



KEY CLUB INFORMATION

We're aware that whilst messages are put into the Club WhatsApp groups with club information, they can be missed and/or be difficult to find again.

Following a number of requests, we're sending this message by email to ensure that all members are clear on our court booking policy, how to book courts with guests, access the clubhouse, etc. This is also attached as a separate document with a few screen snips included, which might be helpful.

- Court bookings are available 7am – 10pm
- Court bookings can be made up to 14 days in advance.
- When booking a court please try (where possible) not to leave 30-minute gaps between bookings.
- Courts can be booked in 30-minute slots with the minimum booking being 30 minutes and the maximum being 1.5 hours on Court 1 or two hours max. on Courts 2, 3 or 4.
- AceBook will automatically default all bookings to 1.5 hours, so if necessary, you simply need to amend the end time, particularly for bookings on Courts 2, 3 or 4.
- Given the high demand for our covered court, there is additionally a restriction of a maximum of 2 hours per day, per player on Court 1 e.g. an individual can be booked to play for two separate hours with different players but cannot be playing twice for 1.5 hours i.e. 3 hours in total.
- Where multiple groups of players are vying to get the same time each week, we ask that you work together to ensure there is an equitable & regular spread of access to court 1 booking slots.
- The club has the discretion to cancel any bookings that do not adhere to our Club Facilities Terms & Conditions. A copy of the Club Facilities T&Cs is attached for your reference.

AceBook

Our court booking system is AceBook and you can access this either through the website (www.myacebook.net) or you can download the AceBook App to your mobile device.

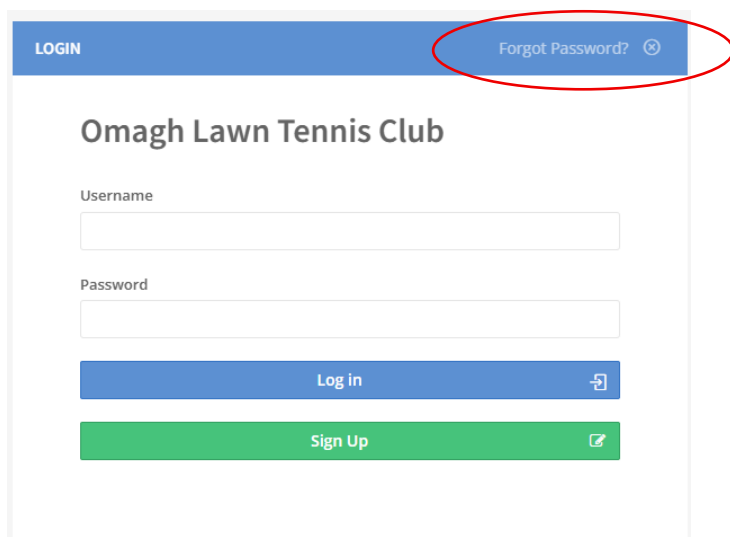
Depending on your mobile device, the App details are as follows:

iPhone: <https://apps.apple.com/gb/app/acebook/id1582830722>

Android: <https://play.google.com/store/apps/details?id=com.acebook>

If at any time you forget your username, please send an email to contact@omaghtc.com and we can forward this to you.

If you forget your password, you can reset this yourself (so long as you can remember your username) by selecting 'Forgot Password' at the top right of the login screen.



The screenshot shows the login interface for the Omagh Lawn Tennis Club. At the top, there is a blue header bar with the word "LOGIN" on the left and a "Forgot Password?" link with a circular arrow icon on the right. The "Forgot Password?" link is circled in red. Below the header, the text "Omagh Lawn Tennis Club" is displayed. There are two input fields: "Username" and "Password". Below these fields are two buttons: a blue "Log in" button with a right-pointing arrow icon, and a green "Sign Up" button with a right-pointing arrow icon.

If you forget your username and password, please send an email to contact@omaghtc.com and we will reset your account and the system will send you an email with your username and request you create a new password.

Please note that the mailbox is not constantly monitored so please be patient with us 😊

Booking a court with a guest(s).

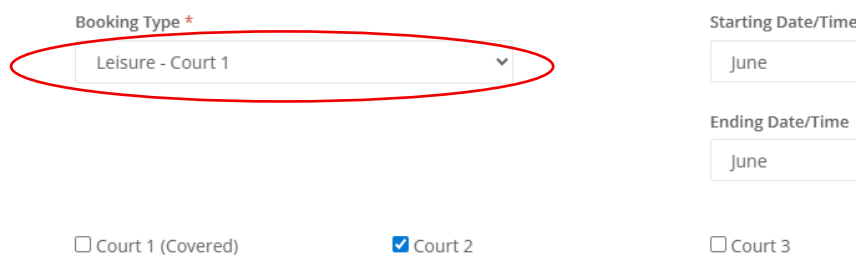
Members can bring guests along to play and the court hire for members with guests is half the price of the 'Pay & Play' rate i.e. Court 1 is £10 p/h and Courts 2, 3 & 4 are £5 p/h.

Courts can again be booked for a minimum of 30 minutes or a maximum of 1.5 or 2 hours depending on the court being booked.

The court fees with guests are the same price whether there is one guest or three guests and irrespective of age (same pricing structure as Pay & Play).

