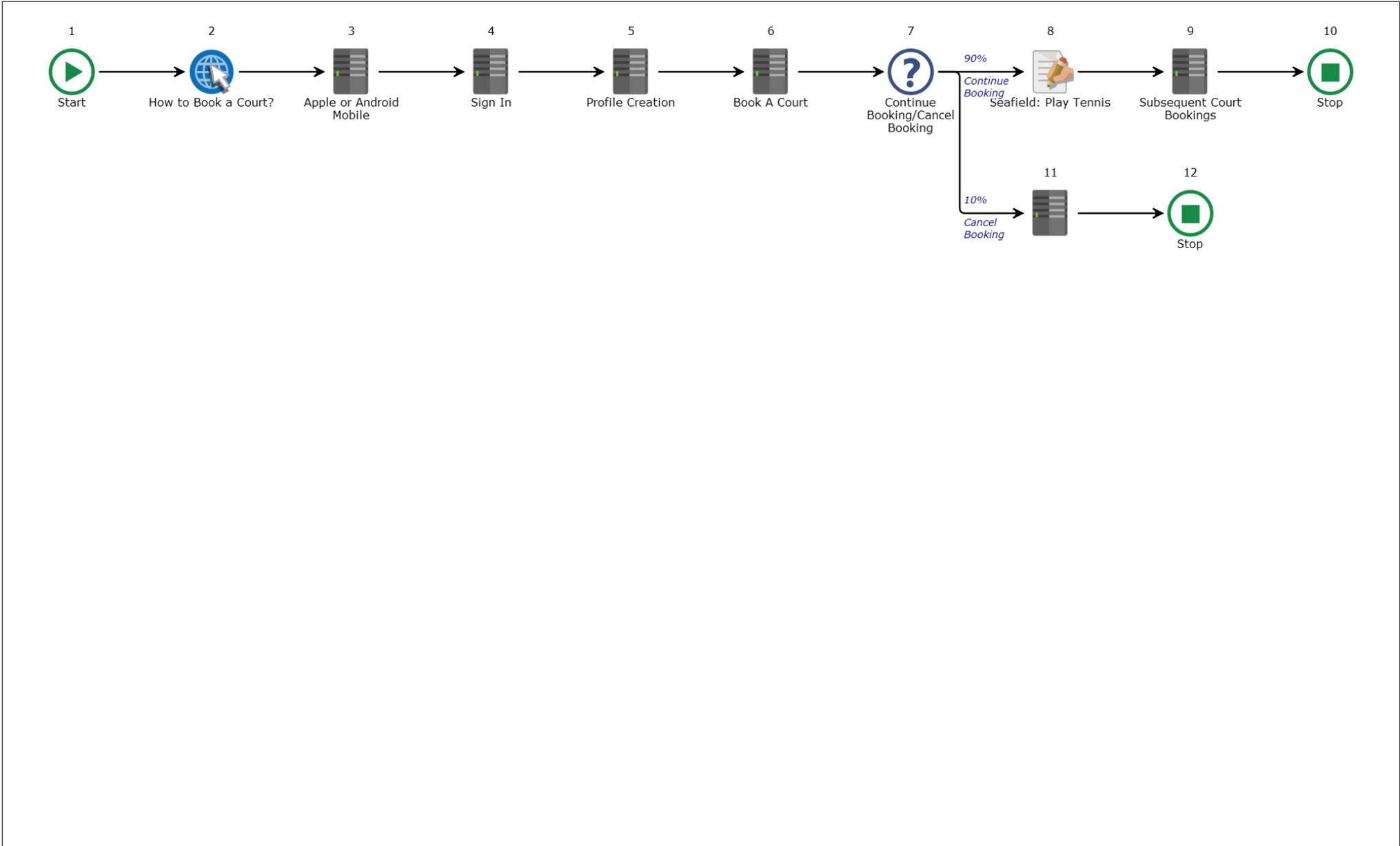


# Booker App - Court Bookings

Process Report

**Date:** 6/12/2023



# Booker App - Court Bookings

## Booker App - Court Bookings

### 1. Start

### 2. How to Book a Court?

 Description

#### HOW TO BOOK A COURT AT SEAFIELD TENNIS COURTS FOR THE 1ST TIME?

To book a tennis court at Seafield (Arrol Drive, Ayr) either as a member or a non-member (member of public) you require to download the Clubspark Booker App from your mobile phone.

#### TENNIS COURT LOCATIONS:

Court 1, 2 and 3 are artificial clay courts located at Southpark Road, Ayr (Members Only).

Court 4 and 5 are hard courts located at Seafield, Arrol Drive, Ayr (Members and Non-Members).

### 3. Apple or Android Mobile

 Description

#### DOWNLOAD CLUBSPARK BOOKER APP:

##### APPLE:

Click Apple Storemaven icon:



Search for Clubspark Booker App:  
Click download



##### OR

##### ANDROID:

Click Google Play



Download the Clubspark Booker App:  
Click Download

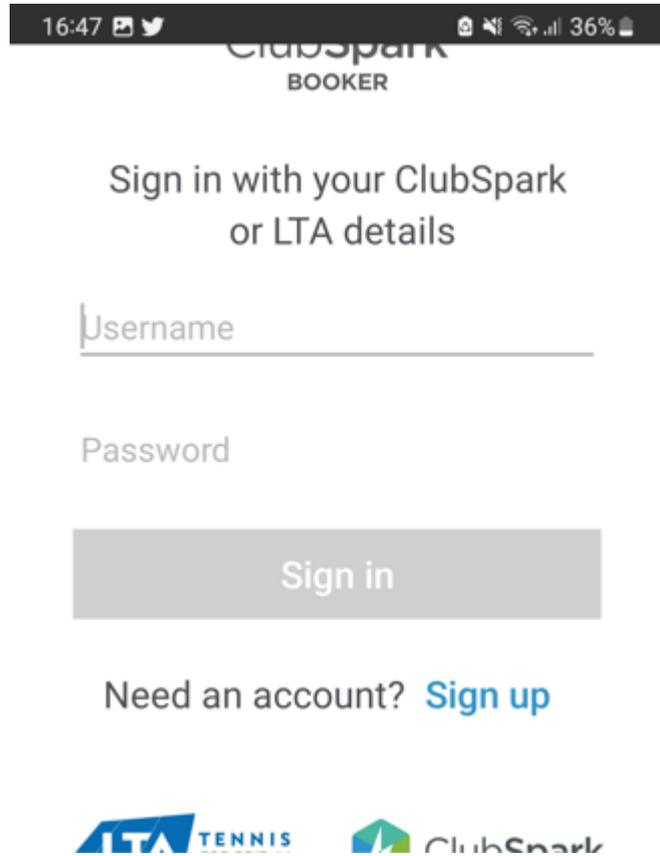


### 4. Sign In

 Description

**TO BOOK A COURT YOU MUST SIGN IN WITH YOUR CLUBSPARK/LTA DETAILS:**

Non-Members:



