

## CLASS BOOKING POLICY (FAQs)

### **1. Class bookings can be made online or via the mobile app from 8pm, 9 days in advance or 8 days in advance at reception, in person or over the phone.**

**Q.** How do I register for online bookings?

**A.** You need to have registered for the Member's Area. Visit <https://www.harbourclub.com/account/registration> to register and log in. Once registered, you will see the online booking system link.

**Q.** How do I access the mobile app?

**A.** When you open the app on the first occasion it will ask for your username and password, these are the same details generated from the website Member's Area registration so this should be done first.

**Q.** Does the 8 or 9 days include the current day?

**A.** You can book 8 or 9 days ahead of the current day so if you were booking on a Monday you can book for the following Wednesday online or Tuesday via reception from 8pm.

**Q.** Why do people booking online get an extra day's booking rights?

**A.** We want to encourage members to book online to speed up the booking process and improve the experience for other members at reception.

**Q.** I do not have access to the internet how should I book 9 days in advance?

**A.** All of our clubs have an internet café facility. See a member of the team and they would be happy to help you register on the Member's Lounge so you can make bookings in club through one of our member computers in club.

**Q.** If I class is full that I'd like to book, how am I made aware that a space has become available?

**A.** This 'Alert Me' service is available in the mobile app. simply click on the class and if it is full at this time, you will have an option to toggle an alert on or off. You must also have allowed the Harbour Club app to send you push notifications. You can manage this in your settings.

### **2. All courses are available for booking once published on the timetable except for All Stars which is subject to a 'Priority Booking' window.**

**Q.** How long in advance can I book a course?

**A.** Up to 90 days in advance depending on the course and at the point it is published on the timetable for booking.

**Q.** What is a Priority Booking window?

**A.** Booking for All Stars courses is subject to a Priority Booking window which is a period exclusively for current child participants to renew for a following term. Booking will open up to any other children at the end of this period. These dates will be advertised in club.

**Q.** I pay for my child's All Stars course by Direct Debit. Do I need to book again?

**A.** No. The club will automatically renew your child's place onto the same or recommended course for a following term unless you have given your notice to cancel.

**Q.** Can my child book on Tennis All Stars even if I am not a racquets member?

**A.** Yes. We want to encourage children to learn and participate in all of the club products so they are all effectively full racquets members.

**Q.** If my club doesn't have tennis, can my child book on Tennis All Stars at another club even if I am not a racquets member?

**A.** Providing you have access to the club with your membership package, your child would be able to join a Tennis All Stars course at another club. Please see your club membership team to check.

### **3. Harbour Club members can book classes up to 9 days in advance online at their home club or any David Lloyd Leisure Club or 8 days in advance via reception. Chelsea Harbour members may also book at Notting Hill and Kensington Harbour Clubs. Notting Hill and Kensington Harbour Clubs members are able to book at both clubs.**

**Q.** As a Notting Hill or Kensington member how would I gain access and booking rights at Chelsea?

**A.** Ask one of the membership team for details on how to upgrade your membership.

### **4. Booking rights follow peak and off-peak membership access rights.**

**Q.** What is the latest time I can make a booking for as an off-peak member?

**A.** The last time you can make a booking is at the latest your membership will permit entry to the club. So if the last entry time is 4pm during the week for example then the last booking is 4pm.

**Q.** What is the earliest time I can make a booking for as an off-peak member?

**A.** The earliest time you can make a booking is at the earliest your membership will permit entry to the club. So if the first entry time is 2pm at the weekend for example then the first booking is 2pm. During the week this will usually be when the club opens.

**Q.** Can I book onto a class at a peak time if I am an off peak member and enter the club before 4pm?

**A.** No. You will not be able to book any class at a peak time. If you wish to secure a place you will need to upgrade. See one of the membership team for more information.

### **5. Classes can be booked for any person connected with your membership package.**

**Q.** I can't seem to make a booking for my partner or child on the app or online. Why is this?

**A.** The primary member needs to set the permissions for any linked members to be allowed to make bookings for any other members on their membership account. This can be done via the 'Permissions' section in the mobile app settings or via online booking system.

