

Padel Member User Guide

- **Getting Started with Mycourts**

- Logging On, Confirming Booking Sheet Consent, Privacy and Email Settings
- The Menu Options 1 – Booking Sheets, Member Directory, News & Events
- The Menu Options 2 – Installing the Mycourts App, Your Bookings, Cancelled Court Alerts, Booking Rules and User Manuals
- The Menu Options 3 – Buying Credit, Transferring Credit, Account History

- **Booking Padel Courts**

- Booking a Padel Court
- Amending a Booking
- Cancelling a Booking
- Playing Date Notification
- Day After Playing Date Notification of Additional Guest Fees

- **Appendix 1 – Club Padel Court Booking Policy**

This user guide is designed to assist you as you do the tasks on Mycourts.

Getting Started with Mycourts – Logging On, Installing the Mycourts App, Checking Privacy and Email Settings

1

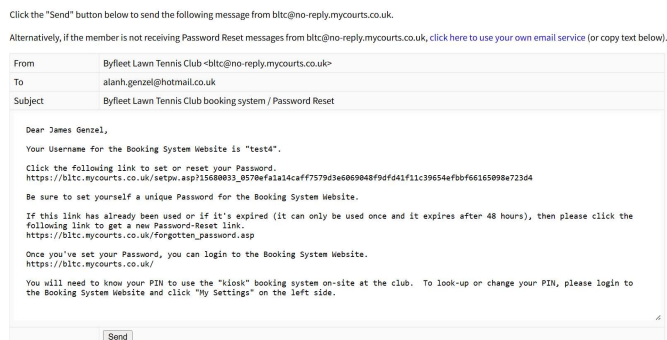


Online Application

If you successfully joined via Online application you will receive an email with your Mycourts account user name and will have set up your password as part of the application process so just click on Byfleet Lawn Tennis Club in the footnote of this email to access the BLTC website

Send login details (Password Reset)

Application via Club

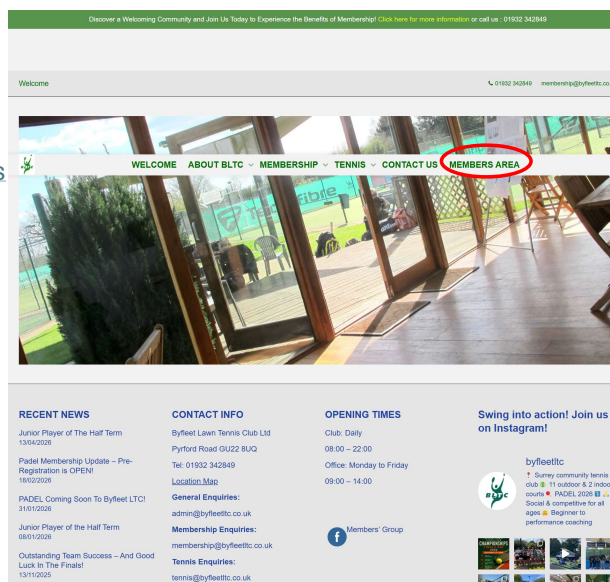


If you joined via a manual application process, you will receive an email when your application is successful with your Mycourts user name and be asked to use the link to set your password. Once done you can access the BLTC website

2

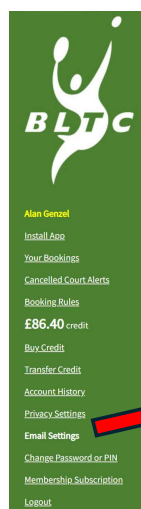
BLTC – Byfleet Lawn Tennis Club

<https://byfleettlc.co.uk>



Once on the BLTC Webpage, click on the MEMBERS AREA

4



Review your privacy settings as required

Review your email settings if you want to be able to receive general Club email updates

3

Privacy Settings

Please read the following important notices, and accept Privacy Settings before continuing.

- [Privacy Policy](#)
- [Booking Rules](#)

Booking Sheets

☒ I accept that my name will be shown on the Booking Sheets when I book and when others book courts and select me as "playing partner/opponent".

Members' Directory

Please check the boxes to show your contact details in the Members' Directory, which is only accessible to other members when logged-in to this website. If you don't show your contact details, other members will NOT be able to contact you in order to arrange matches.