When making a booking with a guest, please only add one guest to your booking, irrespective of the number of guests you are bringing – unfortunately the system will incorrectly multiply the fee otherwise.

Another limitation of the system is that it always defaults the Booking Type to 'Leisure - Court 1'. When booking with guests, it is really important to ensure the correct booking type is selected. If you are not booking Court 1, please amend this to 'Leisure - Courts 2, 3 & 4' otherwise the system will charge the Court 1 fee rate, which is double the price!



Booking Type *
Leisure - Court 1

Starting Date/Time
June

Ending Date/Time
June

Court 1 (Covered) Court 2 Court 3



Booking Type *

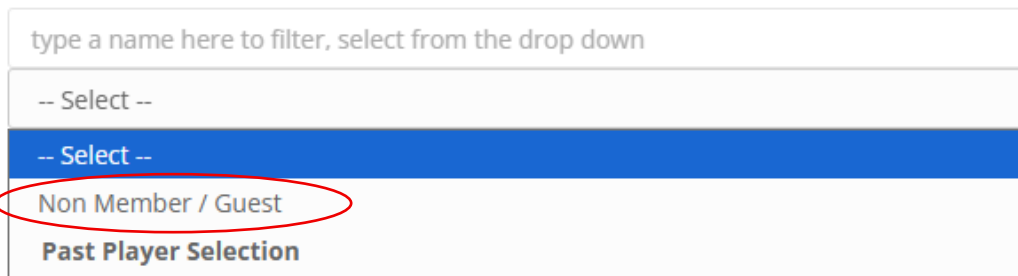
- Leisure - Courts 2, 3 & 4
- Leisure - Court 1
- Leisure - Courts 2, 3 & 4

Once you've clicked on 'Leisure - Courts 2, 3 & 4' it will change the booking type and will ensure the correct fee is charged, if you're adding a guest/non-member.

All fees for non-members/guests will then be charged via the AceBook system at the time of booking, which permits payment by PayPal or Credit/Debit card.

Guest fees charged via AceBook don't include racquet hire, which is an extra £5 p/h for up to 4 racquets/balls. This fee can be paid in cash and left in the club post box.

Depending on how you're accessing AceBook, when you select a guest you'll either see at the top of the player selection drop down list 'Non Member / Guest'



type a name here to filter, select from the drop down

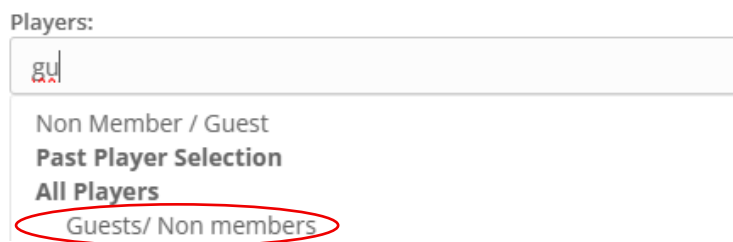
-- Select --

-- Select --

Non Member / Guest

Past Player Selection

Or if that doesn't appear, please type 'gu' and 'Guests/Non members' should appear as an option to select from the 'All Players' list.



Players:

gu

Non Member / Guest

Past Player Selection

All Players

Guests/ Non members

Please note that any member found to be using the name of other members when booking courts, in order to avoid paying for guests/non-members, will be subject to the Club's Complaints and Disciplinary Policy. This also applies to any member who allows their name to be used, knowing it is to avoid a fee being paid.

Payments by PayPal vs Credit/Debit Card

The platform that we use to collect payments is PayPal, but you do not need to have a PayPal account to use this and can instead pay by Credit Card or Debit card. When making a payment, AceBook will transfer you a PayPal secure payment page.

You'll then be asked to log in to PayPal (those who have PayPal accounts feel free to use this option) or alternatively you can click on the option lower down that page 'Pay by Debit or Credit Card'. PayPal have made the font on this option smaller, so its not always immediately obvious that it's there.

If you click 'Pay by Debit/Credit Card' you'll be asked to insert your email address to check out as a guest and then press continue to payment.

On the next page you complete your card and address details. **Please note** that at this stage PayPal has cheekily inserted and ticked an option to 'save information & create your PayPal account', but if you don't want a PayPal account, please simply untick this.

Post Box

Just in case you're unaware, fixed to the back of the office door in the clubhouse is the Club Post Box, this is in addition to the external Post Box.

Please use this for any suggestions you might have or for post for any Committee member.

If money is being placed into the box, please ensure it's placed in an envelope and provide details of what the money is for/from. Either write this directly on the envelope or use the paper and pop it into the envelope with the money. Envelopes & paper can be found in a tray on the desk 😊

Access to the Clubhouse

All members can access and use the clubhouse using the key which is kept in the key box beside the clubhouse entrance. The code to the key box is included in the 'Tennis Club' WhatsApp group info.

The Clubhouse should not be used however if it has been booked out for external use - please always check the clubhouse booking sheet that is on the Club notice board.

Please also refer to the attached T&Cs for the rules of usage.

Hope this helps answer the questions that have been raised, but if you have any further queries, please don't hesitate to contact me or any member of the committee.

Thanks

Bridget