**Q.** Can I make a booking at reception for my friend?

**A.** You can only book for yourself and any other members linked to your membership. Your friend must make their own booking.

**6. Bookings for junior members under 14 years of age can only be made by an adult (parent or guardian). Any adult linked to a child's membership may make the booking.**

**Q.** I can't seem to make a booking for my child online. Why is this?

**A.** The primary member needs to set the permissions for any linked members to be allowed to make bookings for any other members including juniors on their membership account. This can be done via the 'Permissions' section in the mobile app settings or via the online booking system.

**7. Certain classes are restricted by age group. Junior members can only be booked onto a class that is appropriate for their age.**

**Q.** What is the minimum age for Group Exercise classes?

**A.** The majority of our classes are open to 14+ years, however we would advise a Group Exercise Welcome is booked to discuss classes that are appropriate for this age group. Juniors aged 14 & 15 years must be accompanied by an adult. It is compulsory for them to complete a Young Adults PAR-Q form along with their parent prior to attending their first class. This can be completed at the Group Exercise Welcome or on their first Gym visit.

**8. All chargeable classes and courses must be paid for in full at the time of booking. Refunds will only apply if 24 hours notice of cancellation is given for the class booking time or before the first instance of a course.**

**Q.** Why can't I pay when I turn up?

**A.** You can if that is when you are making the booking. We require payment at the time of booking to ensure there is a commitment on the part of the member to that class or course as other members may have wanted to book but cannot as the class or course is full.

**Q.** Why can't I get a refund once the class or course has started?

**A.** There is a limit to the number of members that can take part in a class or course. Once the class or course has started we are unable to re-sell to another member. We need a commitment from the member booking to ensure that it can be delivered as planned.

**Q.** What if I am unable to attend for a reason outside of my control?

**A.** If we have 24 hours notice before the start of a class or the first week of a course then you are entitled to a refund. If less than 24 hours notice is given then no refund applies. The policy needs to be fair and consistently applied.

**Q.** Can I get a refund if I book online?

**A.** Yes, providing your cancellation is more than 24 hours before the booking time or first instance of a course when you cancel your booking the same card that was used to process the online payment will be refunded.

**Q.** If I've booked online can I get a refund in club?

**A.** No. if you've booked and paid in club by cash/card then you can only obtain a refund in club by cash/card and if you've paid online you can only get a refund using the card that you purchased with online.

**Q.** What if I cancel online with less than 24 hours notice?

**A.** You are still able to cancel and remove the booking but you will not be eligible for a refund and you may receive a cancellation notification.

**9. If you do not turn up to a class booking or cancel a class that becomes full and the space is not rebooked by another member, a 'no show' or 'cancellation' notification will apply.**

**Q.** Why do we have cancellation policy?

**A.** Classes that are fully booked in advance yet have spaces that remain unused are a major frustration to those members that were unable to book and participate. One of the aims of our policy is in the interest of all members to maximise the opportunities to participate. We want to encourage members to cancel as early as possible and also not penalise those whose space has been reused by someone else. Therefore, if you find out an hour before that you can't attend, you have an incentive to cancel; there is still a chance other members are waiting to take your spot.

**Q.** When is the latest time I can cancel without risk of receiving a cancellation notification

**A.** There is now no time threshold. For many classes that do not reach capacity, you could cancel at any point without impact. For our busiest classes, you can also cancel at any time and you will only receive the cancellation notification if your space ends up wasted. Therefore, the earlier you cancel, the more members we can notify and the greater the likelihood of your space is of being re-booked.

**Q.** Why are cancellation notifications only applied to full classes?

**A.** If a class does not become full, there is always space for other members to book so the fact that a member cancels has not affected anyone else. We don't want to penalise anyone unnecessarily so we will only award a cancellation notification if another member has missed a chance to book the space as a result. This means we will only apply cancellation notifications to classes that hit maximum occupancy.

**Q.** How do you know whose space has been booked by whom?

**A.** If 2 people cancel on a class that was full and only one member re-books, we will only apply the cancellation notification to the member who cancelled last. This should incentivise early cancellation on the occasions members can no longer attend.