Email address *

☒ show in Members' Directory

Mobile phone

☒ show in Members' Directory

Home phone

☐ show in Members' Directory

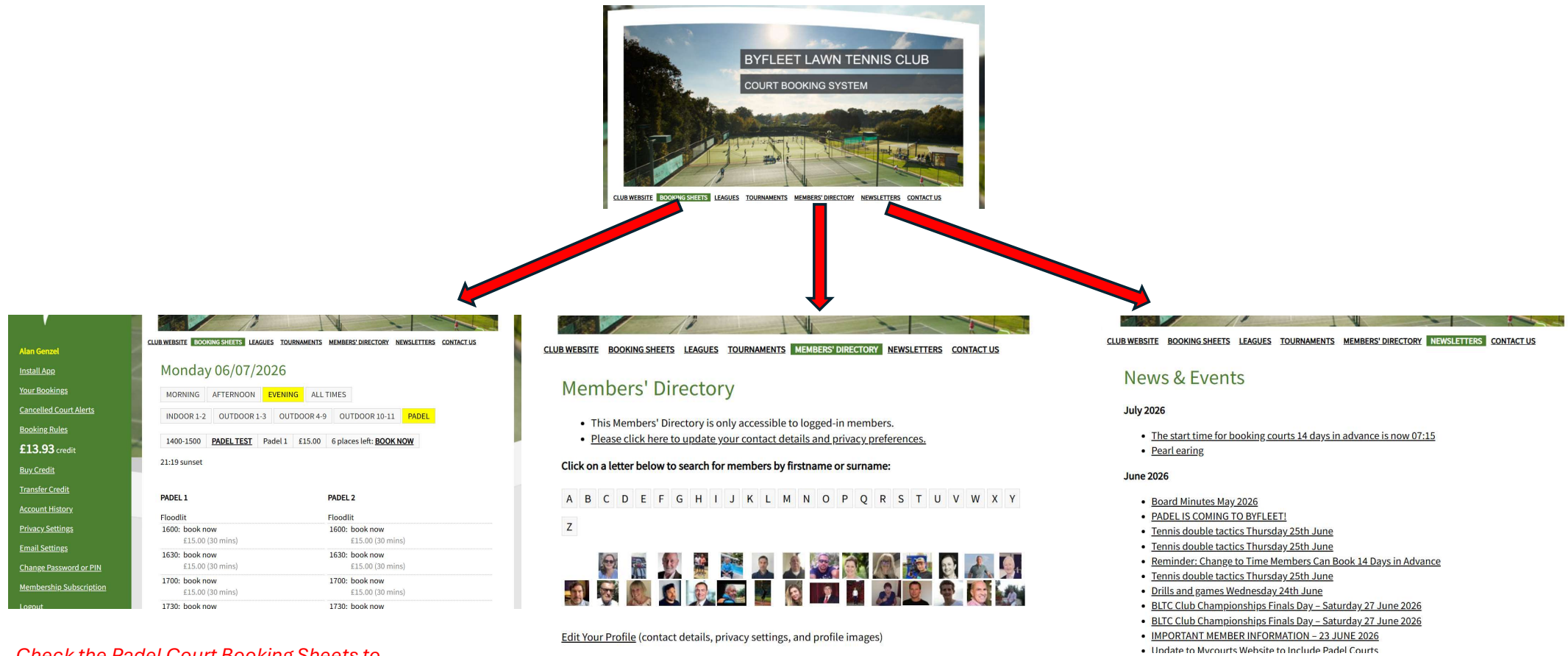
Work phone

☐ show in Members' Directory

* Please be sure to submit a valid email address and keep it up-to-date, it's needed if you forget or want to change your login password.

You must tick the Booking Sheets acceptance box to give consent for your name to be shown on the booking sheets so that you can book courts and be included on other members bookings. So be sure to tick it. You should also ensure your details are shown in the member's directory particularly if you want to play in events with other members.

Getting Started with Mycourts – The Menu Options 1



Check the Padel Court Booking Sheets to book courts and book onto Padel events. Note Padel events will only show when viewing the padel courts (and tennis events will only show when viewing the tennis court booking sheets).

Find contact details for other members. Note it is important your Privacy Settings allow your contact details to appear here particularly if you want to book courts, be selected on other members bookings, enter tournaments, play for teams etc.

