

RACQUETS BOOKING POLICY (FAQ's)

1. Court bookings can be made via the mobile app from 8am, 9 days in advance or 8 days in advance at the member's experience desk, in person or over the phone.

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 on the app or Tuesday via member experience desk from 8am.

Q. Why do people that are booking on the app 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. Our club has wifi, see a member of the team and they would be happy to help you register so you can make bookings in the club through your app.

2. Q. How do I book racquets courses?

A. All courses are available for booking through the racquets office once published on the timetable except for Tennis Stars which is subject to a 'Priority Booking' window. Racquets drills can be booked on the app, 9 days in advance, from 7pm.

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 Tennis Stars courses is subject to a priority booking window which is a period exclusively for current child participants to renew for the following term. Bookings will open to any other children when this period ends. These dates will be advertised in the club.

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

A. Yes. The club will not automatically renew your child's place onto the same or recommended course for a following term unless you request a rebooking.

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

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

Q. If my club doesn't have tennis, can my child book onto Tennis 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 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 can attend for the full term.

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 on the app?

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 on the app can I get a refund in the club?

A. No. if you've booked and paid in club then you can only obtain a refund in club and if you've paid on the app, you can only get a refund using the card that you purchased with on the app.

Q. What if I cancel on the app 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 review regularly.

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 at 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 restricted children (under 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 doubles during periods within high demand.

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 is padel bookings?

A. The booking durations for padel are the same as tennis in high demand times. In other times, 1 hour 30 minutes bookings can be made.

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

A. You can book the full duration for bookings that overlap. For example, you may book a court for 1 hour 30 minutes, that is 60 minutes inside and 30 minutes outside of high demand in one single booking.

6. Court booking rights follow high demand 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 Tennis 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 72 hours prior to the booking start time, or the court will be released. Amendments to players' names can be made any time before the booking start time.

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

A. For several 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 72 hours before the booking start time or you will lose the booking. We will send you an automated email if this is the case, so you have a chance to re-book.

Q. What happens if the players change?

A. You must change the names at reception prior to the start of the booking. You can also phone the club to ask to amend the names booked. 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. 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 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. 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 app settings.

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 on the app. 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 on the app.

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 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 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 on the app or at reception.

Q. How do I cancel?

A. 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 a 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 reception. This is important as if we do not have this 'check 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 at reception. The players on the booking must arrive within the first 10 minutes of the booking start time, to avoid a no-show.

Q. As the booker, why should I be penalised with the no show notification if it is 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. 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 an email to notify you that your booking rights have been temporarily suspended should you incur 3 no-shows or late cancellations within a 90 day period. You will be able to see the quantity and details of any late cancellations through the online booking. 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.

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 the racquets team.

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 your 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 on the app from 9 days in advance from 8am window may not be as pivotal to securing your preferred court

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 can use all areas of the club whereas a 'social guest' can only use the club room.

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

A. No, but we request a name and email address of the guest to confirm the 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 racquets team. 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 "no show"?

A. No. You will not receive a "no show" 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 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 that 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.

16. Health & Fitness members can book a tennis, squash, badminton or padel court on the day at any David Lloyd Leisure club if one is available. Additional charges payable at the time of booking will apply.

Q. Why can H&F members book any courts at all?

A. If courts are available on the day, then H&F members are welcome to play for a fee. It may be that they are thinking of becoming a racquets member or have been invited to play on the odd occasion. We don't want our courts to go wasted so if courts are free last minute and a H&F member is willing to pay, then we should allow them to.

Q. What charges are applied to H&F members for the privilege?

A. For tennis and padel the fee is £15 per member at periods of high demand and £10 per member at other times. For squash and badminton the fee is £7.50 and £5.

Q. Can a Health & Fitness member be named as an additional player in advance?

A. Yes, up to 9 days in advance for online bookings or 8 days via reception. Additional charges payable at the time of booking will apply. The charge will be added to the primary booker's account.

Q. Can a Health & Fitness member book in advance at another club?

A. No. H&F members have on-the-day booking rights at home or away clubs. Additional charges payable at the time of booking will apply.

17. If a Health and Fitness adult member is found to be on court without paying the appropriate fee, they must pay the court fee and the booking rights for everyone on their membership will be lost for one month.