

Kenilworth Lawn Tennis and Squash Club
Squash Court Booking Rules and Guidelines

The following rules and guidelines apply to the MyCourts booking system (“booking system”). Basic guidance is provided on the relevant system screens.

All Members

- Members have an account on the MyCourts booking system and are provided with account logon details (username, password and PIN number)
- Login details will be emailed. If no email address is available they may be collected from the bar. Parents of junior members must request login details
- Members whose account is **set to “Inactive User”** will **be unable** to use the booking system and may not play or use the squash courts (see Inactive Users below)
- New members will be set up on the system as soon as possible

Squash Court Booking

- **Play must be on pre-booked courts** booked using the booking system (not required for the pre 9.00 am court times)
- Courts can be booked via the web site, by using the touch screens at the club, or by phone during bar opening hours
- Members’ bookings are subject to booking rules and constraints
- Approved coaches’ bookings are subject to their own set of rules and constraints
- Times shown are court start times and courts are booked for 40 minutes
- Members **book** courts **free-of-charge** however **fees may be incurred for “late cancellations”**
- The **opponent must be added to the booking**. This can be done at any time **before** the court start time / **players check-in** and will help others seeking opponents
- All members must check-in and **fees will be incurred for “no-shows”**
- Courts immediately after matches or competitions are booked at members’ risk. The event will have priority, although organisers will release courts as soon as possible

Members - Booking Rules and Constraints

Booking rules and constraints have been implemented to ensure a fair and equitable distribution of the available courts:

- Full members may book and play on any available court at any time
- Off-peak members may only book and play on any available off-peak period court times (see Table B below)
- Full members may book up to 2 peak period courts daily up to 7 days in advance
- Full members may book / hold a maximum of 7 peak period courts in any 7 day period
- Other members (Juniors / Students / Young Adults) may book one peak period court daily up to 7 days in advance, a further peak period court on the same day may be booked up to 5 days in advance

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- Other members (Juniors / Students / Young Adults) may book / hold a maximum of 7 peak period courts in any 7 day period
- The maximum numbers of courts, peak and off-peak period courts that any category of member may book / hold in any 7 day period are summarised in Table A below

Coaches - Booking Rules and Constraints for Personal Coaching

- Coaches book all peak period personal coaching on specified courts
- The maximum number of courts, peak and off-peak period courts that a coach may book / hold in any 7 day period are summarised in Table A below
- The retained coach is not charged for courts used for personal coaching whether peak or off-peak. Approved assistant coaches are charged

Court Booking - Cancellations

- Members, coaches and block booking organisers should **cancel any booking no longer required** as soon as possible to allow others to use the court
- Members can cancel without penalty up to 48 hours before the court start time
- Bookings can be cancelled via the web, by using the touch screens at the club, or by phone during bar opening hours
- By default email alerts are set up and an email will confirm the cancellation
- A cancelled court alert with court / time details will be emailed immediately to subscribing members advising them of newly cancelled courts
- **A late cancellation fee will be incurred for late cancellations** - those made within 48 hours of the court start time - but only **when a cancelled court is not re-booked**
- Any late cancellation fees will be debited to the booking member's account, which can be monitored via the system
- Members who have booked coaching sessions must advise the coach as soon as possible if they are not able to attend

Check-in

- On arrival, but before play, **all members must check-in** to the booking system, **via the touch screens** adjacent to the courts (up to 30 minutes before and up to 10 minutes after the court start time)
- To check-in members **enter their PIN number and first letter of their surname**
- If the member has two court bookings in sequence on same court they will be automatically checked-in for both bookings
- Court lighting is activated by tokens using the light meter for the respective court
- A single token will activate court lighting for 20 minutes - **two tokens will be required for a 40 minute court booking**
- Tokens may be purchased from the bar during bar opening hours

No-Shows

- **A no-show fee will be incurred by members who do not check-in** for their booking using the touch screen terminals located adjacent to the courts

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Table A: Court Booking Constraints

	Book Courts	No. of Days in Advance	No. Court Bookings (Per Day)	No. Additional Court Bookings (Per Day)	Additional Court Booking No. Of Days in Advance	Total No. Courts (Per 7 Days)	Book Courts	No. of Days in Advance	No. Court Bookings (Per Day)	No. Additional Court Bookings (Per Day)	Additional Court Booking No. Of Days in Advance	Total No. Courts (Per 7 Days)	Max No. Courts (Per 7 Days)	Max No. Courts (Per 7 Days)
Full Members SQS, SQJ, SQF(S), COS, COJ, COF(S)	Yes	7	2	0	N/A	7	Yes	7	3	0	N/A	7	3	10
Other Members SQU, SQZ, SQJ, SQC, SQF(J), COU, COZ, COJ, COC, COF(J)	Yes	7	1	1	5	7	Yes	7	3	0	N/A	7	3	10
Off-Peak Members SQO, COO	No	N/A	0	0	N/A	0	Yes	7	2	1	5	7	3	7
Retained Coach - Personal Coaching	Yes	14	4	0	N/A	11	Yes	14	5	0	N/A	20	9	31
Approved Assistant Coach - Personal Coaching	Yes	14	3	0	N/A	6	Yes	14	3	0	N/A	6	6	12
	General						General						Total	
	Peak Period Courts						Off-peak Period Courts							

Notes:

Coaches have a Full Members account to book courts for normal club play
 Following review - weekend off-peak period court times are the same as midweek off-peak period court times

No-Shows (continued)