Find announcements and newsletters published by the Club. Most will have been emailed to you if your email settings allow.

Getting Started with Mycourts – The Menu Options 2

Tuesday 28 July 2026
1130, 1200, 1230 hrs (90 minutes)
Outdoor 9

Booked by Richard Gibson

Playing partners/opponents:

- Alan Genzel
- Carol Leong-Son
- Keiko Ikeba

Summary of bookings you made or are included on. You can click on to amend playing partners or cancel the booking.
See later section for guide to booking courts.

Tuesday 28 July 2026
2000, 2030 hrs (60 minutes)
Padel 1

Booked by Alan Genzel (paid £30.00)

Select playing partners

- TP Family Full Genzel

CANCEL

Booking Rules and User Manuals

Using MYCOURTS to book indoor and outdoor courts

Members' User Guide for Booking Events on MYCOURTS

How the Automated Court Lighting Works

Key Differences Booking Tennis and Padel Courts

Padel Terms & Conditions

Padel User Guide

Detailed user guides Including this guide



Alan Genzel

Install App

Your Bookings

Cancelled Court Alerts

Booking Rules

£86.40 credit

Buy Credit

Transfer Credit

Account History

Privacy Settings

Email Settings

Change Password or PIN

Membership Subscription

Logout

Download the app to your mobile device to open the BLTC Mycourts web page or access bltc.mycourts.co.uk directly on your browser

Install App on your mobile device

To install this booking system as an App on your mobile device:

1. Open the camera on your device and point it to QR Code below.
2. Tap "bltc.mycourts.co.uk" when it pops-up on your device.
3. Use your Browser menu to "Add to Home Screen" or "Install App" (iOS Safari users need to tap the Share icon  and scroll down to "Add to Home Screen").



Alternatively, open bltc.mycourts.co.uk with a web browser on your mobile device, and follow step 3 above.

Mobile phone / Browser compatibility:

- On Android, Firefox, Chrome, Edge, Opera, and Samsung Internet Browser all support installation as an App. Several other Browsers are also compatible.
- On iOS 16.3 and earlier, installation is only supported with Safari.
- On iOS 16.4 and later, installation is supported with the Share menu in Safari, Chrome, Edge, Firefox, and Orion.
- Other Browsers may also support installation.

Cancelled court email alerts

☒ Send me cancelled court alerts

New alert

Select the days and times for which you would like to be notified if a court becomes available.

Weekday

☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday
☐ Sunday

Start time from: to:

Tennis

☐ Indoor Tennis 1	☐ Indoor Tennis 2	☐ Outdoor 1
☐ Outdoor 2	☐ Outdoor 3	☐ Outdoor 4
☐ Outdoor 5	☐ Outdoor 6	☐ Outdoor 7
☐ Outdoor 8	☐ Outdoor 9	☐ Junior Tennis 1
☐ Junior Tennis 2		

Padel

☐ Padel 1 ☐ Padel 2

NB: Cancelled court alerts are only sent when bookings are cancelled within 48 hours.

You can set up alerts to be emailed to you when a court is cancelled and becomes available to be booked again

Your membership subscription details

Getting Started with Mycourts – The Menu Options 3

Buy Credit / Top-up your account

Purchase credit for booking fees.

Your purchase will be securely processed by Stripe, our service provider for online payments. Your booking system account will be automatically credited if your online transaction is approved by Stripe.

Buy Credit Online

Amount:
£40.00 credit for booking fees

Terms & Conditions:

You are entitled to a full refund within 14 days of purchase, provided you have not used your credit on this system. When you use credit to book courts or activities, the booking fees may or may not be refundable as booking system credit only, subject to our [Booking Rules](#).

[Continue to Payment](#)

Powered by stripe



*You can top-up your Mycourts account on-line via STRIPE.
Minimum top-up amount £20 for tennis only members, £40 for all padel members*

Account History

Click here for your [Playing History](#) (shows who you played).

