

## Communication to members about new system

### **New system – quick summary with details below**

- ***Please collect your fob if you haven't already***
- ***Look out for the new rules for booking courts and playing***
- ***Go live for door entry is 14<sup>th</sup> August and booking software is 17<sup>th</sup> August***
- ***Existing bookings will be transferred over from the old system***
- ***We will send you link to new system when booking software goes live***
- ***Please watch the training videos***
- ***There are contact details if you need help with the system***
- ***What to do with old floodlight tokens and fobs***
- ***Finally, please bear with us if we have to iron out any teething issues***

### **Bookit fob collection**

Thank you to all the members that collected their fobs from the clubhouse last week. We still have just over 100 fobs that have not been collected. Can you please make arrangements with Sally-Ann Shaw to collect your fob if you do not yet have it. You can contact her on [admin@kdrc.info](mailto:admin@kdrc.info) or 01564 400113 and her hours this week will be:

Wed: 2pm to 4pm

Thu: 9.30am to 11.30 am

Fri: 9.30am to 11.30 am

### **Rules under new systems**

Separate communication will have been issued from the Squash / Racketball and Tennis committees covering the rules that they have set up in the new system. These will cover amongst other elements court timings, the need for all players to be completed on a booking and the need for all members to 'fob in' to comply with test and trace requirements.

### **New go live date**

The new system will go live in 2 phases:

1. **Friday 14<sup>th</sup> August**: the new door entry system will go live. This means that you will need to use your **new** fob to access the toilet and bar. Please 'fob in' when you arrive at the club to play tennis so that members start to become accustomed to meeting the test and trace requirements
2. **Monday 17<sup>th</sup> August**: The new booking software and floodlight control part of the system will go live from midday. Squash and racketball can now be played, floodlights can be booked and you must use the new booking system to arrange your courts in accordance with the squash & racketball rules

### **Existing bookings**

Bookings that have made on the old Globus system will be extracted from that system and brought over into Bookit. Globus will close on Sunday and we cannot guarantee that any bookings made on the Sunday will be carried forward onto the new system.

### **Going live**

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We will confirm by email once each element of the new system has gone live. We will send the link to the new Bookit system to all members in the communication that confirms that the booking and floodlight control element has gone live.

This will allow you to log on using the username and PIN on the envelope that contained your new fob, you can change your password. After changing your password, you can book use the full functionality of Bookit

### Training videos

Changing your password: (<https://www.youtube.com/watch?v=weWIm2HWpFk>).

Booking a squash court - <https://youtu.be/7KS9HS65oU4>

Booking doubles tennis - <https://youtu.be/Hsgncgd766c>

Booking singles tennis - <https://youtu.be/KhACOMdPFpY>

Adding funds to your account - <https://youtu.be/8itHScE7Oes>

Using the floodlights - to follow

Other menu functions - <https://youtu.be/m6uFfTpmVPM>

Please try to follow the video instructions.

### If you need help

If you find that you cannot follow the guidance in the videos, a number of members known as 'Bookiteers' are available to help you:

Bookiteer	Role	Email	Phone
Sally-Ann Shaw	(P/T Administrator)	<a href="mailto:admin@kdrc.info">admin@kdrc.info</a>	01564 400113
Doug Gibson	Squash & tennis	<a href="mailto:me@douggyibson.co.uk">me@douggyibson.co.uk</a>	07913 891093
Jill Munden	Squash & tennis	<a href="mailto:jillmunden@mindreach.co.uk">jillmunden@mindreach.co.uk</a>	07872 487962
Ian Beardmore	Squash & racketball	<a href="mailto:ian.beardmore@gmail.com">ian.beardmore@gmail.com</a>	07554 433400
Allan Hitchcock	Squash & racketball	<a href="mailto:info@hitchcocksmotorcycles.com">info@hitchcocksmotorcycles.com</a>	07746586900
Martin Stevens	Squash & racketball	<a href="mailto:mistevens@blueyonder.co.uk">mistevens@blueyonder.co.uk</a>	07939 441733
Richard Allen	Tennis	<a href="mailto:richardallen349@gmail.com">richardallen349@gmail.com</a>	07880 495895
Lynn Brown	Tennis	<a href="mailto:lynn.brown37@gmail.com">lynn.brown37@gmail.com</a>	07886 528001
Jackie Creed	Tennis	<a href="mailto:jackie_creed@hotmail.co.uk">jackie_creed@hotmail.co.uk</a>	07545 833075
Lisa Eyre	Tennis	<a href="mailto:lisa@eyremail.plus.com">lisa@eyremail.plus.com</a>	07971 143733
Kayne Mann	Tennis	<a href="mailto:kaynerossmann93@gmail.com">kaynerossmann93@gmail.com</a>	07585 772241
Roque Santana-Vaz	Tennis	<a href="mailto:santanavaz@gmail.com">santanavaz@gmail.com</a>	07970 726826
Della Weston	Tennis	<a href="mailto:dellaweston66@gmail.com">dellaweston66@gmail.com</a>	07850 531809

We would like to thank all these volunteers.

### Old tokens and fobs

The new system will mean the end of floodlight tokens for tennis. All floodlights can be arranged remotely from your computer or smartphone. If you have any tokens from the old system, please contact Sally-Ann during the week commencing 17<sup>th</sup> August and she will arrange to credit these to your new account.

The President has asked that you retain the old fobs in the short term and he will communicate further on his return from holiday.

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### Finally,

Obviously, this is a new system and previous experience tells us that there may be a few teething problems. If something is not working correctly, please email Sally-Ann (at [admin@kdr.c.info](mailto:admin@kdr.c.info)) and she will collate the requests / faults. Please bear with us while we sort these out.