**Q.** My class is never full. Why should I book?

**A.** Booking gives you a guaranteed space and it enables us to communicate with you about any changes to your class. From our perspective, it allows us to plan the session if we know the numbers in advance and more generally, the booking data helps us programme the wider timetable more effectively.

**Q.** Do 'no-shows' apply to classes that do not get full?

**A.** Yes, we want to encourage behaviour that is respectful of other members so we will always apply a no-show if you don't attend and don't cancel regardless of how busy the class is. For many classes our instructors plan their sessions based on the numbers who have booked and having accurate booking data also helps us programme our timetable more effectively.

**Q.** Could I receive a cancellation notification even if I cancel 8 days before the class?

**A.** Theoretically, although it is highly unlikely that such busy classes do not get re-booked with such advanced notice. Classes that are so popular have a number of members subscribed to alerts. The earlier a cancellation, the greater the probability is that it will be reused.

**Q.** What is the point of cancelling a class if I know that it has been fully booked and therefore I run the risk of getting a cancellation notification anyway?

**A.** The earlier you cancel a class, the greater the chance that another member can book your cancelled space. We notify members as soon as spaces become available via the 'Alert Me' feature on the mobile app. This will only work if members cancel when they know they cannot attend, so if you know that you cannot attend a class, cancel as early as possible to allow other members the best possible chance of rebooking the space.

**Q.** How will you know if I have arrived and/or attended?

**A.** You need to ensure you use your membership card at the security turnstiles at reception. This is important as if we do not have this 'check in' in it will appear as a 'no show'. It is also important that you use the correct membership card. Registers are also kept by our instructors and no-shows will be applied to members who are on the list who do not turn up.

**Q.** If a member cancels, how are other members informed that spaces are available?

**A.** Members can choose to be alerted if classes are full by turning on the 'Alert Me' function on the mobile app for each individual class. These members will be notified by push notification if a space becomes available in order of when they turned this on. Therefore, the member at the top of the list, first to turn alert me on, will receive the notification before anyone else and then the next member and so on at 2/3 minute intervals. Therefore, the person at the top of the list has a better notice and chance of booking the new space than the member 4<sup>th</sup> on the list and the situation where all four members are alerted and three miss out is avoided.

**Q.** Why can't this automatically book the space for me?

**A.** We want to ensure that the numbers of no-shows are kept to a minimum in the interest of all members. Therefore, we need you to confirm that you want to attend by booking the new space when you have been alerted that it has become available. This alert may only arrive a few minutes

before the class and if we were to automatically book you in, you may have made other plans by then and would therefore be a no-show.

**Q.** How will I be notified that I have received a cancellation or no show?

**A.** Providing you have supplied an up-to-date email address then you will receive an email for each. You will be able to see the quantity and details of any cancellations and no shows through the online booking system via the Harbour Club Member's Area. We will also send you a push notification or pop up through the mobile app.

**Q.** What happens if the club cancels the class?

**A.** The club will inform you and a cancellation notification will not apply or will be removed. This is not relevant to non-fully booked classes.

**Q.** I have received a 'cancellation/no-show notification'. How has this happened?

**A.** If you receive a cancellation notification then you must have cancelled your booking for a full class and the space was not rebooked by another member. For a no-show then it may be that you haven't 'swiped in' or used the correct membership card to access the club before the session start time. It is also possible that we have noticed that you have entered the club in time but not participated in the session you booked.

**Q.** I have received a 'cancellation/no show' and I have a question who do I contact?

**A.** If you have any questions please contact reception or direct your query by email to the attention of the Fitness Manager. See reception or the website for club specific contact details. The club should respond to your request within 48 hours.

**Q.** What if the booking system is down or the club security gates are not working?

**A.** If the booking system is down we will ensure that no inappropriate no-shows will be recorded. If the security gates are not working you must check in with reception.

## **10. Three class cancellation or no-show notifications in any 30 day period will result in the loss of advanced booking rights for 1 week (7 days).**

**Q.** Why over a 30 day period why not 60 days for example?

**A.** The rule is to encourage members to participate or to cancel with enough time to allow other members to book and join in. We feel that 3 times in 30 days is appropriate for the volume of class bookings our members generally make each week.