Account Balance: £86.40

Transactions per page
Pages: 49 **50**

	Date	Description	Credit	Debit	Balance
		-- sum of previous transactions --	£901.00	£786.80	£114.20
487	21/06/2026	Tuesday 23/06/2026, Indoor Tennis 1, 1000 hrs		£5.20	£109.00
488	21/06/2026	Tuesday 23/06/2026, Indoor Tennis 1, 1100 hrs		£5.20	£103.80
489	21/06/2026	Tuesday 23/06/2026, Indoor Tennis 1, 1030 hrs		£5.20	£98.60
490	21/06/2026	Credit Transfer from Richard Gibson, "23 June"	£3.90		£102.50

Your account history shows the movements on your account. Note when you amend or cancel something that changes the charges, the original charges are reversed out and replaced with any new charge if applicable. Your account will not show the original and reversed entries.

Transfer Credit

[Transfer Credit](#) | [Request Credit](#)

Transfer Credit to other Members

Account balance: £86.40

Amount to transfer (£0.25 minimum):

£

Select member to credit:

Memo

Terms & Conditions:

☐ I understand this transaction cannot be reversed or refunded.

[Submit](#)

You can transfer credit from your Mycourts account to another member's account e.g. to reimburse the member for court booking or lighting charges or anything else you agree to e.g match fees.

Alan Genzel

[Install App](#)

[Your Bookings](#)

[Cancelled Court Alerts](#)

[Booking Rules](#)

£86.40 credit

[Buy Credit](#)

[Transfer Credit](#)

[Account History](#)

[Privacy Settings](#)

[Email Settings](#)

[Change Password or PIN](#)

[Membership Subscription](#)

[Logout](#)

Change your Mycourts password or Kiosk PIN (Kiosk is the device in the foyer by the main entrance to the Club, not needed or often used these days).

Booking A Padel Court on Booking Date

Are you sure you want to make this booking?

1. Highlight slots to book

2. Click Book Now

Book Now

You will be charged for the court and any Padel Guests specified

Tuesday 28/07/2026

MORNING AFTERNOON **EVENING** ALL TIMES

INDOOR 1-2 OUTDOOR 1-3 OUTDOOR 4-9 OUTDOOR 10-11 **PADEL**

20:56 sunset

PADEL 1	PADEL 2
18:00: closed	18:00: closed
18:30: closed	18:30: closed
17:00: closed	17:00: closed
17:30: closed	17:30: closed
18:00: closed	18:00: closed
18:30: closed	18:30: closed
19:00: closed	19:00: closed
19:30: closed	19:30: closed
20:00: Alan Genzel	20:00: closed
*** Padel Guest £3 per 30 mins, TP Family Full Genzel	20:30: closed
20:30: Alan Genzel	20:30: closed
*** Padel Guest £3 per 30 mins, TP Family Full Genzel	21:00: closed

"Booking Sheet" Details

"Your Bookings" Details

"Booking Sheet"

NOTES

- You can book up to 14 days in advance from 07:15
- You can book up to 90 mins a day
- You cannot book both padel courts with the same start time
- You cannot book tennis and padel courts with the same start time
- Lighting is included in your padel booking charge
- You must have sufficient funds on your Mycourts account to pay for the court booking charges but can go overdrawn for any guest fees. Once overdrawn you cannot book further courts or be included on another member's booking until your account has been topped up



Byfleet Lawn Tennis Club

Dear Alan

You have made the following reservation.

Padel 1

Tuesday 28 July 2026
2000 hrs, 2030 hrs
60 minutes

£36.00

Thank you for selecting your playing partner/opponent.

*** Padel Guest £3 per 30 mins, TP Family Full Genzel

Your account balance is now £81.30
You can check your account history when you login to the website.

<https://bltc.mycourts.co.uk/>

Save to Calendar (download ICS file)

https://bltc.mycourts.co.uk/ics/mycourts_booking.ics?33188686-6fd101cd-60

Only the booking member will receive a confirmation email when making the original booking (no update email is sent for any subsequent amendments to partner/opponents)

TP Family Full Genzel

Tuesday 28 July 2026
2000, 2030 hrs (60 minutes)
Padel 1

£30.00 booking fee
+ £6.00 guest fees
= £36.00 paid by Alan Genzel

Transfer £7.50 to Alan Genzel

Playing partners/opponents:

- TP Family Full Genzel
- Padel Guest £3 per 30 mins



Playing member's view

Tuesday 28 July 2026
2000, 2030 hrs (60 minutes)
Padel 1

£30.00 booking fee
+ £6.00 guest fees
= £36.00

Select playing partners

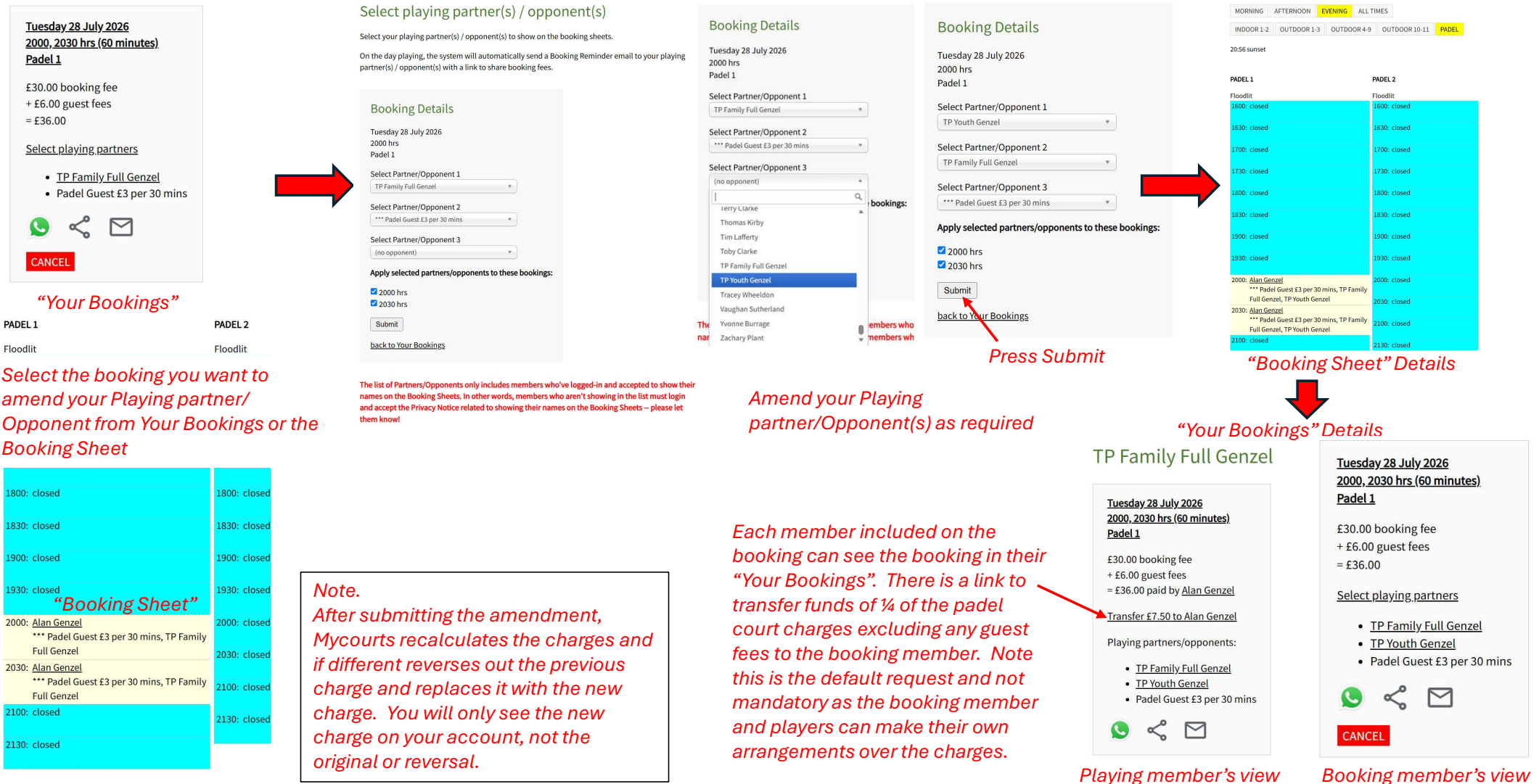
- TP Family Full Genzel
- Padel Guest £3 per 30 mins



CANCEL

Booking member's view

Amending A Padel Court Booking (Allowed Up-to the Booking Start Time)



