

## **ACTC Online Booking System FAQ**

This year we are introducing 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](mailto:board.actc@gmail.com).

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

We will have a link from our website to the online booking system provided by <http://gigasports.com/> that can be accessed through any browser or mobile device.

### **When will the new system be active**

We are hoping to launch the new booking system mid April, 2021.

### **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 will be for one hour per day and court changeover is at the top of the hour. Players are expected to finish the game they are playing at 3 minutes before the hour so there is a smooth and timely transition. At 10 minutes past the hour, if none of the players scheduled to play have arrived, public court access rules will apply until the top of the next hour. **Failure to cancel a court will also be considered an offense and will follow the same procedures as outlined below.**

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

Yes, members will only be able to book 5 courts during a seven day period but any same day bookings will not count towards the 5 booking limit.

### **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 (there will be a pick list) and the booking will also count towards their 5 court bookings for the week.

**How do I indicate a guest is playing?** Guests will need to be listed on the court booking and their name entered. There will be a \$20.00 charge per visit with a limit of two visits per month.

**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 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 shows up it will become a "public" court until the top of the following hour.

**Do I have to sign a COVID waiver to book a court?**

Yes, a COVID waiver must be completed before a court can be booked.

**What if I see courts available the same day?**

If there are courts available on a current day, a member can book the court and not have it go towards their 5 booking maximum for the week BUT they must enter all the players that are playing on the court including guests. They will also be limited to 1 hour time slots but can rebook the next hour if it is not booked in the system.

**How will the booking system be monitored?**

We will have court monitors and volunteers onsite. They will have access to a full audit trail of bookings and can assist with booking same day courts if needed. They will be checking with players regularly to ensure rules are being followed and we will have 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 booking system (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.