



Using MyCourts to Book Indoor and Outdoor Courts – Updated 1 Feb 2024

Introduction

This paper sets out the Club's updated (as at 1 Feb 2024) court allocation policy for members and coaches on MyCourts for both the indoor and outdoor courts.

Since the original version of this guide was written, the Club has introduced charging for lights as part of the booking process that requires you to have credit on your MyCourts account. Detailed guidelines for this are available in a separate document "How the Automated Court Lighting Works" that is available under the Booking Rules option when you sign in to your MyCourts account.

Requirements to be able to Book Courts on MyCourts

To be able to book courts you must log in to the MyCourts Court Booking system and have registered to use the system. You can access the system from the Club's website via the Member's Area tab or from your browser <http://bltc.mycourts.co.uk> on your pc, laptop or smartphone.

If you are a parent/guardian and do not want to be able to book courts using your child's membership logon then you can either not register them to use the booking system or if they are already registered withdraw your consent so that they will not be able to use the system.

Note to withdraw your consent you must cancel any court bookings outstanding first.

Court Booking email Notifications

You can also set in your email settings whether you want to receive or not each of the following email notifications related to booking courts:

- Booking and Cancellation notifications
- Reminder on days you are playing

The notes below assume you have elected to receive all emails.

Summary of Court Booking Rules

The table on the next page summarises the current court booking rules for members and coaches, indoors and outdoors.

Note that the Coach rules apply to a coach's private lessons. Approved group coaching sessions are booked centrally by the Club.

Please remember, when unable to use a booked court, you should cancel the booking as soon as possible so that the court may be used by other members or coaches.

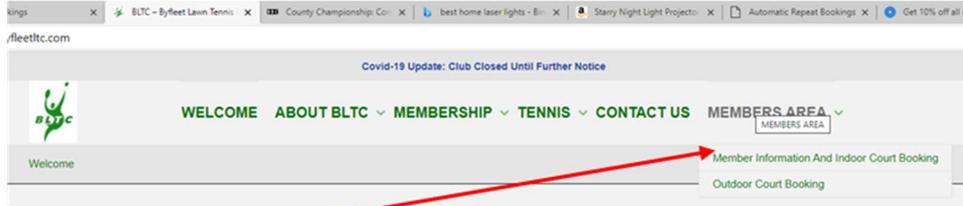


Summary of Court Booking Rules as at 1 Feb 2024

	Indoor Courts		Outdoor Courts	
	Member	Coach	Member	Coach
Who can book courts?	All Adult and Youth playing category memberships only		All Adult and All Under 18 playing category memberships only	
Book from today n days in advance	14	10	14	14
Book nth day from today at	07:00	07:00	07:00	07:00
Single booking times allowed in minutes per court	30, 60 or 90	30, 60 or 90	30, 60, 90 or 120	30, 60, 90 or 120
Max Minutes can book in advance per day (mins) – note you have both limits each day	90 mins per day	Unrestricted	240 mins per day	Unrestricted
Max number of separate bookings	Unrestricted within max minutes limit	Unrestricted	Unrestricted within max minutes limit	Unrestricted
Can book multiple indoor or outdoor courts with same start time (as separate bookings)	No	Yes	No	Yes
Can book indoor AND outdoor courts with same start time (as separate bookings)	No	Yes	No	Yes
Courts bookable by members & coaches	Yes	Yes	1,2,3,10,11	1,2,3,10,11
Courts bookable by members or coach only	None	None	4,5,6,7,8,9	None
Court Lighting Charge per 30 mins booking slot	£5	£5	£3 where applicable *	£3 where applicable *
* For outside courts, a lighting charge is only applicable for each 30 min booking slot if the sunset time occurs during or before the slot time or the sunrise time occurs after or during the slot time				
Fines (£2 per 30 mins) if cancel less than 48 hours before start (and court not booked out subsequently)	Yes	Yes	No	No
Minimum Member Account Top-up Amount	£20			
Adult Guest Fee per 30 mins	£2			
Under 18 Guest Fee per 30 mins	£1			



