

## **New booking, floodlight payment and door entry system (Bookit)**

### **Why are we changing systems?**

*The current system needs to be upgraded as it runs Windows XP and that operating system has not been supported by Microsoft since 2014 (as such there is a security risk). It cannot easily accommodate payment for floodlights on Courts 5 & 6. In addition, we want to move away from cash payments and tokens and to make it easier for members to use the floodlights when the bar is not open. Although this decision was made before COVID-19, the pandemic has made the change even more relevant.*

### **Why are we changing now?**

*We had planned to change in April but had to be postponed because of COVID-19. We are conscious that the courts are well-utilised at present and, as it gets darker earlier, members will want to continue to play in the evenings under floodlights.*

*In addition, the existing Globus console in the clubhouse is broken and needs to be fixed.*

### **How much has the new system cost?**

*The hardware and software have cost £6,400 and that includes a new door entry system to ensure that members only need 1 fob.*

*The ongoing costs of the new system is comparable to that of the existing system.*

### **What alternatives did you consider?**

*We looked at upgrading the existing Globus solution to use their floodlight payment module but this was not available until recently and it was very complex to administer. During the delay, we looked at most of the available systems and we had a choice between the one we have chosen (Bookit) and MyCourts. Having spoken with a number of the clubs that use the systems and a comprehensive review of the functionality of each, we concluded that the Bookit system offered the most flexibility and was the easiest to administer.*

### **Which other clubs use this system?**

*Numerous other clubs use the Bookit system however the clubs with which we liaised primarily were Kings Heath, The Avenue Club and, most closely, Leamington Tennis and Squash.*

## **Fobs**

### **Why do I need a fob?**

*You will need a fob to gain entry to the clubhouse and squash courts (as you do now). You will also need to use your fob to check in on the booking system to confirm your court booking.*

*If you don't check-in, the system will record a 'no show' against your name.*

*In addition, latest guidelines require us to keep a log of who is at the club for test and trace tracking purposes. All members should use their fob when they come to the club to ensure that their presence is logged in case we need to provide this data.*

**What happens to my current fob?**

*It will become redundant on the day that the new system goes live (scheduled for 8 August) as the installation includes a new door entry system for the clubhouse and squash courts.*

**What happens if I lose my new fob?**

*You only have to pay for a new fob if you lose or break your fob. Replacement fobs will cost £10.*

**Who will get a new fob?**

*Fobs will be issued at no charge to life members, senior playing members (Squash & tennis), intermediate members, junior members, coaches and social members. Fobs will not be issued to “mini’s” and non-playing parents unless they have already purchased a fob.*

*Mini’s presence at the club will be tracked by the coaching team.*

**How do I get my new fob?**

*You will be issued with a new fob in advance of the system going live together with a PIN number. Members will be asked to collect their fobs from the club during certain time windows before the live date. We recognise that members may have concerns about how this is achieved and we will issue further communication about this.*

**What happens if I am away when the fobs are distributed?**

*Further collection slots will be advised next week.*

**When can I use my new fob?**

*You can use your new fob once the new system is live.*

**Do I have to activate my fob?**

*No, your fob will be pre-activated for you. Your username and PIN number will be provided to you and, as described above, fobs will be collected from the clubhouse.*

**Can I use my fob to pay for drinks at the bar?**

*Not yet. Assuming that you have funds on your account, the Bookit system does offer this functionality but we need other elements of the new systems to come into place before this can be offered.*

**Logging on to the new system / making a booking**

**How do I log on?**

*You can log on at a web address that we will give you nearer the date. You can do this from your PC, laptop or mobile. You will need to store this web address as you do at present for easy access.*

**How will I book a court?**

*You can log on from either your computer, tablet or smartphone to book a court. The screen and layout might be slightly different but it will be very similar to how it works today. You will also be able to make a booking at the kiosk in the clubhouse once the COVID restrictions ease.*

**Does every player have to be named on the booking?**

*This is configurable and will be decided by the Tennis and Squash & Racketball sub-committees. The booking will need to be confirmed otherwise the booking member will have a no show against their name as with the current system.*

**Will the system notify my opponent as it does currently?**

*You can identify a member to play and the system will send them an invitation that they can accept.*

**Can I use my existing username and password?**

*No – you'll need a new username (with a temporary PIN that is your password) that will be issued to you and you can then set your own password when you first log in.*

**Can I use my username and password to log in at the kiosk in the clubhouse?**

*No – you'll need to use your fob to log in.*

**What happens if I try to log on to the old system after the new system is live?**

*Court bookings on the old system will be disabled once the new system is up and running so it will not work*

**Payment for floodlighting**

**If I book a court and use floodlights, does the system know when the lights will be needed?**

*No, members will need to decide when to buy floodlights.*

**When and how do I pay for floodlighting?**

*You can pay for floodlights when you arrive at the club any time before you play as you are buying floodlights for a time slot. So you can arrive at the club at 7.30pm and buy your floodlights for the 8pm to 9.30pm slot.*

*Provided you have funds in your account, you can pay for floodlights by either going to the kiosk or through your smartphone / PC / laptop. We expect most members will choose to use their Smartphones to avoid the touchscreen with the associated COVID-19 issues*

**How do I pay for floodlights on courts 5 & 6?**

*In exactly the same way as for other courts except that, going forward, the system will keep a record of bookings and payment. In addition, there will be warning lights for courts 5 & 6 that will indicate whether the floodlights have been paid for in case members overrun their time or forget to pay for lights before going to play.*

**Can we still set floodlights for team and social tennis / coaching?**

*Yes. Various members will need to be trained in this but it will be possible to operate in the same way that we do now but using the new system*

