



BOOK ONLINE INSTRUCTIONS and Terms & Conditions

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TERMS & CONDITIONS

All players, members, non-member, or guests using our courts and booking system, agree to the following terms & conditions:

1. To respect the Forrest Tennis Club’s (Club) constitution.
2. To follow any of the Club’s: rules, bylaws, or instructions as setout within this document, any online text at www.forresttennisclub.com.au, or at the Club’s facilities.
3. That any member of the Club’s committee may cancel your booking at any time, without notice, by way of our systems. Any fee paid for the booking will be credited.*
4. That any member of the Club’s committee may cancel your booking at any time, without notice, in person, or by agency granted to any other member of the Club. Any fee paid for the booking will be credited.*

*As a volunteer club, there is on the rare occasion some mistakes in bookings, or some issues with court maintenance that may require the club/committee to alter bookings as state above. This may be because of coaching, competition or maintenance conflicts with members/non-member bookings. If on the rare occasion this happens, please be mindful and supportive of the volunteers helping to run the club to keep costs down members and work with them on these rare occasions.

HOW TO BOOK INSTRUCTIONS

Steps:

1. Visit the FTC website (www.forresttennisclub.com.au)
2. Click on the menu item **Book a Court**.

The following type of calendar booking screen will then appear.

Forrest Tennis Club
 Dominion Circuit,
 Forrest, ACT 2603

9 March 2017 (Thursday) < Prev Day Next Day >

	Court 1	Court 2	Court 3	Court 4	Court 5	Court 6
6am						
7am						
8am						
9am						
10am						
11am						
12pm						
1pm	1:00pm	1:00pm	1:00pm	1:00pm	1:00pm	1:00pm
	1:30pm	1:30pm	1:30pm	1:30pm	1:30pm	1:30pm
2pm	2:00pm	2:00pm	2:00pm	2:00pm	2:00pm	2:00pm
	2:30pm	2:30pm	2:30pm	2:30pm	2:30pm	2:30pm
3pm	3:00pm	3:00pm	3:00pm	3:00pm	3:00pm	3:00pm
	3:30pm	3:30pm	3:30pm	3:30pm	3:30pm	3:30pm
4pm	4:00pm	4:00pm	4:00pm	4:00pm	4:00pm	4:00pm
	4:30pm	4:30pm	4:30pm	4:30pm	4:30pm	4:30pm
5pm	5:00pm	5:00pm	5:00pm	5:00pm	5:00pm	5:00pm
	5:30pm	5:30pm	5:30pm	5:30pm	5:30pm	5:30pm
6pm	6:00pm	6:00pm	6:00pm	6:00pm	6:00pm	6:00pm
	6:30pm	6:30pm	6:30pm	6:30pm	6:30pm	6:30pm
7pm	7:00pm	7:00pm	7:00pm	7:00pm	7:00pm	7:00pm

Available
 Not Available

Powered by



- Simply navigate through the calendar via the various easy to follow selection options (Prev Day, Next Day, Monthly Calendar) and select the time you would like that is available.

The following type form for you to complete will then appear.

A screenshot of a booking form for the Forrest Tennis Club. The form is enclosed in a black border and contains the following fields and elements:

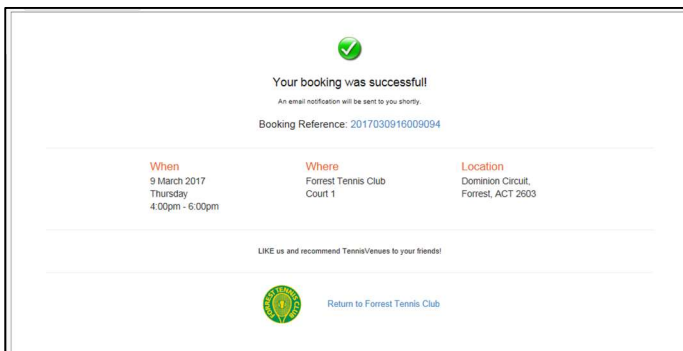
- Forrest Tennis Club logo at the top center.
- Court: Court 1 - Forrest Tennis Club
- From: 4:00pm Thursday 9 Mar 2017
- To: 5:00pm (1 hour) with a dropdown arrow.
- * Name: text input field.
- Contact Number: text input field.
- * Email: text input field.
- * Confirm Email: text input field.
- Membership Number (if any): text input field.
- Credit Voucher Number (if any): text input field.
- Buttons: "Next" (green) and "Cancel" (grey).