Click: **Sign Up**

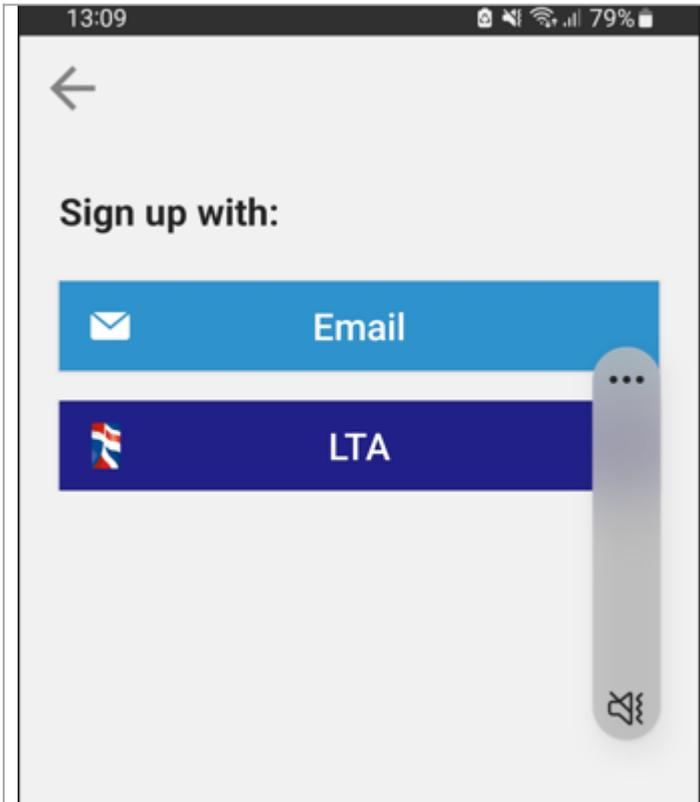
Click: Sign Up With:

**Email**

OR

**LTA** (*members of other tennis clubs may already have a Booker App LTA login which they could use to login and play at Seafield*)

Complete the **Sign Up** screen:



Enter: **Email Address**  
Enter: **Confirmation of Email Address**  
Enter: **Password**  
Enter: **Confirmation of password**  
Click: **Next**

## 5. Profile Creation

 Description

**CREATE YOUR PROFILE:**

← Profile

Please enter your details:

First name

Last name

Email address  
test@gmail.com

Phone number

Date of Birth

Postcode

Male Female

Next

Enter: **First Name**

Enter: **Last Name**

Enter: **Phone Number**

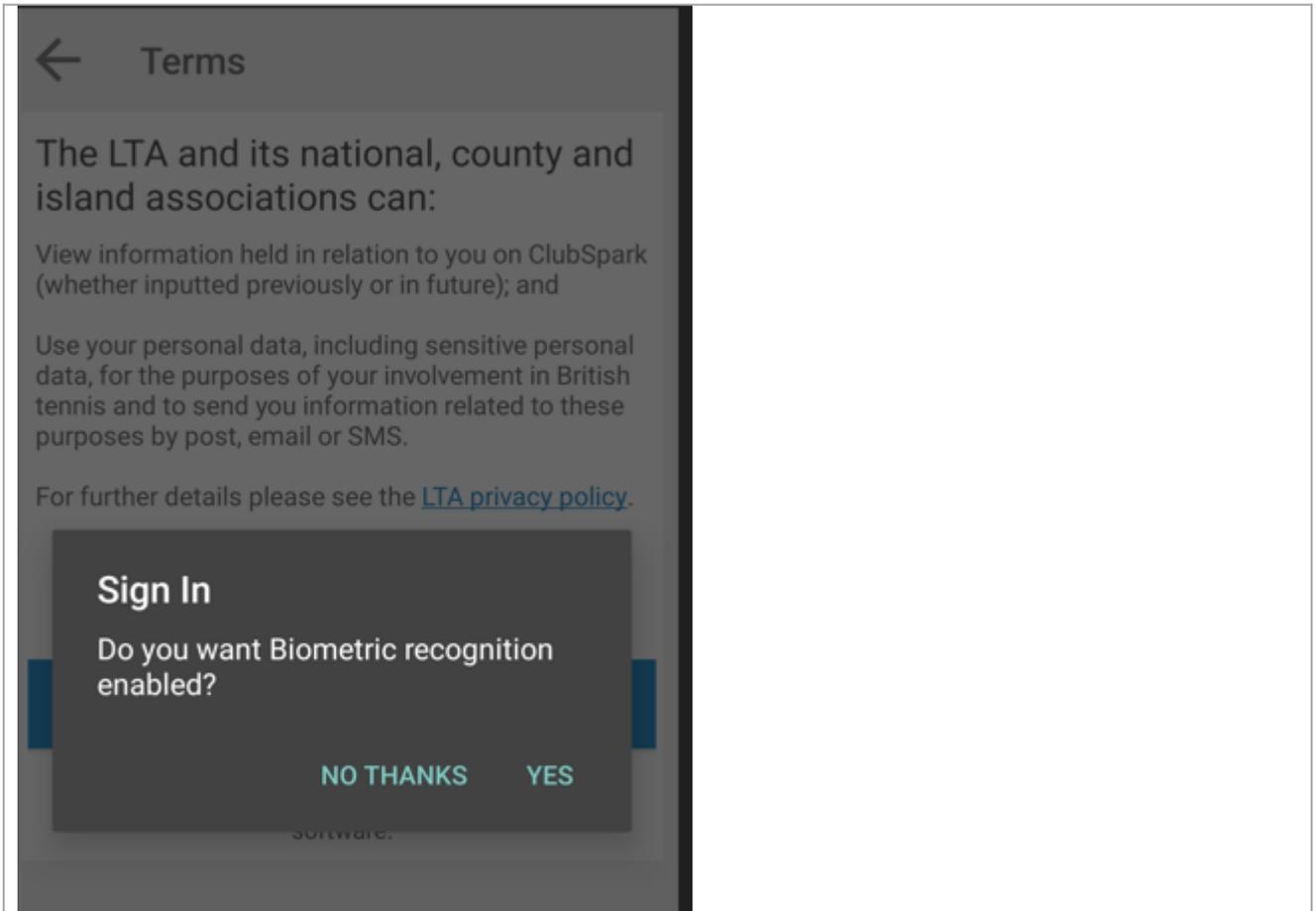
Enter: **Date of Birth**

Enter: **Postcode**

Select: **Male** or **Female**

Click: **Next**

Declaration shows:



LTA and its national, county and island associations can:

View information held in relation to you on Clubspark (whether inputted previously or in future); and

Use your personal data, including sensitive personal data, for the purposes of your involvement in British Tennis and to send you information related to these purposes by postm email or SMS.