**Q.** If my class booking rights are suspended does that mean I can't take part?

**A.** No, it just means that you wouldn't be able to confirm a space in advance by booking. You would be free to turn up and participate should spaces be available at the start time of the class.

**Q.** Can I still book racquet courts if I am suspended?

**A.** Yes, the suspensions are distinct by type of activity, courts or classes, so if you're suspended for classes, you can still book courts and vice versa.

**Q.** I book multiple classes per week, 3 times is disproportionately low compared to a less frequent booker. Why is this not calculated as a percentage of bookings instead?

A. It is important that the policy is simple and easy to remember, calculate and enforce.

**11. If you arrive after the scheduled start time of a class, the instructor reserves the right to deny entry if deemed unsafe and another member may take your place.**

Q. Why can't I join in if I'm late and there are spaces available?

A. There are certain classes due that due to the nature of the activity would be unsafe for you to take part in if joined late. To ensure a duty of care to our members we will not allow them to participate if the instructor believes this could present a health & safety risk.

Q. I've turned up a few minutes late and someone has taken my space and there are no other spaces available. Why don't I have priority?

A. If you turn up at or before the scheduled start time of the session you will have priority over any member who has not booked. If not, then we may offer your space up to another member waiting. It may be unsafe for this member to join in at a later point after waiting to see if the original booker is going to turn up.

Q. Will I receive a no-show if I arrive after the class start time?

A. If you swipe into the club more than 15 minutes past the class start time, then we will assume you are a 'no-show' as this space could well have been offered to another member by this point.

**12. Member guests can participate in classes if spaces are available at the time of the session. The guest will need to have a valid guest pass to access the club.**

Q. What's the difference between a 'guest' pass and a 'social guest' pass?

A. With a 'guest pass' you are able to use all areas of the club whereas a 'social guest' can only use the club social areas.

Q. How do I get a guest pass?

A. You can download guest passes online or visit reception.

Q. Can I guarantee my guest a space on a class?

A. No. Members take priority so we can't guarantee they will be able to participate but if the session is not fully booked then a guest can gladly take part.

## RACQUETS BOOKING POLICY (FAQ's)

- 1. Court bookings can be made online or via the mobile app from 8am, 9 days in advance or 8 days in advance at reception, in person or over the phone.**

**Q.** How do I register for online bookings?

**A.** You need to have registered for the Member's Area. Visit <https://www.harbourclub.com/account/registration> to register and log in. Once registered, you will see the online booking system link.

**Q.** How do I access the mobile app?

**A.** When you open the app on the first occasion it will ask for your username and password, these are the same details generated from the website Member's Area registration so this should be done first.

**Q.** Does the 8 or 9 days include the current day?

**A.** You can book 8 or 9 days ahead of the current day so if you were booking on a Monday you can book for the following Wednesday online or Tuesday via reception from 8am.

**Q.** Why do people booking online get an extra day's booking rights?

**A.** We want to encourage members to book online to speed up the booking process and improve the experience for other members at reception.



**Q.** I do not have access to the internet how should I book 9 days in advance?

**A.** All of our clubs have an internet café facility. See a member of the team and they would be happy to help you register on the Member's Lounge so you can make bookings in club through one of our member computers in club.

## **2. All courses are available for booking once published on the timetable except for All Stars which is subject to a 'Priority Booking' window.**

**Q.** How long in advance can I book a course?

**A.** Up to 90 days in advance depending on the course and at the point it is published on the timetable for booking.

**Q.** What is a Priority Booking window?

**A.** Booking for All Stars courses is subject to a Priority Booking window which is a period exclusively for current child participants to renew for a following term. Booking will open up to any other children at the end of this period. These dates will be advertised in club.

**Q.** I pay for my child's All Stars course by Direct Debit. Do I need to book again?

**A.** No. The club will automatically renew your child's place onto the same or recommended course for a following term unless you have given your notice to cancel.

**Q.** Can my child book on Tennis All Stars even if I am not a racquets member?

**A.** Yes. We want to encourage children to learn and participate in all of the club products so they are all effectively full racquets members.

**Q.** If my club doesn't have tennis, can my child book on Tennis All Stars at another club even if I am not a racquets member?