Tuesday 28/07/2026

MORNING AFTERNOON **EVENING** ALL TIMES

INDOOR 1-2 OUTDOOR 1-3 OUTDOOR 4-9 OUTDOOR 10-11 **PADEL**

20:56 sunset

PADEL 1	PADEL 2
Floodlit	Floodlit
1600: closed	1600: closed
1630: closed	1630: closed
1700: closed	1700: closed
1730: closed	1730: closed
1800: closed	1800: closed
1830: closed	1830: closed
1900: closed	1900: closed
1930: closed	1930: closed
2000: Alan Genzel *** Padel Guest £3 per 30 mins, TP Family Full Genzel, TP Youth Genzel	2000: closed
2030: Alan Genzel *** Padel Guest £3 per 30 mins, TP Family Full Genzel, TP Youth Genzel	2030: closed
2100: closed	2100: closed
2130: closed	2130: closed

NOTES

- *You cannot cancel a booking slot after its start time.*
- *If you cancel a booking 24 or more hours in advance you will receive a full refund of the court charge and any guest fees*
- *If you cancel a booking less than 24 hours in advance the court charge and any guest fees will be reversed out on your account and replaced with a late cancellation fee*
- *If the court is subsequently re-booked you will receive a reversal of any late cancellation fee paid*

Tuesday 28 July 2026

2000, 2030 hrs (60 minutes)

Padel 1

£30.00 booking fee

+ £6.00 guest fees

= £36.00

Select playing partners

- TP Family Full Genzel
- TP Youth Genzel
- Padel Guest £3 per 30 mins



CANCEL

**Cancel
one or more
booking slots**

Padel 1

Tuesday 28 July 2026

- ✓ 2000 hrs (£18.00 refund, £7.50 charge)
- ✓ 2030 hrs (£18.00 refund, £7.50 charge)

[Cancel Bookings](#) [back](#)

Please note:

- Late-cancellation charges are automatically refunded when the same time-slots are rebooked.
- Your Account History doesn't show refunded cancellations -- the charges for the original booking fees, late-cancellations and no-shows are reversed (removed) from your account, and your account balance is adjusted accordingly.
- Bookings cannot be cancelled after the start time has elapsed.

Booking Rules

Default is to cancel all booking slots so if you don't want to cancel all the booking slots in your booking, unselect the slot(s) you want to keep, then click **Cancel Bookings**



Dear Alan C **Byfleet Lawn Tennis Club**

This is to c Dear Alan Genzel,

Padel 1 This is to confirm that you have CANCELLED the following court.

Tuesday 28
2000 hrs Padel 1
Tuesday 28/07/2026

Your account 2030 hrs

You can check

<https://blt>

<https://blt> Your account balance is: £102.30
You can check your account history when you login to the website.
<https://bltc.mycourts.co.uk/>

If you cancel one or more of your booking slots you will receive a confirmation email for each slot cancelled.

Your new account balance will reflect the reversal of court charges and any guest fees paid and any replacement late cancellation fee applicable.

Playing Date Notification

Where the court was booked before 06:45 on the Playing Date

Each padel member on the booking receives an email reminder of the booking and is invited to share ¼ the padel court charges (excluding guest fees). Note the member is not obliged to pay and the booking member and members are free to decide what if anything each should pay.



Byfleet Lawn Tennis Club

Good morning Alan - You're playing Padel today!

Booking details:

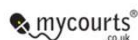
Padel 1
Tuesday 28/07/2026
2000 hrs, 2030 hrs

Booking Fee: £30.00
Guest Fee(s): £6.00

Booked and paid by: Alan Genzel

Playing with: *** Padel Guest £3 per 30 mins, TP Family Full Genzel, TP Youth Genzel

We've sent a link to share the booking fee, not including guest fees and extras (if any), to those you're playing with.



Byfleet Lawn Tennis Club

Good morning TP Youth - You're playing Padel today!



Byfleet Lawn Tennis Club

Good morning TP Family Full - You're playing Padel today!

Booking details:

Padel 1
Tuesday 28/07/2026
2000 hrs, 2030 hrs

Booking Fee: £30.00
Guest Fee(s): £6.00

Booked and paid by: Alan Genzel

Playing with: *** Padel Guest £3 per 30 mins, TP Family Full Genzel, TP Youth Genzel

Click the following link to share the booking fee (transfer £7.50 credit to Alan Genzel).

https://bltc.mycourts.co.uk/transfer.asp?to=23886&memo=Tuesday+28%2F07%2F2026+Padel+1&share_cost=7%2E5

Email to the booking member

Email to each member on the booking

Note – for courts booked after 06:45 on the playing date, no email reminder is sent to the playing members on the booking.