Using the MyCourts Booking System



Use to access the MyCourts booking system from the Club's website or use <https://bltc.mycourts.co.uk/bookings.asp> to access directly from a pc, laptop or smartphone

User Log on name

Use to access the booking sheets

Your bookings

Use to cancel your bookings

You can also select your fellow players if you wish

Use to register for the booking system or opt out

Use to control what booking related emails you receive

Dates you can book depend on whether you are a member or coach and whether booking an indoor or outdoor court

Any fines related to your Indoor court bookings for late cancellations or not logging in "no show" to register you used the court will be shown beneath your bookings.



Booking Indoor Courts - Members

Select a maximum of 3 consecutive time-slots, then click here to book

INDOOR TENNIS 1	INDOOR TENNIS 2
1200: book now (30 mins)	1200: book now (30 mins)
1230: book now (30 mins)	1230: book now (30 mins)
1300: book now (30 mins)	1300: book now (30 mins)
1330: book now (30 mins)	1330: book now (30 mins)
1400: book now (30 mins)	1400: book now (30 mins)
1430: book now (30 mins)	1430: book now (30 mins)
1500: book now (30 mins)	1500: book now (30 mins)
1530: book now (30 mins)	1530: book now (30 mins)
1600: book now (90 mins)	1600: book now (90 mins)

Select a maximum of 3 consecutive time-slots, then click here to book

To make an indoor court booking highlight up to three 30 minute slots and press Book Now

Who can book? All adult and the Youth under 18 membership playing categories. Categories that cannot book indoor courts are Junior, Junior Mini and Social.

What can you book? Either of the indoor courts. You can book up to 90 minutes court time per day in one or more bookings, but you cannot book both courts at the same time.

Booking - Go to Booking Sheets. Select a date from the list of **highlighted** dates shown up to 14 days in advance i.e. if today is Thursday you can book courts on any day between today and the Thursday (last Thursday is bookable from 07:00 today) two weeks ahead.

Select the period Morning, Afternoon or All to review court availability.

Select the court you want to book and the booking slot of the start time you require and select the additional number of booking slots you require to make up the time of your booking. Each slot is 30 minutes and you are allowed to book a maximum of three slots so your booking can be 30, 60 or 90 mins long.

If any new booking will take you over the 90 minutes total daily limit you will receive an error message “Max 90 mins per member per day” and your booking will not be accepted.

You must have credit on your Mycourts account to cover the cost of indoor lighting for your booking. If you do not you will get the message “Insufficient credit, please top-up your account”.



You will receive a Confirmed court reservation email from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk for each booking you make.

Cancelling a Court

Go to the Your Bookings to see a list of all your future court bookings.

Your bookings are stored in 30 minute slots i.e. if you booked for 90 minutes your booking is stored as three separate 30 min booking slots. This means that:

- If you want to amend your booking to 60 mins you would need to cancel either the first or last slot.
- If you want to fully cancel your booking you will need to cancel **each** 30 minute slot making up your booking.

You can only cancel a slot **before** the start time of the booking slot. If you attempt to cancel a booking after the start time you will get the following error message “Bookings cannot be cancelled after the start time has elapsed”.

You will receive a cancelled court notice from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk for each 30 min booking slot of your bookings.

Provided you cancel your booking slot more than 48 hours before its start time, you will receive a full refund to your MyCourts account. However, if you cancel your booking slot less than 48 hours before its start time you will receive a credit for the booking slot cost less a fine (see above Summary of Court Booking Rules table for current fine amount) on to your MyCourts account. If the booking slot is subsequently booked by another member, your fine will also be credited back to your MyCourts account. See the document “How the Automated Court Lighting Works” for further details.