**A.** Providing you have access to the club with your membership package, your child would be able to join a Tennis All Stars course at another club. Please see your club membership team to check.

## **3. All chargeable courts, classes and courses must be paid for in full at the time of booking. Refunds will only apply if 24 hours notice of cancellation is given for the class or court booking time or before the first instance of a course.**

**Q.** Why can't I pay when I turn up?

**A.** You can if that is when you are making the booking. We require payment at the time of booking to ensure there is a commitment on the part of the member to that class or course as other members may have wanted to book but cannot as the class or course is full.

**Q.** Why can't I get a refund once the class or course has started?

**A.** There is a limit to the number of members that can take part in a class or course. Once the class or course has started we are unable to re-sell to another member. We need a commitment from the member booking to ensure that it can be delivered as planned.

**Q.** What is the difference between a class and a course?

**A.** A class is a single session that you book and pay for. A course consists of a number of sessions. For example, you book and pay once and may go on 4 consecutive weeks.

**Q.** What if I am unable to attend for a reason outside of my control?

**A.** If we have 24 hours notice before the start of a class or the first week of a course then you are entitled to a refund. If less than 24 hours notice is given then no refund applies. The policy needs to be fair and consistently applied.

**Q.** Can I get a refund if I book online?

**A.** Yes, providing your cancellation is more than 24 hours before the booking time or first instance of a course when you cancel your booking the same card that was used to process the online payment will be refunded.

**Q.** If I've booked online can I get a refund in club?

**A.** No. if you've booked and paid in club by cash/card then you can only obtain a refund in club by cash/card and if you've paid online you can only get a refund using the card that you purchased with online.

**Q.** What if I cancel online with less than 24 hours notice?

**A.** You are still able to cancel and remove the booking but you will not be eligible for a refund and you may receive a late cancellation notification.

**4. Clubs reserve the right to introduce advanced booking restrictions at times where racquets courts are in 'High Demand'. During such times, the member will only be able to make one advanced booking per day. Subject to availability, additional bookings in high demand periods can be made 24 hours in advance.**

**Q.** Why should there be a limit to the number of advanced bookings?

**A.** When courts are in high demand limiting the advance booking to one per day allows more members the opportunity to book courts. However, as stated, if a court is available 24 hours before then additional bookings can be made.

**Q.** What times are these high demand periods?

**A.** They are specified by the club. Please check with the club reception. The club will keep these periods to a minimum and will review on a regular basis.

**Q.** How will I know what these restrictions are?

**A.** Please check with the club reception.

**Q.** Why can I make additional bookings 24 hours in advance at high demand times?

**A.** High demand refers to periods where anticipated booking periods are popular. As such we expect courts in these times to be booked in advance. When court slots have not been filled on the day high demand does not take effect and courts are free for all to book.

**Q.** Can children book and play at high demand periods?

**A.** Yes unless the club has imposed a restriction on children (under the age of 14 years) from booking a court.

**Q.** Can I book more courts within 24 hours?

**A.** If there are courts available on the day, we want them to be used and as all other members have had up to 9 days to book high demand does not take effect and so you would be able to make additional bookings at any time of day and without the high demand restriction on the booking duration.

**5. Booking durations are 1 hour for singles and 1 hour 30 minutes for doubles during periods within high demand. Bookings can be made for 1 hour 30 minutes for singles and 2 hours for doubles at all other times. Squash courts can be booked for 40 minutes.**

**Q.** Why is there a difference between singles & doubles?

**A.** Due to the nature of the game. One hour for singles is generally long enough for most players and we want to present the maximum amount of court time for members to book and play.

**Q.** Can I make more than one advanced booking?

**A.** Yes, unless it is within a period of high demand.

**Q.** Can I make another high demand booking if one is available on the day?

**A.** Yes. High demand does not take effect on the day so you will be able to make as many bookings as there are courts available.

**Q.** Why are there restrictions in high demand?

**A.** Our aim is to allow more members to play more often, keep wasted court time to a minimum and to maximise the number of potential bookings in a day.