Day After Playing Date Notification of Additional Guest Fees (if applicable)

Tuesday 28 July 2026
2000, 2030 hrs (60 minutes)
Padel 1

Booked by Alan Genzel (paid £30.00)

Select playing partners

- TP Family Full Genzel



CANCEL

If at the start time of your booking, the booking has “no opponent” in any of the three Playing partner/Opponent slots, Mycourts will assume these to be guests and automatically charge you a guest fee around 10:15 the day after your playing date. You will receive an email confirming the revised total charge for your court booking and guest fees. Your account therefore may become overdrawn and if it does you will need to top up your credit before you can book further courts or be included on another member's booking..

In the example above, the booking member had only registered one other playing member and no padel guests by the start time of the booking slot, so the system assumes that the other two Playing partner/Opponent(s) were guests and charges the booking member an additional two guest fees for each of the two 30 minute booking slots on top of the court booking charges already paid.



Byfleet Lawn Tennis Club

Dear Alan

You have now been charged additional guest fees as you had less than three appropriate member(s)/guest(s) selected as playing partners/opponents for the following bookings. Your total booking charge for the court and additional guest fees is now:

Tuesday 28/07/2026, Padel 1, 2000 hrs (inc. guest fee), £ 21.00
Tuesday 28/07/2026, Padel 1, 2030 hrs (inc. guest fee), £ 21.00

Please be sure to select your member playing partners/opponents when you are playing other members prior to playing, it's not possible to do this after the start time of your booking.

Where no playing partner/opponents have been selected, the system assumes you've played padel doubles with non-members/guests and automatically applies guest fee charges to your booking system account.

Your account balance is now £75.30. If you're in deficit, you will need to top-up in order to continue booking courts.

Note – the booking member is responsible for ensuring their booking playing partner/opponents are correct before the start time of each booking slot. The Club will not reimburse members who have forgotten to record members before the start time.

Appendix 1 – Club Padel Court Booking Policy

Policy Description	Policy Detail
Who can book padel courts?	All Full Padel playing category members.
Who can the booking member include in a padel booking?	Any Full Padel or under 18 family padel member or a Padel Guest can be specified for each of the three slots before the booking start time.
Book from today n days in advance	14 days for all Full Padel memberships
Book nth day from today at	07:15
Single booking times allowed in minutes per court	30, 60 or 90 mins.
Max Minutes a member can book per day (mins)	90 mins per day.
Max number of separate bookings	Unrestricted within max minutes limit.
Can book both padel courts with the same start time (as separate bookings)	No (and tennis and padel members cannot book tennis and padel courts with the same start time)
Court Booking Charge per 30 mins booking slot	£15 per 30 mins
Guest Fee. Where the member specifies Padel Guest as a playing partner/opponent, the guest fee will be charged to the booking member immediately at the rate of £3 per Guest per 30 mins booked. If the booking contains any (no opponent) at the start time of the booking slot, the booking member will be charged a guest fee for each the day after the playing date.	£3 per 30 mins per guest. If the padel guest is replaced by a padel member before the booking start time the guest fee will be reversed out of the member's account.
Court cancellation 24 or more hours before start time of booking	Court charge and any guest fees are reversed.
Court cancellation less than 24 hours before booking start time.	Court charge and any guest fee(s) are reversed and replaced with a late cancellation fee of £7.50 per 30 mins.
If the court booking slot is subsequently booked out.	The late cancellation fee for the booking slot is reversed.
Minimum Member <u>MyCourts</u> Account Top-up Amount via STRIPE (for all Padel & Tennis and Padel members) <i>Note: Member must have sufficient credit on their <u>MyCourts</u> account for the court booking charge but not for guest fees.</i>	£40 (note this is different to tennis only that has a minimum £20 top up)
Members account is overdrawn due to paying guest fees	Member cannot book courts or be included in another member's booking until their account is in credit.
Club closes courts	Full refund of court booking charges, guest fees and late cancellation fines as applicable.