



# Scarbro Tennis Centre Court Booking & Cancellation Procedure

November 2018

## Go online for more information covering;

- ✓ Court Booking and Cancellation Procedure
- ✓ Facilities Access Policy
- ✓ A list of registered coaches
- ✓ A list of Group 1 and Group 2 Facilities Access Players

<https://www.tennisaukland.co.nz/scarbro-bookings/>

## Court Pricing

### *Casual Bookings*

- 30-day booking window
- Maximum 2hrs per booking
- Payment required at time of booking

Casual Hourly Court Hire	Indoor	Outdoor
Off Peak Mon – Fri 7am-6pm	\$36	\$20
On Peak 6-10pm & weekends	\$44	\$24

### *Facilities Access Players*

- 8-day booking window
- Maximum 4 hours per day
- Payment required at time of booking

Facilities Access Hourly Court Hire	Indoor	Outdoor
Group 2 All times	\$18	Free
Group 1 All times	Free	Free

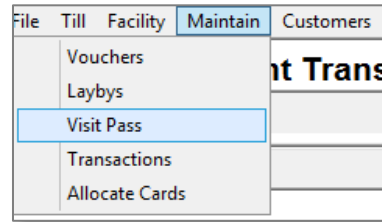
<b>Bookings</b>	<b>Customers should be encouraged to book online</b>
<b>Over the Counter</b>	<p><b>New Customer Bookings</b></p> <ol style="list-style-type: none"> <li>1. Set up new players as ‘customers’ (not clients) in Links.</li> <li>2. Load their details - get full name, mobile and email for everyone making a booking.</li> <li>3. Take their booking and payment</li> <li>4. Advise them their account will be available to them online (appears overnight)</li> </ol> <p><b>Customers already registered for online booking in Links</b> - Search for them and use their customer account to take the booking and payment</p> <p><b>Booking window</b></p> <p>Group 1 and 2 Facility access players should not book more than 8 days ahead</p> <p>Shop staff &amp; general public have a 30-day booking horizon</p>
<b>Phone Bookings</b> can no longer be taken	We have no way to take the required payment over the phone - direct callers to the web site to book online
<b>Online Bookings</b>	<p>Online bookings are made through the Tennis Auckland website – either follow the ‘Facilities – book a court’ button from the homepage, or use the menus at the top of the homepage to go ‘Facilities &gt; Scarbro Tennis Centre’</p> <p><a href="https://www.tennisauckland.co.nz/">https://www.tennisauckland.co.nz/</a></p>
<b>Facility Access Players</b>	<p><b>Group 2 players</b> pay \$18 per hour for indoor courts (half the off-peak rate), outdoor courts are free but must be booked.</p> <p><b>Group 1 players</b> have free access, but the same 8-day booking window and all courts must be booked in the system.</p>
<b>Coaches</b>	<p><b>Registered Coaches</b> make their bookings online and receive special booking privileges.</p> <p><b>Unregistered Coaches</b> book under the same terms as casual players. This group can request a registration pack by emailing <a href="mailto:simon@tennis-auckland.co.nz">simon@tennis-auckland.co.nz</a></p>

<b>Cancellations</b>	
<b>General cancellations</b>	Customers must provide a minimum of 24 hours’ notice to the Pro Shop to cancel a Casual Court Hire Booking and receive a credit.
<b>In the event of rain</b>	<p><b>Before Play:</b> Customer must contact the Pro Shop to be advised if the outdoor courts are safe for play - otherwise customer will be charged for the Court Hire and no visit pass is issued</p> <p><b>During Play:</b> Outdoor court bookings will be entitled to a credit if they are able to play for less than half of the hire period. You can move the players to an available indoor court at your discretion.</p>
<b>Customer Credit Procedure</b>	<p>Follow the procedure on the following pages to create a customer credit. The credit will be shown as a visit pass in the customer’s account for future use and will expire after 6 months.</p> <p>A credit can only be used to book a court of the same type. E.g. a credit issued for an outdoor court cannot be used as part payment for an indoor court in future.</p>

# How to create a customer credit (visit pass)

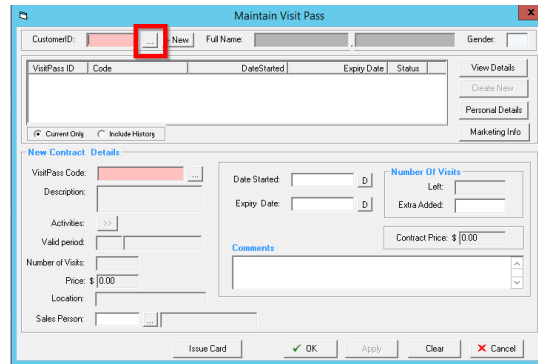
## STEP ONE – begin creating a visit pass in Point of Sale

Court credits are added to a customer account as a Visit Pass. This is done by opening the Point of Sale and selecting *Maintain > Visit Pass*



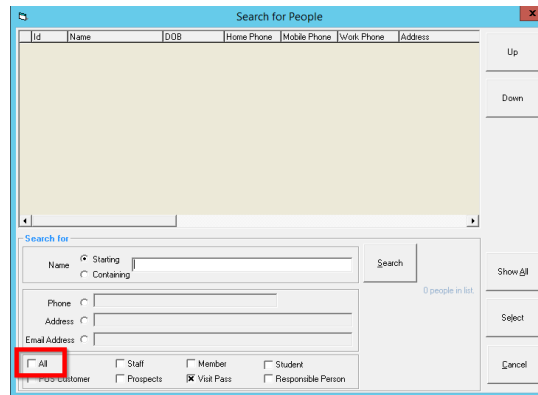
## STEP TWO – search for the customer

Load the customer search screen by using the '...' button pictured below. The search screen will only display customers that have previously held a visit pass.