- ***A no-show fee will be incurred by members who having checked-in, do not use their court, or who cancel a booking after the court start time***
- ***Coaches*** will not be charged no-show fees but they ***must cancel any court which is no longer required*** as soon as possible
- No-show fees will be debited to the booking member's account, which can be monitored via the system

Guests

- Members are encouraged to invite guests to the club to play
- Non-members / guests may only play with an introducing member
- ***Guests must be signed in to the Club Visitors Book (or sheet)***
- On each visit ***a guest fee of two booking stamps is to be paid by the introducing member*** in addition to any other court charges or fees
- Should the member not have stamps on their person they should write a note and push it under the bar door and settle the guest fee at their next visit
- ***Introducing members must check-in any guest on the booking system*** via the touch screen using a reserved guest PIN number (9999) and the letter "G" for surname
- Guests may play a maximum of three times in any twelve month period and thereafter they are expected to become club members

Members' Accounts / Top-up Vouchers

- Each member has an account in the MyCourts booking system
- The initial account balance is set to zero
- There is an overdraft facility on each account and a default overdraft credit limit has been set based on each member's membership category
- Default credit limits are £6.00 for full / off-peak members and £4.00 for other members
- If courts are booked and used normally, there will be no account activity, no need to use the account facilities and no need to buy or use Top-up Vouchers
- Late cancellation or no-shows fees will be debited to the booking member's account
- Members will be automatically barred from booking more courts when their account balance is equal to or has exceeded their account overdraft limit
- In order to book more courts, the member will then have to top-up their account
- Top-up Vouchers are available over the bar and cost £6.00 per voucher
- Members may top-up their accounts using the touch screen or the web site, by entering the voucher number and voucher code, using as many Top-up Vouchers as necessary to restore the account within the overdraft limit
- Members may buy Top-up Voucher(s) to credit their account in advance to prevent them being automatically barred / inconvenienced when the bar is closed
- Each member has access to an account history showing the current balance and activity details (top-ups, late cancellation fees and no-show fees applied to the account) and can access this via the web site or the touch screen

Table of Charges

- Light tokens are available from the bar and cost £1.00 each
- Stamps for payment of guest fees are available from the bar and cost £1.00 each
- The late cancellation fee is £2.00 for peak courts and £2.00 for off-peak courts
- The no-show fee is £4.00 for peak courts and £2.00 for off-peak courts
- Top-up Vouchers are available from the bar and cost £6.00 per voucher

Block Bookings

Block bookings allow multiple courts / court times to be reserved to cover inter club or county league matches, sanctioned competitions or other events such as team squash competitions. They are also used for regular organised group sessions such as junior squads, school mini squash, introductory initiatives, speed & agility training or other prearranged activities authorised by the squash committee such as club nights.

- Block bookings must be requested by an event organiser (coach, team captain, or senior member) via email to the System Administrator as soon as possible and preferably well in advance of the normal booking cycles so that they can be accommodated
- If approved by the Squash Secretary, a block booking will be made to meet the reasonable needs of the organiser and details entered on the system
- Where organisers are running events and an unbooked court is available, they may use it, however, it must be released should a member make a booking or wish to use it
- ***The organiser is responsible for promptly cancelling any block booking, in whole or in part,*** as soon as that particular court time is no longer required so that the court becomes available to members
- If the block booking is club sponsored / funded (e.g. inter club /county league matches / organised group coaching or training) the light meter for the associated courts will be overridden (key via the retained coach, approved assistant coach or the bar)
- If the block booking is for a social event or is funded directly by the organisers or participants, such as club nights, then light tokens must be purchased

Club Opening Times

The club opening hours are: Mon – Sat: 6:30 to 23:00 hours Sun: 6:30 to 22:30 hours

No facilities may be used outside of these hours. Bar times are published on the bar door.

Court Timings and Advance Booking

Court start times and ***the distribution of peak / off-peak courts are set out in Table B*** below. The table also shows the last available court booking. Court times before 9.00 am are off-peak courts which do not need to be booked.

New court times are released to book in advance on a daily basis in line with the timing in Table B. All courts are booked for 40 minutes.

Table B: Court Timings

	Courts Released to Book	Court Booking Period	Off-peak Period Starts	Off-peak Period Ends	Peak Period Starts	Peak Period Ends
Court 1	19:00	40 mins	09:10	16:30	17:10	21:50
Court 2	19:00	40 mins	09:20	16:40	17:20	22:00
Court 3	13:00	40 mins	09:00	16:20	17:00	21:40
Court 4	06:00	40 mins	09:30	16:50	17:30	22:10
Court 5	06:00	40 mins	09:05	16:25	17:05	21:45
	General		Daily Court Times			

Notes:

All court times are start times

Following review - weekend off-peak court times are the same as midweek off-peak court times

Courts before the morning off-peak period do not need to be booked

All play starts and finishes according to the courtside clock time

Inactive Users

Inactive Users cannot use the booking system, will no longer appear in the Members’ Directory and any links to them within the booking system will be disabled. Members will be set to Inactive User if they:

- Allow their membership to lapse, i.e. they have not paid the correct membership subscription by the due date or have failed to make monthly payments in line with the relevant agreement;
- Fail to comply with these court booking rules and guidelines;
- Do not promptly settle any account balance when asked to do so;
- Interfere with or attempt to defraud the booking system; or
- On the instructions of the General Committee

Members who are set to Inactive User should contact the Squash Secretary or System Administrator regarding the resolution of any issues

Contacts

Squash Secretary - email kensquashsecretary@btconnect.com

System Administrator - email kensquashadmin@btconnect.com

Membership Secretary - email kltscmembership@btconnect.com