Private policy can be viewed and you are required to Click:

I agree:

**NO**

OR

**YES**

(if you select YES you are asked to tick the boxes regarding offers and if its ok for your data to be passed on).

Thereafter, click **SIGN UP**

Sign In prompt:

Do you want to Biometric recognition enabled?

Select:

**NO THANKS**

OR

**YES**



## 6. Book A Court



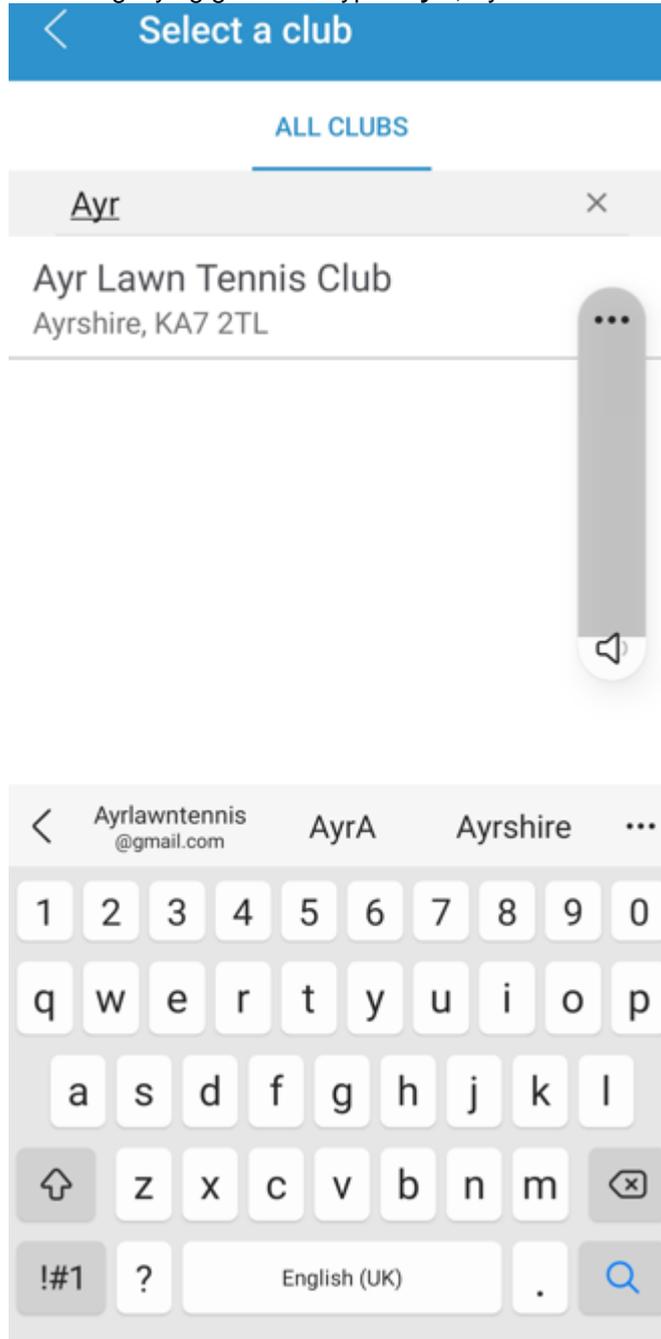
Description

## BOOK A COURT:

Club Selection Menu appears:

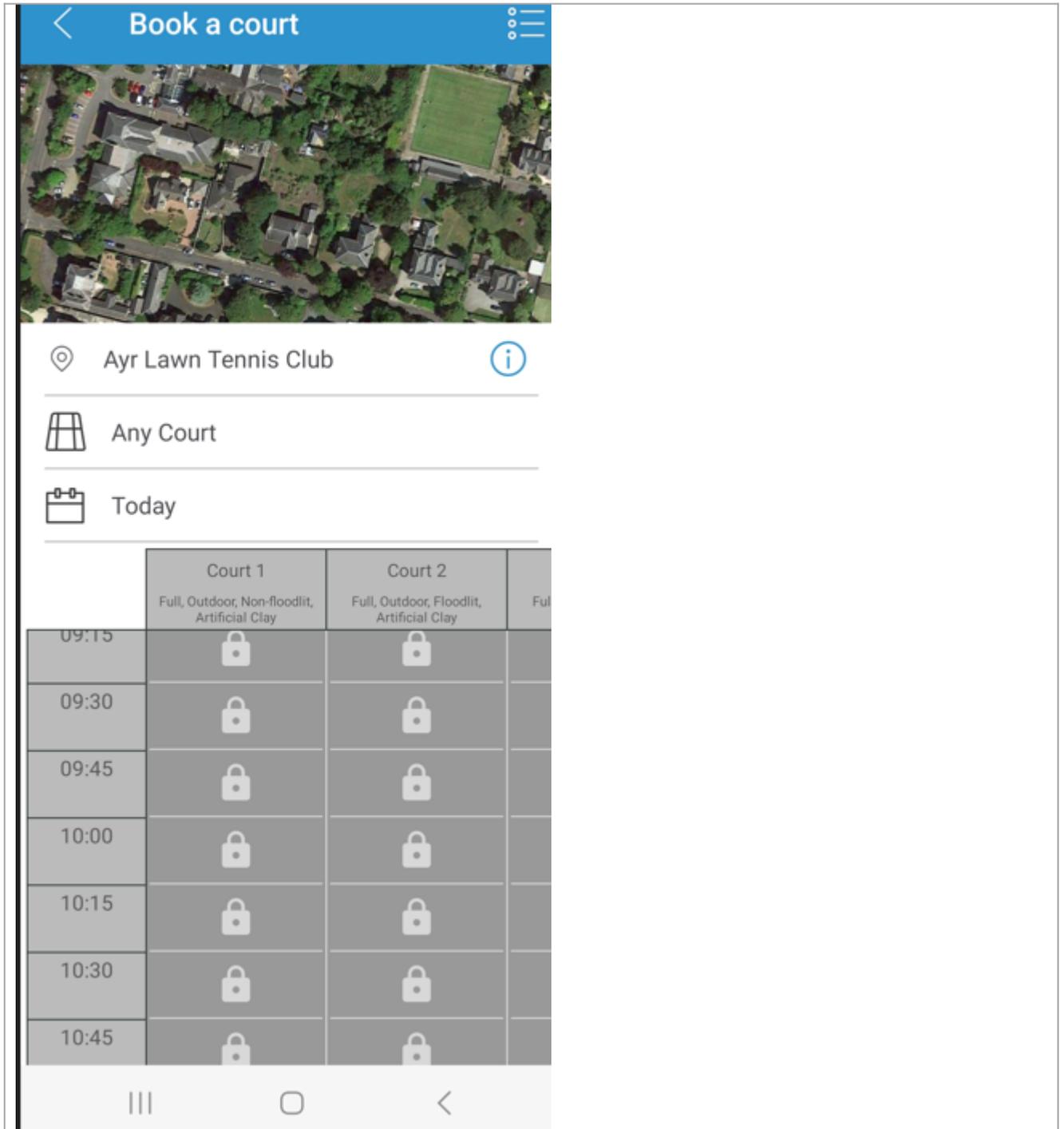
All clubs appear

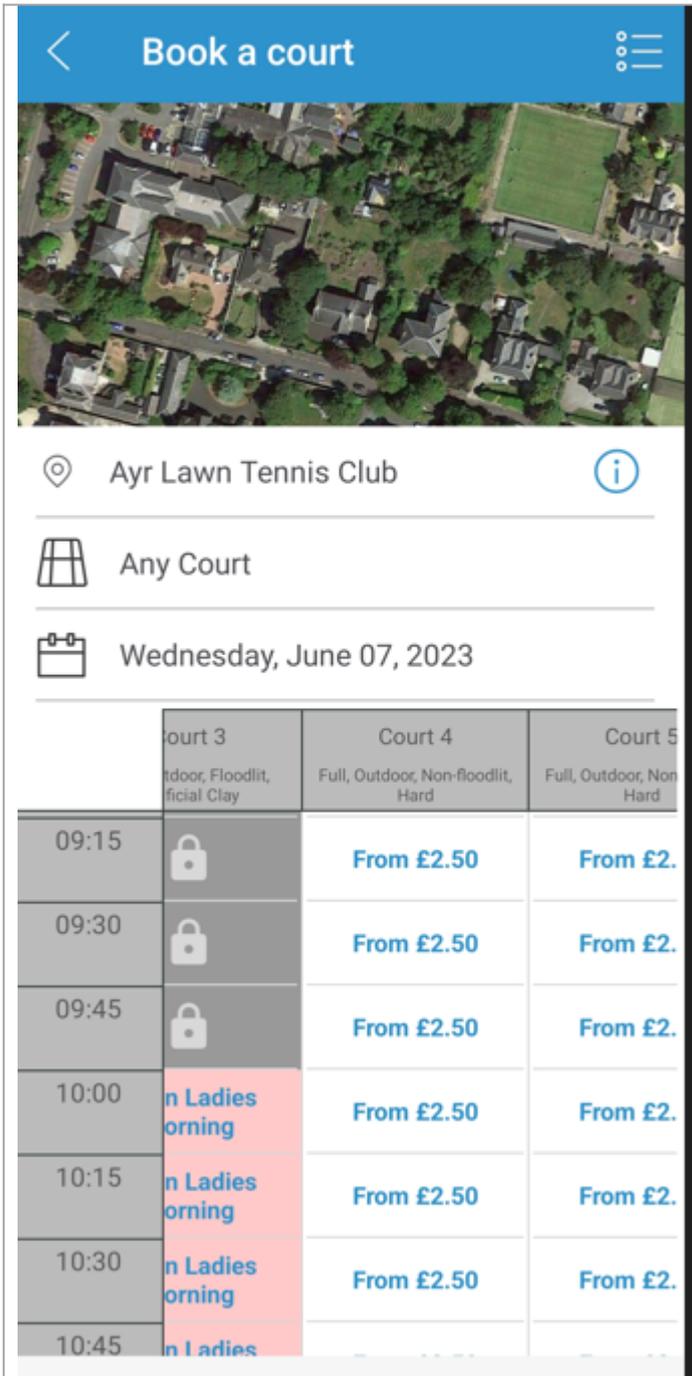
Click magnifying glass and type "Ayr", Ayr Lawn Tennis Club appears



Click on **Ayr Lawn Tennis Club**

The screenshot shows the 'Bookings' screen in the Booker App. At the top, there is a blue header with the word 'Bookings' and a gear icon. Below the header, there are two tabs: 'PREVIOUS' and 'UPCOMING'. The 'UPCOMING' tab is selected and underlined. The main content area is empty, displaying the message 'There are no upcoming bookings' in bold. Below this message is a light gray button with the text 'Try refresh again'. At the bottom of the screen, there is a blue button with the text 'BOOK A COURT'. Below the screenshot, there is a caption: 'Click **Book a Court**' and 'Menu for choosing which court to book appears:'.



