

Online Court Booking System

If you wish to book a court to play at a certain time, this is done using our online booking system. You can do this on a computer: or you can do most (not all) things on the phone/tablet app. (See below for getting the app.)

Members can book ahead for 2 weeks. (Team Captains can book matches practice further ahead.)

New members are emailed a 3-digit User ID and a 4-digit "PIN" to use as a password. You log in at:

<https://ebookingonline.net/box/box3.php?id=280>

If you need to, use the "Forgotten ID or PIN" feature on the login page (see left).

If you have any trouble, Nicky or Malc can help. admin@pavavetennishove.com. (Malc's details at bottom)

Once logged in, you will see:

Select the date on the right hand side.

...and court availability will be shown.

You can see you're on the right date here:

*To DELETE bookings, click "Manage Bookings"
Add funds for Airhall play: click "Manage Account"*

To book a court, click on the time you want to book. You'll see the screen below.

A screenshot of the 'Make a Booking' form for Pavilion & Avenue Tennis Club. The form includes the following elements:

- Club logo and name: Pavilion & Avenue Tennis Club.
- Contact information: Pavilion & Avenue T.C., 19 The Droveaway, Hove BN3 6LF, 01273 506087, admin@pavavetennishove.com, www.pavavetennishove.com.
- Time Now: 11:36:52 pm.
- Court Ref: 04 Art. Grass/Floods.
- Time & Date: 09:00, 30th March 2018.
- Total number of sessions for this booking: 1 (indicated by arrow 1).
- Repeat this Booking: times, Daily, Weekly.
- Player information section with fields for Player 1, Player 2, and Player 4 (indicated by arrow 2).
- Special Event and Group Event dropdown menus.
- Confirm Booking button (indicated by arrow 3).
- Footnote: * player information is disabled if using Special Events.
- Instructions: You can search for players by entering the first couple of characters of their first or last name in the player field and then select the player from the dropdown list. For a guest click the icon and type the name of your guest.

Usually, you just need to use the fields numbered 1, 2, 3 on the image above:

1. To indicate the number of 30 minutes sessions you wish to book. The maximum per day for a member, is 4.
2. To select yourself as the person booking the court. Usually, you only need to insert one person in here.
3. Now "Confirm Booking". That's it! To check/delete bookings, click "Manage Bookings" from the login page.

Using the Airhall (mid-October to mid-April)

If booking courts 9 and 10 when the Airhall is in place, there is a fee payable which pays for electricity and contributes to the cost of the Airhall. To let you pay easily, you "top up" your Pav and Ave account and the fee is then deducted automatically when you book Airhall courts 9 or 10. You **top up your account by clicking the "Manage Account" button on the login page** when logged in. Top up by credit card, debit card or PayPal.

How to actually book and pay for the Airhall

There are two ways. Many people like to pay the whole amount and get payment from other players on the day. The second way: it is also possible to put everyone's name in when booking and then the system splits the payment between everyone. This is fine, as long as everyone has money in their account – otherwise it can get complicated and you are better off using method one above. Choose the method that suits you.

(If for any reason you have to pay manually, fill in completely a form in the Clubhouse lobby and leave payment in the secure box you will see on the wall.) * See "Deleting Bookings" below

Installing the mobile app (Phone/Tablet)

To access the app you need to add a shortcut to the app page on your device, for example by using Safari (Apple) or Google Chrome (Android). Go to this page on your device's browser: <http://ebookingonline.net/mobile/280>. Then add this page to your device's Home Page. Exactly how this is done depends on your device, but **full directions are available if you go to this page: <https://ebookingonline.net/>**, click on "Support", then click on the button "Mobile Web App Guide". The pdf file which opens is very comprehensive.

Both the app and the desktop software are well designed and easy to use. If you use the Airhall, payments & refunds are handled reliably, and every action you take is confirmed by email.

Deleting Bookings

Please delete any bookings as soon as you can, to free up the courts. If it's a paid-for Airhall booking, deleting more than 24 hours before the booking starts returns your money in full (and is confirmed by email). **NB: Deleting an Airhall booking less than 24 hours before it starts will get you a refund only if someone else books the court at those times.** All this happened automatically.

Coaches and Admins

If you are a coach or admin, you'll need to use the following extra fields (with a red box around them) to repeat bookings, eg coaching repeated weekly, or Team Practice in a month's time.

When logged in using your Coach or Team Captain, you will be able to book your courts for future needs without the 2-week limit which applies to members.

(Your "Members login" has the two week limit: and it is the only way to get your name appearing on the booking.)

Your Team Captain/Coach login will only allow you to select "Special Events", not to book in your own name. Choose an appropriate Special Event from the Dropdown.

To book to play as a member, logout, and log back in again using your member credentials.

Extra Privilege Admins

If, as a Team Captain/Coach, you need something done which you don't have the privileges for, the two users with all rights are Malc and Julie. (For example, if a Team Captain booking needs deleting and they are unavailable.)

Queries

If you have any queries about the booking system, feel free to ask me. (Or Nicky, our Admin Officer.)

Malc 😊

malcolm@shs100.com

Nicky: admin@pavavetennishove.com