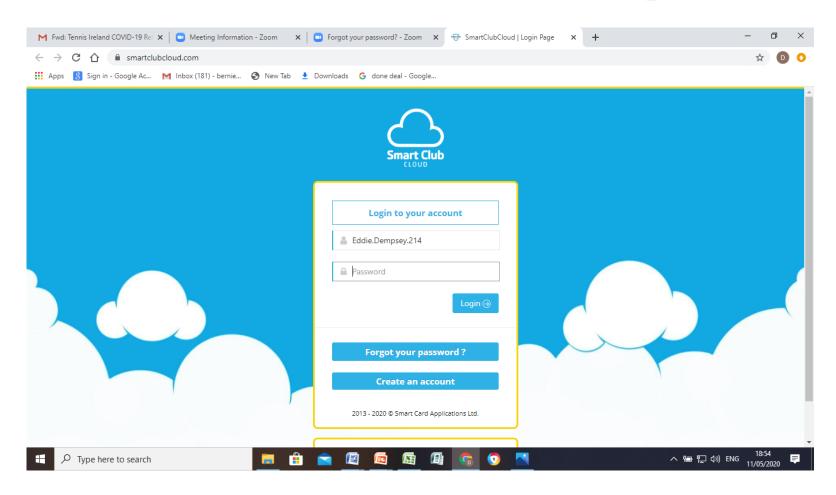
WHBTC

Online Court Booking Rules

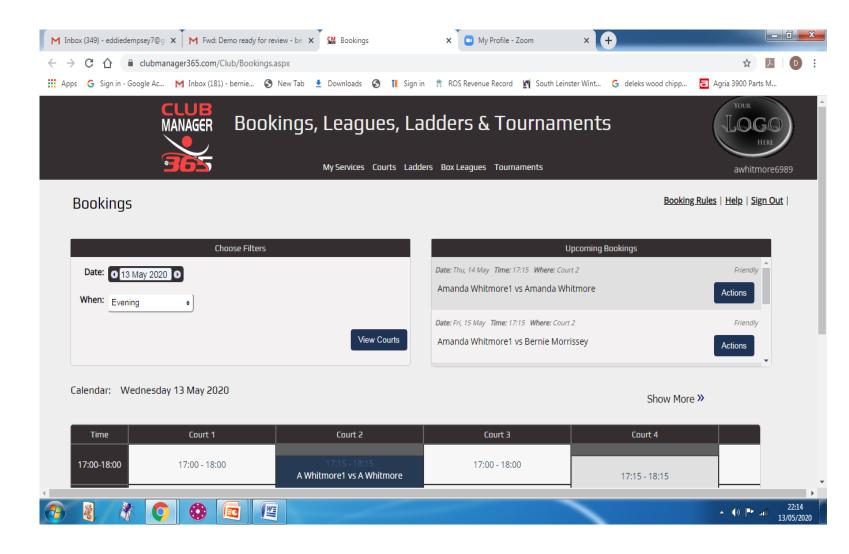
- The online booking system, called Club Manager 365 (CM365) is part of the Smart Card club member system.
- To use the CM365 online booking system you must have access to your Smart Club Cloud –
 www.smartclubcloud.com/loginpage.

- The Smart Card you use to gain access to the club, use bar credit and pay for lights is part of this system.
- You will have received 2 emails with 1 of 2 telling you your user name and 2 of 2 telling you your password.
- This gives you access to your Smart Club Account.

- If you do not know your Username
 & Password it is easy to get them.
- Username =
 Firstname.Surname.Cardnumber. On back of card
- Mine is Bernie. Morrissey. 258



- Password If you do not know your password just click on 'Forgot your password?'
- You will receive an email with reset password instructions.
- If this does not work, you may need to get Kay to get you a new login.
- Once you have access you should be able to see the icon ONLINE Bookings



- 1. Booking slots will be on the hour every hour for Courts 1, 3 and 5 starting at 9.00am until 8.00pm and 15 minutes after the hour on courts 2, 4 and 6 starting at 9.15am until 8.15pm. This is to facilitate Social Distancing.
- 2. A member can make a booking up to 7 days in advance.
- 3. Bookings for Junior members should be made by a parent but must include the names of all players intending to use the court.

- 4. Members must cancel unused bookings as a courtesy to other club members.
- 5. If a booking has to be cancelled this should be done at least one hour before start time but in any event, as soon as possible in order that other members can have access to the slot.
- 6.A member can cancel a booking up until the booking begins.
- 7.A member is restricted to two bookings in one day one of which must be before 6.00pm.

- 8. If bookings are unused for a member more than twice, the member will be removed from the booking system for 10 days.
- 9.A member is not restricted on how many active bookings they can have in total.
- 10.A member is not restricted on how many bookings can be made in a calendar week.
- I I. When tournaments are being scheduled by the tennis committee, active bookings may have to be cancelled.

- 12.A member cannot be involved in multiple bookings at the same time.
- 13.A member cannot be involved in consecutive slots.
- 14.A member cannot be involved in overlapping slots if multiple schedules are in use.
- 15. If court is not booked for the following slot, players may continue to play until the next booked member arrives.

- Please cancel bookings you will not be using, as others may be able to use them:
- **Slot Watching** is where you can indicate your interest in an already booked slot.
- If you are watching a slot, CM365 will send you & anyone else watching the slot a notification by email to say it has become free. It also tells you how many are watching a particular slot.