

## TENNIS COURT CALENDAR – FAQs

**1. *How do I access the Tennis Court Calendar?***

The club will set up an online Tennis Court Calendar account for you and provide you with a user name and password. In order to set up an account for you we will be sharing your name and email address with MYCOURTS™ so that they can set up a Tennis Court Calendar account for you and issue you with a user name and password. You can choose to opt out if you wish, see 'Do I need to do anything' below.

**2. *Do I need to do anything?***

Adult members only need to take action if they wish to opt out. To opt out please write to Christine Hensby at [info@sltcc.co.uk](mailto:info@sltcc.co.uk) **no later than 9<sup>th</sup> June 2015**. Junior members must be opted-in by a parent or guardian who should complete and return a Parental Consent Form.

**3. *How will you use my personal information?***

Please see our [privacy policy](#) for details of how we and MYCOURTS™ (HBI Consulting Ltd) will use your personal information.

**4. *What if I change my mind later?***

No problem. Our Administrator will deal with your request as a bespoke amendment.

**5. *Who are MYCOURTS™?***

MYCOURTS™ (HBI Consulting Ltd) already provide court reservation accounts to several clubs, including our own squash and racketball section.

**6. *How do I use the calendar?***

Further information will be provided when members receive their user name and password. Squash and racketball members seem to find the system very straightforward.

**7. *Will I always have to book if I want to play tennis at the club?***

No. Booking will remain optional even for those courts which are available for booking. However, those who do book will have priority for those courts. We shall endeavour to ensure that there is always at least one and normally two non-bookable courts available for members who turn up on the day, looking for a free court.

**8. *How much will it cost? How do I pay?***

Initially, the booking fee will be 50p per half hour and the Board will keep the rate under review thereafter. Members can buy credit, minimum of £10, using Paypal. Further information about how to book will be provided online.

**9. How will the club ensure a level playing field for all members?**

The online bookings etiquette will aim to give all members, including juniors, fair access to courts. The administrator will aim to ensure a proper balance between bookable courts and those that will remain 'free'. The Tennis Committee will keep all aspects under review in the light of members' feedback.

**10. Do I have to add my personal details (email, home phone, or mobile) to the Members' Directory?**

Your email address will be included in the Members' Directory when your account is set up. You have the option to add your telephone numbers when you log in.

**11. I don't want other members to see my contact details. Can I remove them?**

You can remain incognito if you wish. Simply visit 'Edit My Profile' to change your profile settings. However, that could make it difficult for other members using the Directory to arrange leagues, tournament matches and games with you. (In 5 years, squash and racketball members have reported no concerns.)

**12. Can I use the same user name and password for both tennis and squash websites?**

All members will receive a new user name and password for the Tennis Court Calendar. You will need to retain the user name as given but it will be possible to change your password by following instructions in "My Settings".

**13. If I opt out, can I still join the adult singles leagues?**

No. For ease of administration, the adult leagues already require members to participate online.

**14. So what happens next?**

In June the club will forward the names and email addresses of all tennis members (excluding any who have opted out and juniors who have not opted in) to MYCOURTS™. MYCOURTS™ will then issue each member with a user name and password plus step-by-step instructions how to get started. Members can then sit back and enjoy all the benefits!