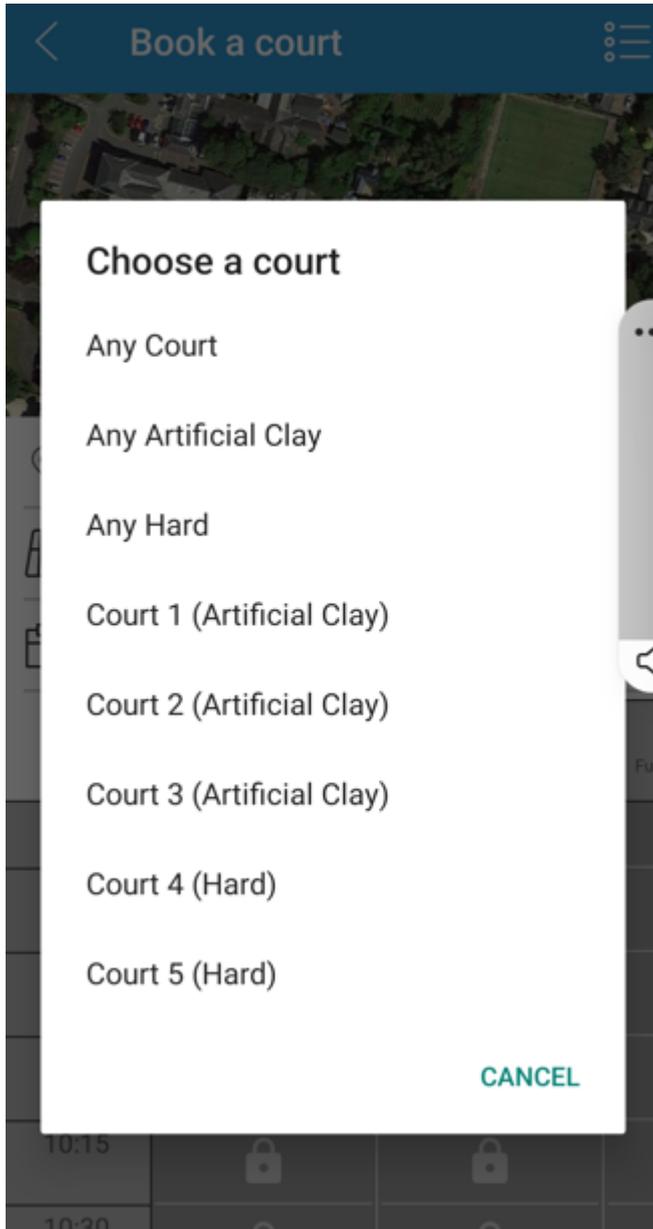


Venue is prepopulated: **Ayr Lawn Tennis Club**

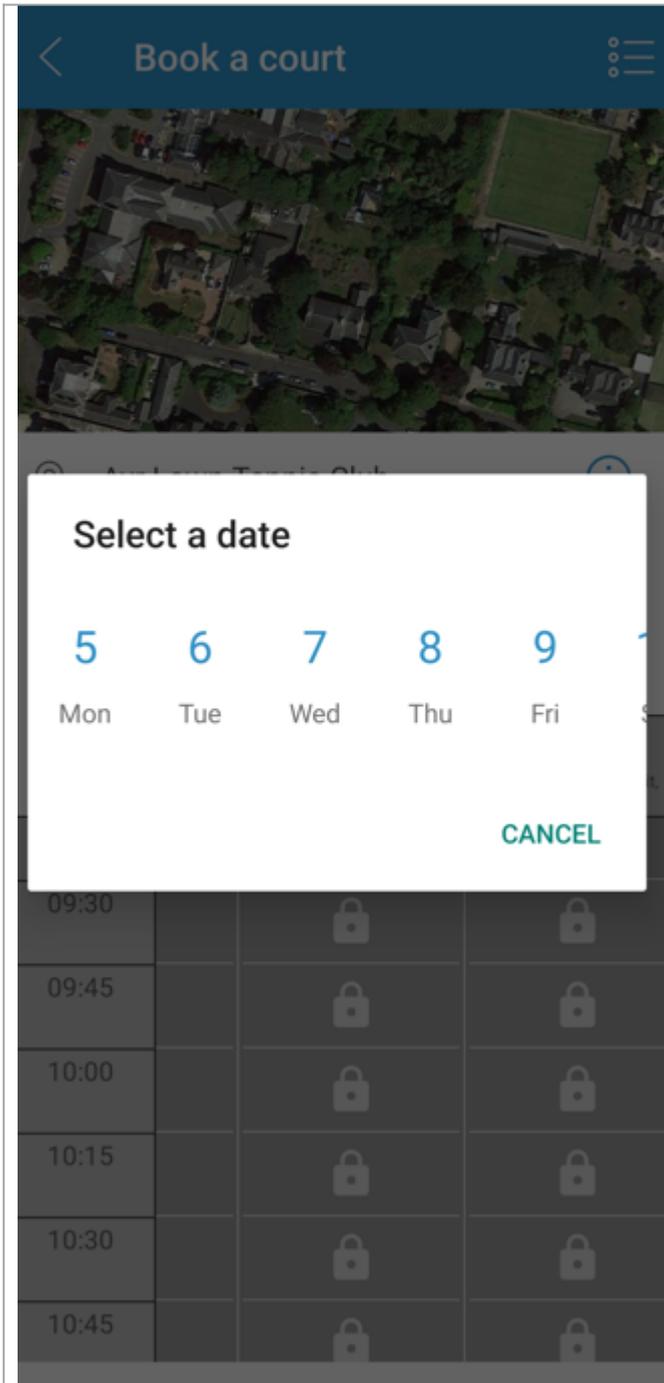
**Any Court:** if you press this various options are shown (these are **ALL** available to **Members** and only "**Any Hard**", "**Court 4**" or "**Court 5**" for **Non-Members** - Court 1 2 and 3 are all padlocked and unable to be booked by a non-member):

- Any Court
- Any Artificial Clay - (Southpark Road, Ayr)
- Any Hard - (Seafield, Arrol Drive, Ayr)
- Court 1 (Artificial Clay) - (Southpark Road, Ayr)
- Court 2 (Artificial Clay) - (Southpark Road, Ayr)
- Court 3 (Artificial Clay) - (Southpark Road, Ayr)
- Court 4 (Hard) - (Seafield, Arrol Drive, Ayr)
- Court 5 (Hard) - (Seafield, Arrol Drive, Ayr)

Court 4 and 5 shows on the Booker App from £2.50 per 15 minutes, the minimum booking duration is 60 minutes for Seafield (Arrol Drive, Ayr) and therefore price for court hire is £10.00 per hour. Any court can be booked by members for free as part of their membership subscription.



Click on the **Calendar** and select any day up to 7 days in advance - 1 booking slot per day can be made.



**Wednesday, 7th June** Selected  
Click on the start time: **09:30**

To continue please **agree** to:  
**ClubSpark terms and conditions**

13:28 [notifications] [messages] [location] [signal] [76% battery]

< Terms of Use

To continue please agree to:

Club Spark  
Terms and Conditions

Occasionally, the venue may also use your details to:

Our offers

Accept

Tick or not whether you wish to receive offers.

Review of your booking is detailed:

13:29 76%

← Review your booking

**Booking details**

Court 4, Wednesday, June 07, 2023 at 09:30

60 mins  

1 Participant **Add**

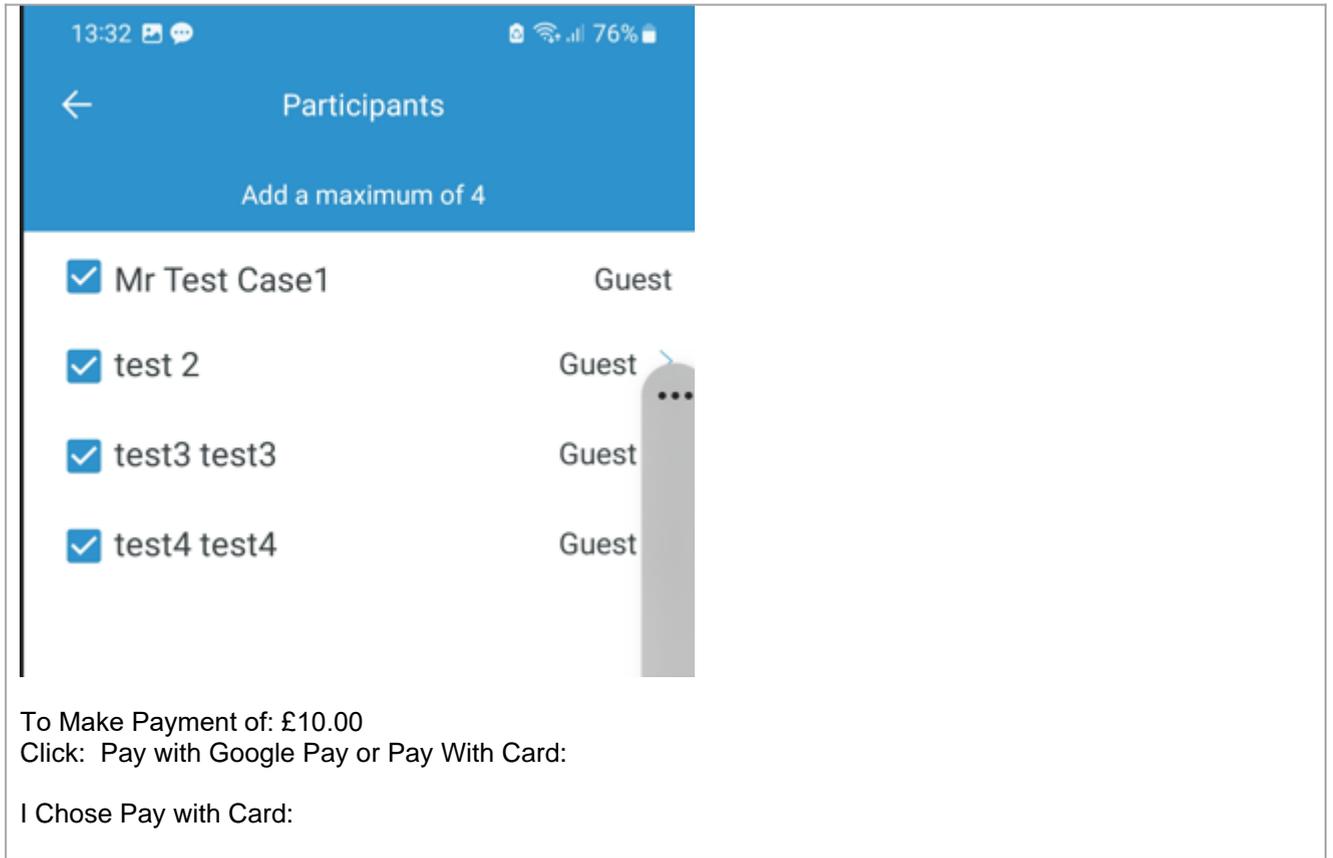
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**Cost breakdown**

Court cost	£10.00
<b>TOTAL COST</b>	<b>£10.00</b>

**Pay with  Pay** **Pay with card**

Court 4 (Seafield, Arrol Drive, Ayr), Wednesday, June 07, 2023 at 09:30 (all bookings are for 1 hour and cost £10.00 for the hour for Non Members or free to Members)  
1 participant:  
Click the **ADD** button to add participants and the **+** symbol in the top right corner  
Enter **First Name**  
Enter **Last Name**  
Select membership status: **Member** or **Guest**  
Click the **Tick**  
Repeat up to a maximum of 4 times  
(Your name will appear 1st as the person making the booking)



← Review your booking

### Booking details

Court 4, Wednesday, June 07, 2023 at 09:30

60 mins + -

4 Participants [Edit](#)

---

### Cost breakdown

Court cost	£10.00
<b>TOTAL COST</b>	<b>£10.00</b>

XXXX XXXX XXXX XXXX

Confirm

Cancel

Enter your **card details**  
Click **Confirm**

An email with a **4 digit gate code** will be sent to the **email address you registered to book the court**, together with a **receipt from Stripe of your £10.00 payment**.



---

Your booking has been confirmed.

 10 June 2023

 08:15 to 09:15

 Court 4

 Your email address

 Sea field

 £10

Paid £10.00 (Credit / Debit Card)

#### Your PIN code

We've generated a unique *PIN code* for your tennis session at Ayr Lawn Tennis Club. Simply type your code into the keypad at the entry gate to gain access to the venue.

**6157**



## ? 7. Continue Booking/Cancel Booking

Conditions	Frequencies
Continue Booking	90
Cancel Booking	10

Description

### CONTINUE OR CANCEL BOOKING:

If continuing, proceed to Seafield Courts at the date and time of your booking and enjoy your game!

OR

### LOGIN TO BOOKER APP TO CANCEL:

(Please remember if you can't make your booking to cancel it, thereby allowing someone else to potentially use the court time.)

## 8. Seafield: Play Tennis

Description

### SEAFIELD: PLAY TENNIS:

Proceed along the path towards the electronic smart gate opposite the Bowling Clubhouse, Arrol Drive, Ayr:

Enter your gate code: **XXXX**

The electronic gate will open and allow you access to the Courts.

**(This code is valid 5 minutes before and 5 minutes after the allotted booking time.)**

**PLEASE ENSURE YOU PLAY ON THE COURT YOU BOOKED:**

**Court 4**

**OR**

**Court 5.**

**RULES REMINDER:**

- **PLEASE WEAR APPROPRIATE TENNIS FOOTWEAR.**
- **PLEASE BE RESPECTFUL OF OUR NEIGHBOURS.**
- **PLEASE ENSURE THE SMART GATE IS CLOSED AND LOCKED PRIOR TO LEAVING THE COURTS.**