**Q.** How long are Badminton and Padel bookings?

**A.** The booking durations for all sports except squash are the same as tennis.

**Q.** What if my booking overlaps with high demand, how long can I book for?

**A.** You are able to book the full duration for bookings that overlap. For example you may book a singles court of 1 hour 30 minutes that is 60 minutes inside and 30 minutes outside of high demand in one single booking or a 2 hour doubles that is 90 minutes inside and 30 minutes outside of high demand.

**6. Court booking rights follow peak and off-peak membership access rights.**

**Q.** What is the latest time I can make a booking for as an off-peak member?

**A.** The last time you can make a booking is at the latest your membership will permit entry to the club. So if the last entry time is 4pm during the week for example then the last booking is 4pm.

**Q.** What is the earliest time I can make a booking for as an off-peak member?

**A.** The earliest time you can make a booking is at the earliest your membership will permit entry to the club. So if the first entry time is 2pm at the weekend for example then the first booking is 2pm. During the week this will usually be when the club opens.

**Q.** Can my child take part in All Stars sessions that are at peak times if I am an off-peak member?

**A.** Children's booking rights and usage are not restricted so we will allow you in to accompany, supervise and sign in & out your child during their activities. This does not permit you to use the facilities.

**Q.** Can I book a court at a peak time if I am an off peak member and enter the club before 4pm?

**A.** No. You will not be able to book any class at a peak time. If you wish to secure a place you will need to upgrade. See one of the membership team for more information.

**7. Bookings require the names of all players. If players' names are not available at the time of booking, the booking will be held provisionally. To confirm the court booking players names must be provided 24 hours prior to the booking start time or the court will be released. Amendments to players' names can be made at any time prior to booking start time.**

**Q.** Why do I have to give the names at all?

**A.** For a number of reasons. Importantly we want to protect your membership and ensure that only eligible racquets members are playing. We also need to allocate the correct playing duration. Knowing who is on court and when is important for planning and communication.

**Q.** What if I actually don't know their full name or surname?

**A.** You will need to ask them how their name is recorded in the membership system or search by membership number.

**Q.** How can I search for members?

**A.** You can search by first name, last name and/or membership number.

**Q.** What happens if I don't know the names when I make the booking?

**A.** The booking will be provisional until the names have been provided. You must do this at least 24 hours before the booking start time or you will lose the booking. We will send you an email if this is the case so you have a chance to re-book.

**Q.** What happens if the players change?

**A.** You must go online or on the app and change the names or inform reception prior to the start of the booking. Bookings will be regarded as no-shows if the incorrect players are on the booking at the start time.

**Q.** What's the latest point at which I can add or change the names?

**A.** Up to the start time of your booking.

**Q.** What happens if I want to change from a singles game to a doubles game or vice versa, can I just add or delete more names – what will happen to the time allocation?

**A.** Each type of booking has different rules so you will need to cancel this booking and re-book

**Q.** Can I book a court to practice on my own or for when I'm hitting using a ball machine?

**A.** No. You can't book a court for practice; however providing you are a Full or Platinum member, you can make use of a court if one is available at the time you wish to practice. If the court you are on is subsequently booked you will have to vacate the court.

## **8. Classes and courts can be booked for any person connected with your membership package.**

**Q.** I can't seem to make a booking for my partner or child on the app or online. Why is this?

**A.** The primary member needs to set the permissions for any linked members to be allowed to make bookings for any other members on their membership account. This can be done via the 'Permissions' section of the mobile app settings or via the online booking system.

**Q.** Can I make a booking at reception for my friend?

**A.** You can only book for yourself and any other members linked to your membership. Your friend must make their own booking.

## **9. Bookings for junior members under 14 years of age can only be made by an adult (parent or guardian). Any adult linked to a child's membership may make the booking.**

**Q.** I can't seem to make a booking for my child online. Why is this?

**A.** The primary member needs to set the permissions for any linked members to be allowed to make bookings for any other members including juniors on their membership account. This can be done via the 'Permissions' tab in the online booking system.

**Q.** What if the adult is not a racquet member?

**A.** That doesn't matter. They are only making the booking for the junior member.

**Q.** What if the child booking wants to play with their parent who is not a racquet member?

**A.** The parent would book the court on behalf of the child and if the opponent or partner was not a racquets member the relevant court fee would be payable at the time of booking.