If the customer doesn't appear, select 'All'

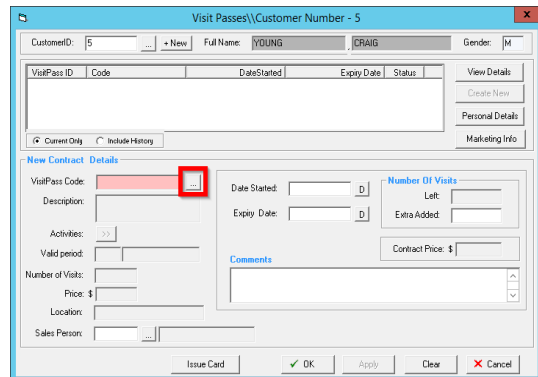
This will display a list of all customers who have registered for online bookings.



## STEP THREE - Add a court credit

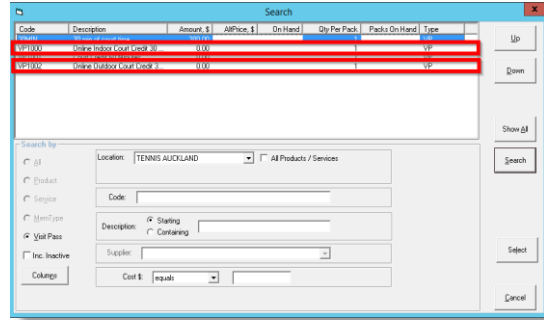
Use the '...' button under the New Contract Details header to open the search screen

Press the Search button



### STEP FOUR – choose indoor or outdoor

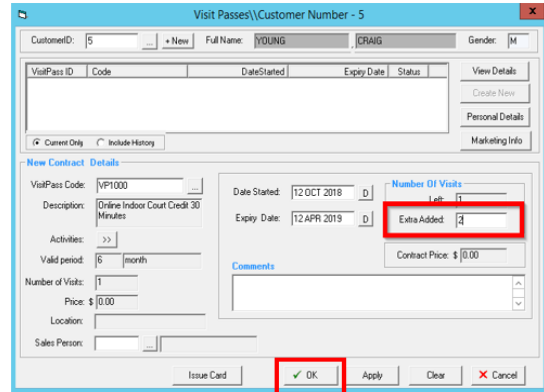
Select 'Online Indoor Court Credit 30 minutes' or 'Online Outdoor Court Credit 30 minutes'.



### STEP FIVE – select visit length

You will be returned to the previous screen; the credit will initially have 30 minutes of court time.

Increase the time in ½ hour visit increments E.g. adding an extra visit will increase the court time by 30 minutes, two visits will increase the court time by 60 minutes

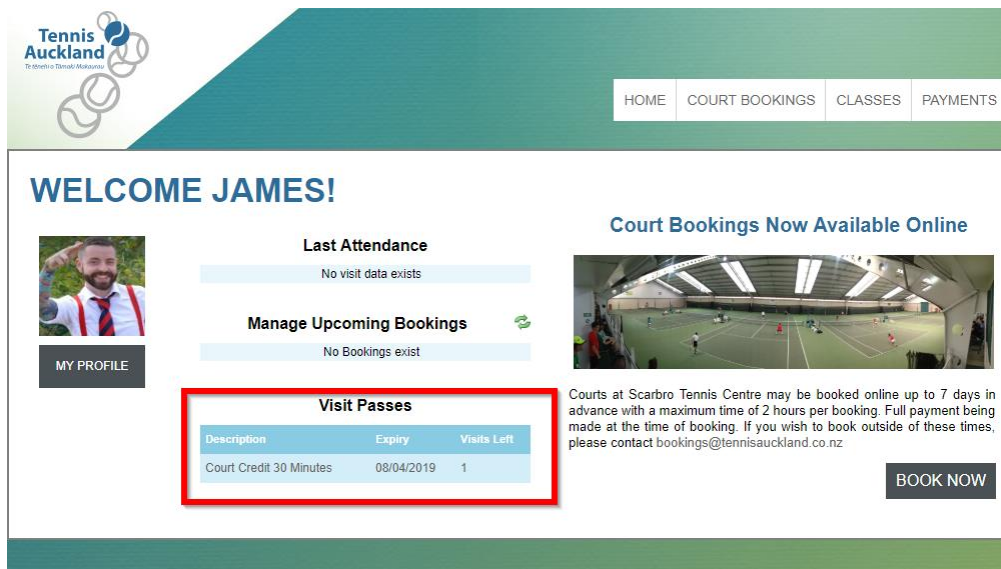


### STEP SIX – Select 'OK' to finish

Provide verbal confirmation to the customer when the credit balance is updated in the customer account.

### HERE'S HOW COURT CREDITS ARE DISPLAYED ONLINE

The Visit Pass will appear in the customer's account. They can use it when making their next booking.



**Tennis Auckland**  
Te Wheroia Tenara/Mokuru

HOME COURT BOOKINGS CLASSES PAYMENTS

## WELCOME JAMES!

**Last Attendance**  
No visit data exists

**Manage Upcoming Bookings**  
No Bookings exist

**Visit Passes**

Description	Expiry	Visits Left
Court Credit 30 Minutes	08/04/2019	1

**Court Bookings Now Available Online**

Courts at Scarbro Tennis Centre may be booked online up to 7 days in advance with a maximum time of 2 hours per booking. Full payment being made at the time of booking. If you wish to book outside of these times, please contact bookings@tennisackland.co.nz

**BOOK NOW**