On the Day of Your Booking

You will receive a booking reminder for each booking you have from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk. You will receive one email per court for the entire length of your original booking i.e. if you booked from 10:00 to 11:30 you will receive one email for the full time of your booking.

If you do not intend to use the court, please be sure to cancel your booking so that the court may be used by other members.

You can view all your late cancellation fines in the Late Cancellations section of the Your Bookings section found below your future bookings.



Booking Outdoor Courts - Members

Select a maximum of 4 consecutive time-slots, then click here to book [Book Now](#)

OUTDOOR 10

FLOODLIT ARTIFICIAL GRASS

1600: book now
(30 mins)

1630: book now
(30 mins)

1700: book now
(30 mins)

1730: Non Programme Group (Matt McCombe)

1800: Non Programme Group (Matt McCombe)

1830: Non Programme Group (Matt McCombe)

1900: book now
(30 mins)

1930: book now
(30 mins)

2000: book now
(30 mins)

2030: book now
(30 mins)

2100: book now
(30 mins)

2130: book now
(30 mins)

OUTDOOR 11

FLOODLIT ARTIFICIAL GRASS

1600: book now
(30 mins)

1630: book now
(30 mins)

1700: book now
(30 mins)

1730: book now
(30 mins)

1800: book now
(30 mins)

1830: book now
(30 mins)

1900: book now
(30 mins)

1930: book now
(30 mins)

2000: book now
(30 mins)

2030: book now
(30 mins)

2100: book now
(30 mins)

2130: book now
(30 mins)

Select a maximum of 4 consecutive time-slots, then click here to book [Book Now](#)

To make an outdoor court booking highlight up to 4 30 minute slots and press Book Now

Who can book? All adult and under 18 membership playing categories i.e. all membership categories except Social.

What can you book? Any of the outdoor courts including courts 1,2,3, 10 and 11 that the coaches can also book. You can book up to 240 minutes court time per day and there is no restriction on the



number of bookings or number of courts you book within your daily allowance of 240 mins provided you only have one court booked at any one time.

Booking - Go to Booking Sheet. Select a date from the list of dates shown up to 14 days in advance i.e. if today is Tuesday you can book courts on any day between today and the Tuesday 14 days later (the day is bookable from 07:00 today).

Select the period Morning, Afternoon or All to review court availability.

Select the court you want to book and the booking slot of the start time you require and select the additional number of booking slots you require to make up the time of your booking. Each slot is 30 minutes and you are allowed to book a maximum of four slots so your booking can be 30, 60, 90 or 120 mins long.

You must have credit on your Mycourts account to cover the cost of lighting for your booking if any of your booking slots are subject to a charge. If you do not you will get the message "Insufficient credit, please top-up your account".

If any new booking will take you over the 240 minutes total daily limit you will receive an error message "Outdoor courts: max 240 mins per member per day." and your booking will not be accepted.

You will receive a Confirmed court reservation email from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk for each booking you make.

Cancelling a Court

Go to the Your Bookings to see a list of all your future court bookings.

Your bookings are stored in 30 minute slots i.e. if you booked for 120 minutes your booking is stored as four separate 30 min booking slots. This means that:

- If you want to amend your booking to 90 mins you would need to cancel either the first or last slot.
- If you want to fully cancel your booking you will need to cancel each 30 minute slot making up your booking.

You can only cancel a slot **before** the start time of the booking slot. If you attempt to cancel a booking after the start time you will get the following error message "Bookings cannot be cancelled after the start time has elapsed".

You will receive a cancelled court notice for each 30 min booking slot cancelled from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk.

Provided you cancel your booking slot before its start time, you will receive a full refund to your MyCourts account for any lighting charges applicable for the slot.

Whilst there are currently no fines for late cancellation of the outdoor courts please ensure you cancel all slots booked that you will not use so that other members can use them.

On the Day of Your Booking

You will receive a booking reminder for each booking you have from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk. You will receive one email per court for the entire length of your original booking i.e. if you booked from 10:00 to 11:30 you will receive one email for the full time of your booking.