**10. Courts for private tennis lessons can be booked online, at reception, or via the coach. To book lessons less than 24 hours in advance please speak directly to your coach.**

**Q.** Why can't I book online or at reception with less than 24 hours notice?

**A.** There needs to be a reasonable amount of time for the coach to receive confirmation of their booking.

**Q.** Can I pay the coach at the same time as making the booking?

**A.** For private lessons you need to pay the coach directly. For classes and courses you must pay online or at reception.

**Q.** How do I cancel?

**A.** Online, through reception or via the coach.

**Q.** How do I get a refund for a private lesson if I cancel?

**A.** Our coaches are self employed and so you must check with the coach directly about their terms and conditions.

**11. If a court booking is not used or is cancelled with 24 hours advance notice or less, a 'no show' or 'late cancellation' notification will apply to the member who booked the court, unless the court is rebooked by another member.**

**Q.** Why do we have late cancellation policy?

**A.** Courts that are pre-booked yet remain unused are a major frustration to those members that were unable to book and participate and then see spaces available. One of the aims of our policy is in the interest of all members to maximise the opportunities to participate and by reducing the high volume of no shows and late cancellations more members will be able to take part.

**Q.** Why 24 hours notice?

**A.** To allow enough time for another member to book.

**Q.** What is the point of cancelling within 24 hours if I'm going to get a late cancellation?

**A.** To give opportunities for other members to book on and for court bookings, should another member book the court after you have cancelled the notification will not apply.

**Q.** How will you know if I have arrived at the club or not?

**A.** You need to ensure you use your membership card at the security turnstiles at reception. This is important as if we do not have this 'check in' in it will appear as a no-show. It is also important that you use the correct membership card.

**Q.** What if I, the booker, have arrived on time but my opponent has not?

**A.** As the person responsible for the booking, and your opponent is late, then you would be potentially liable to receive a no-show notification. If you know in advance that your opponent cannot make the booking you should change your players either on the mobile app, online or at reception. The players on the booking must arrive in reasonable time to avoid a no-show.

**Q.** As the booker, why should I be penalised with the no show notification if it my partner or opponent who has not turned up?

**A.** As the booker, you are fully accountable for the booking. As it is possible to book courts and add any players to the booking it would be possible for incorrect members to be used and late cancellations/no-shows to be issued without the other player's knowledge.

**Q.** What if only one person in my doubles game has not turned up?

**A.** For a doubles games, a late cancellation will only apply if only two players have arrived (one being the member who booked the court). After which the court is made available for other members to book, or you must advise us that you wish to play singles. If 3 players 'check in' then the booking can remain as a doubles without any notification.

**Q.** What if I am playing in a competitive event or box league and I do not know my opponent?

**A.** If you have booked the court and know that your opponent is not turning up you may cancel at reception and no late cancellation will apply. If your opponent does not turn up, please inform reception as soon as possible and a no show will be waived if the court can still be cancelled or retrospectively removed.

**Q.** How will I be notified that I have received a late cancellation or no show?

**A.** Providing you have supplied an up-to-date email address then you will receive an email for each one you receive and also an email to notify you that your booking rights have been temporarily suspended should you incur multiple no-shows or late cancellations within a certain amount of time. You will be able to see the quantity and details of any late cancellations through the online booking system via the Harbour Club Member's Lounge. If you have your mobile phone set up to receive alerts, you will also receive a notification or pop up from the Harbour Club mobile app too.

**Q.** What happens if the club or coach cancels the court with less than 24 hours notice?

**A.** The club will inform you and a late cancellation will not apply or will be removed retrospectively.

**Q.** I have received a 'late cancellation/no-show notification'. How has this happened?

**A.** If you receive a late cancellation then you must have cancelled your booking with less than 24 hours notice. For a no-show then it may be that you haven't 'swiped in' or used the correct membership card to access the club before the court start time. It is also possible that we have noticed that you have entered the club in time but not used the court that you had booked.

**Q.** I have received a 'late cancellation/no show' and I have a question who do I contact?

**A.** If you have any questions please contact reception or direct your query by email to the attention of the Sports Manager. See reception or the website for club specific contact details. The club should respond to your request within 48 hours.