- Fill in your Name, Contact Number, Email (confirm too), and Membership/Card Number in the appropriate fields. Click, **Next**

Day Time Result

If your membership details are correct and you are a current financial member, the following screen will appear confirming your details, you will also receive a confirmation email, and you are done.



Night Time Result

If your membership details are correct and you are a current financial member, the following screen will appear for you to pay the extra night time lights members fees. Keys will need to be obtained and returned from Forrest Hotel before and after your booking.

4.2 follow the form in completing your payment for night court usage, when complete and payment processed, a screen confirming your booking (as above) will appear confirming your details, you will also receive a confirmation email, and you are done.

When

Where

Location

My Details

Saturday 11/03/2017 9:30pm to 10:30pm (60 minutes)	Forrest Tennis Club Court 1	Dominion Circuit Forrest ACT 2603	Rob Whalan rob_whalan@yahoo.com Membership #10001624
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Secure credit card payment!
Ezidebit

Fee Due: \$15.00

Booking will be held for 7:25 minutes.

Important Note:
 Please complete your booking on time before it is released back to the public.

*** Name on Credit Card**

*** Credit Card Number**

*** Expiration Date**

Month

/

Year

*** Security Code**

Also known as 'CVC' or 'CVV'.
This number is normally the last 3 digits found on the back of your card.

Submit
Cancel

Please note your credit card statement will show "Ezidebit Healthfit" and this will indicate your payment to the venue operator. Thank You.

*An SSL (Secure Sockets Layer) certificate ensures your data is securely transmitted between your computer and our site. Our site does not store your credit card details. Online payments are processed securely by our payment gateway partner Ezidebit. Ezidebit is Tier 1 PCI DSS (Payment Card Industry Data Security Standard) compliant.

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Membership Numbers

With the adoption of a new membership system, plus this Book Online system; the membership number becomes one way for us and the system to recognise you.

The system being a fast and smart one, to a point, knows who and who hasn't paid their current yearly fees; there could be some human input delays at the end of the year, or when someone first joins the club, for various payment methods when processing yearly fees.


To combat any delays or issues with the possible issues above, we will look to send out renewals each year 6-8 weeks before expiry and a reminder follow-up before the end of year. With the new membership system, if you use email, you will easily be able to pay your fees via the payment links well within time of expiry; though leaving any EFT, Cheque or Cash payments to the last minute could of course mean your membership number becomes expired whilst our volunteers process your payments and reconcile to the system - hence even a bigger reason to now use our preferred payment method of **'pay by card'** via the membership renewal link email you will receive each year from now on.

If you do not renew your membership, we/system will still keep your membership number on file for any reactivation; but the booking system will recognise it as "Expired" at the end of each calendar year and you will only be able to book a court as a non-member.

Notes:

*If you are not a current financial member of the club and you enter your membership number, you will see a screen as below. You will need to remove your membership number and proceed with booking as a Non-member if you would still like to book before paying your fees (otherwise you will have to pay your fees and wait to book as a member).

The booking form contains one or more errors. Please correct the form and submit again.



Court	Court 1 - Forrest Tennis Club
From	2.00pm Saturday 11 Mar 2017
To	3:00pm (1 hour) <input type="button" value="v"/>
* Name	<input type="text" value="Rob Whalan"/>
Contact Number	<input type="text" value="[REDACTED]"/>
* Email	<input type="text" value="[REDACTED].com"/>
* Confirm Email	<input type="text" value="[REDACTED].com"/>
Membership Number (if any)	<input type="text" value="100015"/> Invalid Membership or Card Number!
Credit Voucher Number (if any)	<input type="text"/>