Booking Indoor Courts - Coaches

What can you book? Either of the indoor courts. You can book unlimited court time per day in one or more bookings, including booking both courts at the same time.

Booking a Court

Go to Booking Sheet. Select a date from the list of dates shown up to 10 days in advance i.e. if today is Tuesday you can book courts on any day between today and next Friday (next Friday is bookable from 07:00 today). If you select a day greater than 10 days in advance you will get an error message "Coach category can only book indoor tennis courts 10 days in advance from 7 am".

Select the period Morning, Afternoon or All to review court availability.

Select the court you want to book and the booking slot of the start time you require and select the additional number of booking slots you require to make up the time of your booking. Each slot is 30 minutes and you are allowed to book a maximum of three slots so your booking can be 30, 60 or 90 mins long.

You will receive a Confirmed court reservation email from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk for each booking you make.

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- If you want to amend your booking to 60 mins you would need to cancel either the first or last slot.
- If you want to fully cancel your booking you will need to cancel **each** 30 minute slot making up your booking.

You can only cancel a slot **before** the start time of the booking slot. If you attempt to cancel a booking after the start time you will get the following error message "Bookings cannot be cancelled after the start time has elapsed".

You will receive a cancelled court notice from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk for each 30 min booking slot for bookings pre 16:00 and for the full 90 minutes post 16:00

Provided you cancel your booking slot more than 48 hours before its start time, you will receive a full refund to your MyCourts account. However, if you cancel your booking slot less than 48 hours before its start time you will receive a credit for the booking slot cost less a fine (see above Summary of Court Booking Rules table for current fine amount) on to your MyCourts account. If the booking slot is subsequently booked by another member, your fine will also be credited back to your MyCourts account. See the document "How the Automated Court Lighting Works" for further details.

On the Day of Your Booking

You will receive a booking reminder for each booking you have from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk. You will receive one email per court for the entire length of your original booking i.e. if you booked from 10:00 to 11:30 you will receive one email for the full time of your booking.

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If you do not intend to use the court, please be sure to cancel your booking so that the court may be used by other members.



Booking Outdoor Courts - Coaches

What can you book? The outdoor courts 1,2,3, 10 and 11. You can book an unlimited amount of court time per day and there is no restriction on the number of bookings or number of courts you can book. So, for example you can book multiple courts with the same start times.

Booking a Court

Go to Booking Sheet. Select date from the list of dates shown up to 14 days in advance i.e. if today is Tuesday you can book courts on any day between today and the Tuesday 14 days later (the day is bookable from 07:00 today).

Select the period Morning, Afternoon or All to review court availability.

Select the court you want to book and the booking slot of the start time you require and select the additional number of booking slots you require to make up the time of your booking. Each slot is 30 minutes and you are allowed to book a maximum of four slots so your booking can be 30, 60 or 90 or 120 mins long.

If you attempt to book any of courts 4 to 9 inclusive you will get an error message "Only members can book outdoor courts 4-9."

You must have credit on your Mycourts account to cover the cost of lighting for your booking if any of your booking slots are subject to a charge. If you do not you will get the message "Insufficient credit, please top-up your account".

You will receive a Confirmed court reservation email from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk for each booking you make.

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- If you want to fully cancel your booking you will need to cancel each 30 minute slot making up your booking.

You can only cancel a slot **before** the start time of the booking slot. If you attempt to cancel a booking after the start time you will get the following error message "Bookings cannot be cancelled after the start time has elapsed".

You will receive a cancelled court notice for each 30 min booking slot cancelled from Byfleet Lawn Tennis Club bltc@no-reply.mycourts.co.uk.

Provided you cancel your booking slot before its start time, you will receive a full refund to your MyCourts account for any lighting charges applicable for the slot.

Whilst there are no fines for late cancellation of the outdoor courts please ensure you cancel all slots booked that you will not use so that other members can use them.



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