**ENJOY YOUR GAME!**



## 9. Subsequent Court Bookings



Description

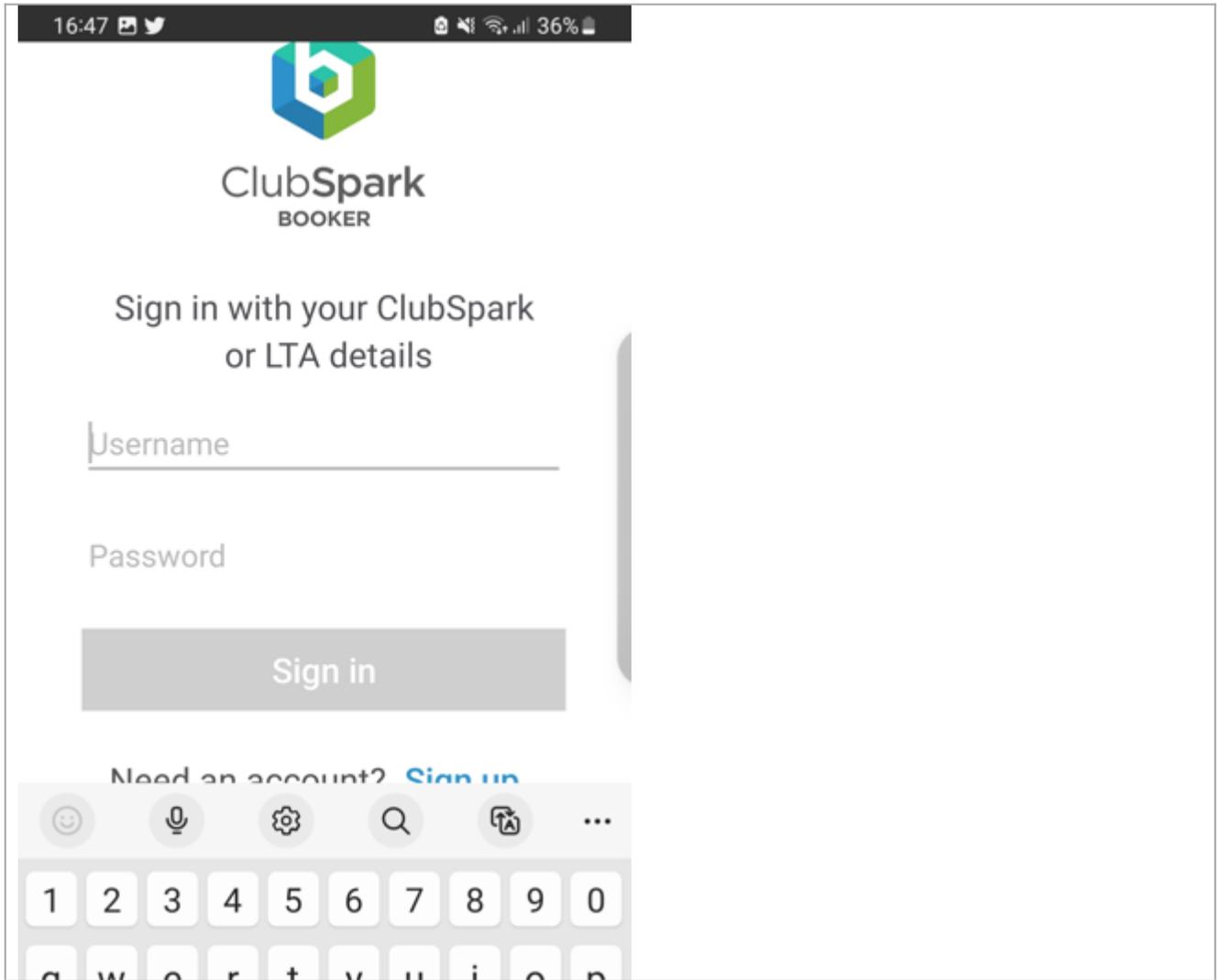
### **SUBSEQUENT COURT BOOKINGS:**

After the initial set-up of the Booker App, court booking is simple:



Click the Booker App

Enter username and password



**Bookings**

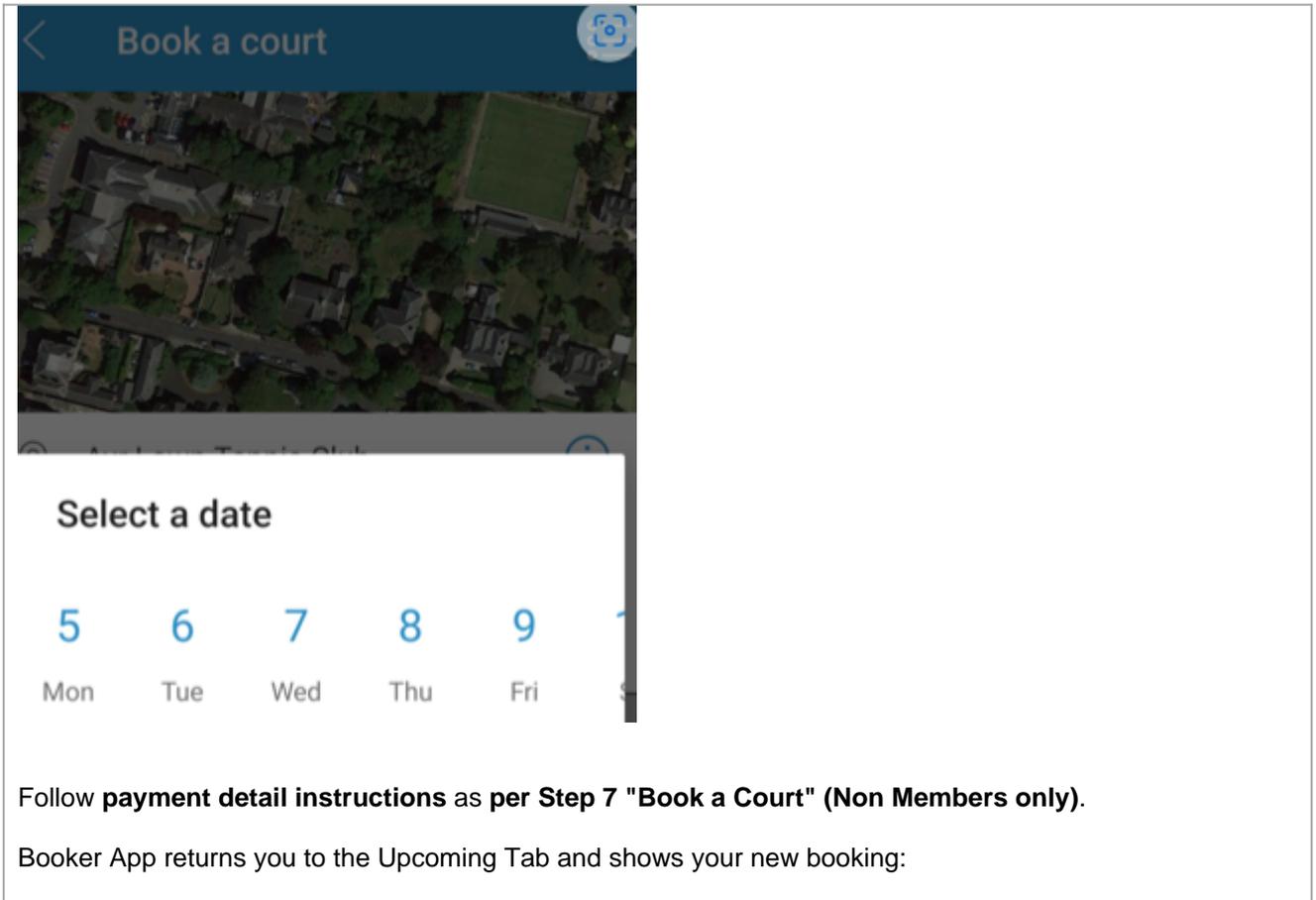
PREVIOUS      **UPCOMING**

There are no upcoming bookings

Try refresh again

**BOOK A COURT**

Click **Book a Court**  
Select **Court Type** or **Court Number 1 to 5 (All Members)** OR **Hard Courts, Court Number 4 or 5 only (Non Members)**  
Click on the **Calendar** and select **date** up to 7 days in advance - 1 one hour booking slot per day can be made.  
Click on proposed court hire **start time**.



Follow **payment detail instructions** as **per Step 7 "Book a Court" (Non Members only)**.

