

ACTC Online Booking System FAQ

This year we have introduced an online booking system to make it more convenient for members to book courts in advance while ensuring fair and equitable access to courts. We have put together this FAQ document to help you better understand how the system will work, the rules that will be in place and where to go for help.

We recognize that this is a new process and will tweak the configuration based on court usage and member feedback as the season progresses.

If you have questions or specific feedback you would like to share please send it to board.actc@gmail.com.

What provider are we using and how will the online booking system be accessed?

We are using a system hosted by Gigasport. Our portal can be accessed via [this link](#) as well as from the Online Booking tab on the ACTC website.

When will the new system be active

The system is now live.

How many days in advance can I book a court?

Court bookings can be made up to 7 days in advance.

What are the time slots?

- Time slots are one hour per day and court changeover is at the top of the hour
- Players are expected to finish the game they are playing no less than **3 minutes before the hour** so there is a smooth and timely transition.
- If no one has booked the next hour or players have not shown up for the court booking, players may continue to play until players arrive or at the top of the next hour.

Is there a limit as to how many courts I can book in one week?

Yes, members will be able to book **5 courts during a seven day period**.

Will I have to list all members playing on the court? Will this count towards their booking limit per week as well?

Yes, all members playing must be listed and the booking will also count towards their 5 booking

limit for the week.

Note: If a booking lists only two players but four players are on court this will be considered a misuse of the system and will follow penalties outlined below.

Are there any restrictions as to who can be part of my booking i.e. private lesson or hitting partner?

No as long as all players on court are listed correctly, are members of ACTC and/or are listed as a guest according to guest booking guidelines.

How do I indicate a guest is playing?

If bringing a guest, they will need to be added to the booking. Note that there will be a \$20.00 charge per visit with a limit of two visits per month. Members will be sent an invoice they can pay electronically.

Note: Failure to identify a guest will be considered a misuse of the system and will follow penalties outlined below.

Will there be a waitlist if I can't find a court to book at my preferred time?

Yes. A member can "waitlist" a court if they have not hit their 5 booking limit for the week. If a court becomes available they (and anyone else waitlisted) will be notified. First to respond and complete the booking (with player names) will get the court.

How long do I have to book a court?

Members will have 10 minutes to complete a court booking before the time slot is returned to the booking pool.

What do I do if I can no longer play?

If you can not play **you must cancel the booking** so that others may book the court time. If a court is booked but no one is actually playing it may be used on a first come first serve basis until either the players arrive OR the top of the following hour.

Note: Failure to cancel a booking will be considered misuse of the system and will follow penalties outlined below.

Do I have to do a COVID waiver to book a court?

Yes, it is part of the general terms of use of ACTC's online booking system.

What if I see courts available the same day but I have maxed out my bookings for the week?

Members may use an open court if available but must leave immediately when players that have reserved the court arrive even if they are late to arrive.

If multiple groups of members wish to use an open court but none are able reserve the court, they must follow the same rules that apply for public access times and turn over the court to the next group that is waiting at the top of the hour.

Note: If any members are found to be abusing this process and dominating courts without giving other members fair and equitable access to the courts it will be considered a violation to the rules and players involved will be subject to the penalties outlined below.

How will the booking system be monitored?

We will have volunteers and court monitors monitoring the courts on a daily basis onsite. They will have access to a full audit trail of bookings and will be validating the players on court to ensure rules are being followed. They will also be looking for shoe tags so that members can be easily identified.

What are the penalties for not following the rules?

If any member is found to be misusing the courts or the online booking system (i.e. not entering correct names, avoiding guest fees, not cancelling courts, etc.) penalties will be as follows:

1st offense - players involved will receive a warning.

2nd offense - players involved will not be allowed to book any courts for 7 days. 3rd offense - players involved will lose their booking privileges for the remainder of the season and will not be eligible for any refunds.