**Q.** What if the booking system is down or the club security gates are not working?

**A.** If the booking system is down we will ensure that no inappropriate no-shows or late cancellations will be recorded. If the security gates are not working you must check in with reception.

## **12. Three late court cancellations or no-shows in any 90 day period will result in the loss of advanced booking rights for 1 month (30 days) for courts and private lessons.**

**Q.** Why over a 90 day period why not 60 days for example?

**A.** The rule is to encourage members to participate or to cancel with enough time to allow other members to book and join in. 3 times over 90 days is 1 per month which we feel is appropriate for the number of court bookings our members generally make in this timescale.

**Q.** Does that mean I can't attend courses and classes if I have lost my advanced booking rights?

**A.** Suspensions are split by activity types so you may still attend any courses you are currently booked on or book onto any classes while you're court booking rights are suspended and vice versa.

**Q.** What if the late cancellation or no-show was not my fault?

**A.** As the person booking we are asking you to take responsibility for that booking. The rule is set to 3 late cancellations before the withdrawal of your advanced booking rights to allow for this type of eventuality.

**Q.** Does this mean I can't play racquet sports for a month?

**A.** No. It means you cannot book in advance. You can be an additional player on another member's booking, walk on court if one is free or join in on courses and classes.

**Q.** I book multiple courts per week, 3 times is disproportionately low compared to a less frequent booker. Why is this not calculated as a percentage of bookings instead?

**A.** It is important that the policy is simple and easy to remember, calculate and enforce.

**Q.** It is not possible for me to share the booking responsibility as I am the only member of our doubles tennis group who is available to make the booking at 8am. Why should I be at risk of a no-show or late cancellation each time?

**A.** If you play with a regular group then you should encourage them not to let you down or try and share booking responsibilities. If your booking rights are suspended then you can still play if another one of your group makes the booking. As courts are available to book in a variety of ways from 9 days online the 8am window may not be as pivotal to securing your preferred court and/or time.



### **13. Member guests can be named as an additional player on a court booking.**

**Q.** What's the difference between a 'guest' pass and a 'social guest' pass?

**A.** With a 'guest pass' you are able to use all areas of the club whereas a 'social guest' can only use the club social areas.

**Q.** Do I have to give the name of my guest at the time of booking?

**A.** No but we do request a name and preferably email address of the guest before the booking time. Online you can click on 'Other Players' to enter this detail. Your guest will then get an email confirming their booking.

**Q.** How can I add a guest onto my court booking?

**A.** Guests can only be added to a booking at reception or through the online booking system. The mobile app is for member v member bookings only so guests cannot be booked in this way.

**Q.** My guest will not be able to 'swipe' into the club as they don't have a membership card. Will I receive a late cancellation?

**A.** No. You will not receive a late cancellation for bookings with genuine guests as additional players. This is why we ask for your guest's full name and email address to link to your booking.

### **14. If a racquet court is empty 10 minutes after a booking start time, the court may be released for use by other members.**

**Q.** Why 10 minutes, what if I arrive 12 minutes past for example?

**A.** We realise that we need to accommodate the fact that, on occasions, members will be running late. The current policy is 10 minutes. We need to strictly apply the rule to ensure we do not lose court time that could be made available to other members.

**Q.** Who is it released to – what if there is no one on the court after the 10 minutes?

**A.** It will be released for other members to book. If the court has not been rebooked by another member then the member can rebook but the late cancellation will apply.

**Q.** I have seen a court is free and I would like to play on it. What should I do?

**A.** You must see reception who will check if the original booker is more than 10 minutes late. If this is the case then they will be able to remove the original details and book you on instead. If you simply walk on court without contacting reception then priority will go to the original booker if they turn up.

**15. Clubs reserve the right to pre book courts and restrict bookings made by junior members.**

**Q.** Why do clubs pre book courts?

**A.** To provide group coaching, maintenance, tennis events, competitions and social events.

**Q.** Why are junior members restricted and at what times are the restrictions?

**A.** We want to encourage junior members to play tennis regularly however we acknowledge that clubs during busy periods may need to prioritise adult members who pay significantly more for their membership. If there are any restrictions these will be set by the club, kept to a minimum and details will be available from reception.