Booker App returns you to the Upcoming Tab and shows your new booking:

## Bookings

PREVIOUS      UPCOMING

TODAY

**09:15**

**Court 1**  
Ayr Lawn Tennis Club  
**CANCELLED**    Free

SUNDAY, JUN 11, 2023

**13:00**

**Court 1**  
Ayr Lawn Tennis Club  
Free                      PIN: (

**BOOK A COURT**

Should you require to **cancel** your court booking follow instructions, **Step 12 - Cancel Booking**.

 **10. Stop**

 **11.**

 Description

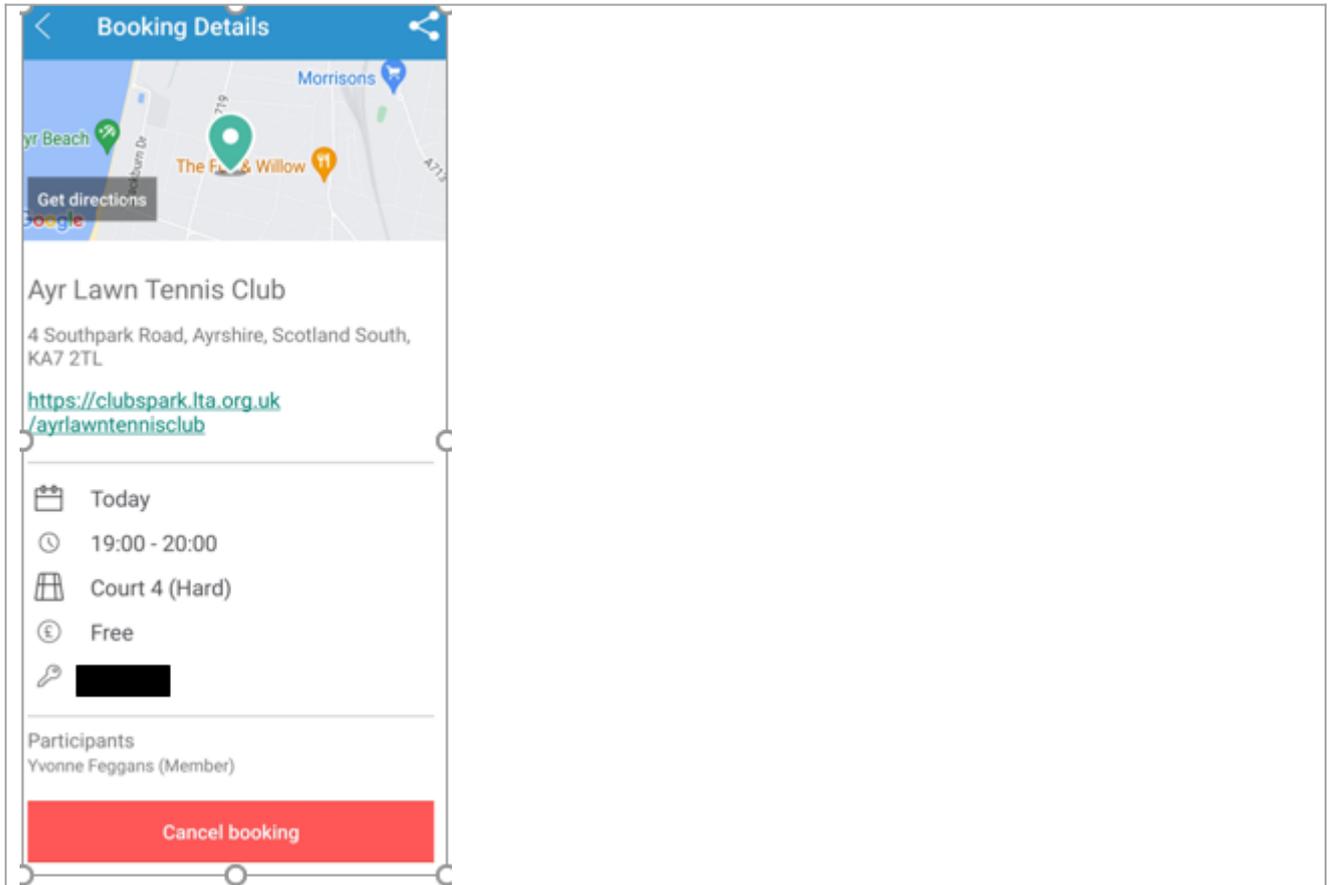
**CANCELLING YOUR BOOKING AND OBTAINING A REFUND:**

If for whatever reason you require to cancel your booking, e.g. weather is unsuitable to play tennis, you may do so by logging into the Booker App. Enter your username and password

This will take you to the page Upcoming Bookings:

The screenshot shows the 'Bookings' page in the Booker App. At the top, there is a blue header with the word 'Bookings'. Below this, there are two tabs: 'PREVIOUS' and 'UPCOMING', with 'UPCOMING' being the active tab. The page is divided into sections for 'TODAY', 'TOMORROW', and 'SUNDAY, JUN 11, 2023'. Under 'TODAY', there is one cancelled booking for 'Court 4' at 'Ayr Lawn Tennis Club' at 11:15, marked 'CANCELLED' in red. Under 'TOMORROW', there is another cancelled booking for 'Court 4' at 'Ayr Lawn Tennis Club' at 10:00, also marked 'CANCELLED' in red. Under 'SUNDAY, JUN 11, 2023', there is one active booking for 'Court 1' at 'Ayr Lawn Tennis Club' at 13:00, marked 'Free' and 'PIN:'. The active booking is highlighted with a green circle around the time.

Active Courts show **GREEN** and cancelled Courts show **RED**.



Click on the booking you wish to cancel and it takes you to the booking screen where there is a red button to 'Cancel Booking'. Press cancel booking and you will receive a message asking if your sure you wish to cancel this booking  
Click **No Thanks** or **Confirm**.

If you select Confirm, the App returns you to the **UPCOMING BOOKING PAGE** and the start time circle goes **RED** and shows **CANCELLED** below your Court number (Members). Non Members will receive a refund which will be made to you on the card that you paid the booking fee with and the court will have been cancelled and it will show the same message as shown for Members on the **UPCOMING BOOKING PAGE**.

## 12. Stop

Description

### CANCEL YOUR COURT BOOKING:

Login to BOOKER APP:  
Enter: username  
Enter: password

Takes you to Upcoming  
Bookings

If you no longer wish to book the court, click on the relevant booking  
Court 4 7th June at 09:30 for 1 hour

Click Cancel Booking (Non Member bookings cancelled less than 24 hours prior to the booking will not be refunded the court fee).

A pop up asks are you sure you would like to cancel your booking?

Click: CONFIRM

The booking will display as CANCELLED.

Cancelled courts are shown in RED and active court bookings in GREEN.