**Does the tennis member booking the court have to pay for the floodlights?**

*No, any member can pay for the floodlights on that court.*

**Can we split the cost of the floodlights on the system?**

*Yes - a number of members can pay for the floodlights in a given session. Each member can buy a number of minutes or 1 member can pay in full and players settle up separately.*

**Will the floodlight costs change?**

*The introduction of the new system will not change the cost of floodlights which are in line with LTA guidelines.*

**What happens if it starts raining after I have paid for my lights?**

*Exactly the same as now. If it rains and the floodlights are on, no refund is given. Once floodlights have been paid for, refunds cannot be given. If members are uncertain about the weather, they should think about buying floodlights at the last possible moment before they play or buy for a shorter duration.*

**Can I buy lights for less than 45 or 90 minutes?**

*Yes, the new system allows members to purchase lights from say 8.40pm to 9.30pm or 9.05pm to 9.30pm. This allows members to 'floodlight' part of a session and for the players to contribute to the cost of that session.*

**Adding funds to your account**

**Are my card details held on the new system?**

*No, this is held on a secure 3<sup>rd</sup> party site*

**Why do I need to put money into my account? How do I do this?**

*You only need funds in your account to pay for floodlights. You will need to log on and make a payment using your debit (or credit) card*

**Can I add funds to my account at the kiosk using my card?**

*Unfortunately not, but you can do this on your Smartphone when you are at the club or you can use your laptop or PC to do this before you leave. Or another member with funds on their account can pay for the floodlights as there is no card reader incorporated in the kiosk.*

**Do I need to put money into my account if I don't use floodlights?**

*No – funds are only needed to pay for floodlights at the moment but, going forward, you might want to put funds in your account to pay for e.g. drinks at the bar*

**What happens to the balance on my account?**

*You can see the balance at any time. Funds can be returned to you if you leave the club.*

## **Squash**

### **How does it affect the lighting on the squash courts? Is it still free?**

*There will be no change to the lighting on the squash courts. You will still need to check in to activate the lighting.*

### **Do I still have to log in at the clubhouse for squash & racketball when it re-starts?**

*Normally, you would have to log in at the kiosk in the clubhouse. Because of COVID, indoor players will be automatically logged in when they use their fob to enter the squash courts. Each player must log in or this will record a no-show.*

## **Going live**

### **When does the new system go live? What happens if I am away?**

*The live date is scheduled for 8 August and there will be posters around the club.*

### **Will anyone be around to help me?**

*We had planned to run interactive training sessions but do not think that this will be possible under the COVID-19 guidelines. Detailed information will be available on our website and we will identify a number of experts in the system who can help you by phone. Their numbers will be sent out and will be on the website.*

### **How will I access the club on the day of changeover?**

*You will need to use your new fob to gain access to the clubhouse once the new system is live but you should use your current fob until then.*

### **What happens to existing bookings on the changeover day?**

*We will import the bookings from the Globus system into the new system late on the day before we go live. We recognise that there may well be timing issues and we would encourage members with bookings after the changeover date to check that these have been carried forward as expected.*

## **Training on the new system**

### **When will I be trained on how to use the new system?**

*We are trying to arrange an online training video for members / key users and further information will be available on our website. You can always ask one of the named volunteers for help if you are unsure.*

*The feedback from members at Leamington about the Bookit system has been that it is very intuitive.*

## **COVID-19**

### **How are you protecting members against COVID-19**

*A risk assessment has been completed in conjunction with the Welfare team. We see the main areas of risk as being distributing jobs for the new system, training members in its use and using the touchscreen to check in, make bookings and purchase floodlights.*

*We have developed a job distribution process we believe minimises the risk. We have moved away from face to face training and we have developed alternative ways to check in that do not involve using the touchscreen. Bookings and floodlight purchases can also be made online.*

*A more detailed communication covering these areas will be issued nearer to live date.*

## **Other**

### **What help can I give in implementing the new system? How can I get involved in helping to implement the new system?**

*Talk to any member of the Main Committee. We will need help with issuing jobs and various other tasks.*

### **Will everything be in the same place?**

*The new kiosk will be on the other side of the hallway and the token machines will be disabled and taken down.*

### **What happens if I don't have a computer or a smartphone?**

*You would normally be able to use your job to book a court using the touchscreen. In the immediate future, the touchscreen will be disabled and only available once we feel comfortable making this available.*

### **What happens if the booking system doesn't work?**

*This would be because the broadband failed or the system itself failed.*

*If the broadband failed, existing bookings could still be managed locally as the information from the server is downloaded regularly and held at the kiosk. Therefore, members could still log in and activate the lights.*

*If the broadband failed, members who tried to log in remotely would receive a message saying that the broadband link was down and would ask members to go to the club to make a new or amend an existing booking (once the COVID restrictions ease).*

*If the broadband is down, members can only book courts at the kiosk in the clubhouse (once the COVID restrictions ease) or, obviously, they can wait until the broadband is restored. Once the broadband is restored, members would be able to see the latest up-to-date court availability and book accordingly.*

*Members should be aware that booking courts on the kiosk in the clubhouse will involve using the touchscreen.*

*If the broadband is working and the Bookit system failed, there are override keys that could be used to turn on the squash court lights and the tennis court floodlights. The supplier advises that they cannot remember the last system failure and certainly nothing in the last 12 months.*

**What happens if I have another question that is not covered here?**

*Please email your question to Tony Lucas at [tonylucas8456@icloud.com](mailto:tonylucas8456@icloud.com) and he will publish an updated Q & A so that everyone can access the latest version*