

Membership & Booking Guide

Welcome to Warrington Sports Club

This guide is produced to help you manage your membership with WSC, control what information is shared, and help you with accessing the other services that your membership entitles you to.

SportyHQ Platform

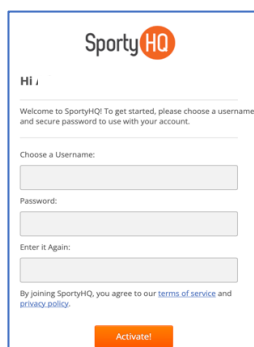
WSC uses a club management system provided by SportyHQ. WSC is just one of the many clubs using the system, but each is separate from one another. When logged on to the platform, you may see a SportyHQ logo, but you will always see Warrington Sports Club at the top of the page signifying you are at WSC. Only WSC members can access these parts. This is where you go to do things, like manage your membership, book a court, or sign up to an event.

WSC Website

The WSC website is the showcase of the club on the Internet. It provides general information about the club, how to join, and displays news items and upcoming events. It is visible to all internet visitors. There are links on the website which can take you to the SportyHQ platform via a login and a password process.

Logging In

When first joining WSC, you will be provided with a personal link that allows you to set up a username and a password for the SportyHQ platform and validates that your email address is correct (Figure 1). Once you have completed the joining process (see later), you will use either your username or your email address together with your password to log in.



The screenshot shows the SportyHQ activation interface. At the top is the SportyHQ logo. Below it, the text reads "Hi," followed by a line separator and "Welcome to SportyHQ! To get started, please choose a username and secure password to use with your account." There are three input fields: "Choose a Username:", "Password:", and "Enter it Again:". Below the fields is a line of text: "By joining SportyHQ, you agree to our [terms of service](#) and [privacy policy](#)." At the bottom is an orange "Activate!" button.

Figure 1: SportyHQ Activation

Navigating the SportyHQ Platform

When you login, you are taken to your dashboard (Figure 2). The dashboard is personalised depending on your type of membership. For the most part, the system is intuitive and easy to use.

Here you will see your upcoming bookings, events at the club, and club announcements. From here you can see the status of your membership, manage your profile, alter your privacy settings, control what emails you want to receive, change your password, see payments you have made and so on. There are **quick links** to other parts of the system, such as bookings, box leagues and club documents. Quick Links are in the sidebar to left, on the page itself (highlighted in blue), or in the dropdown box by your name at the top right of the screen.

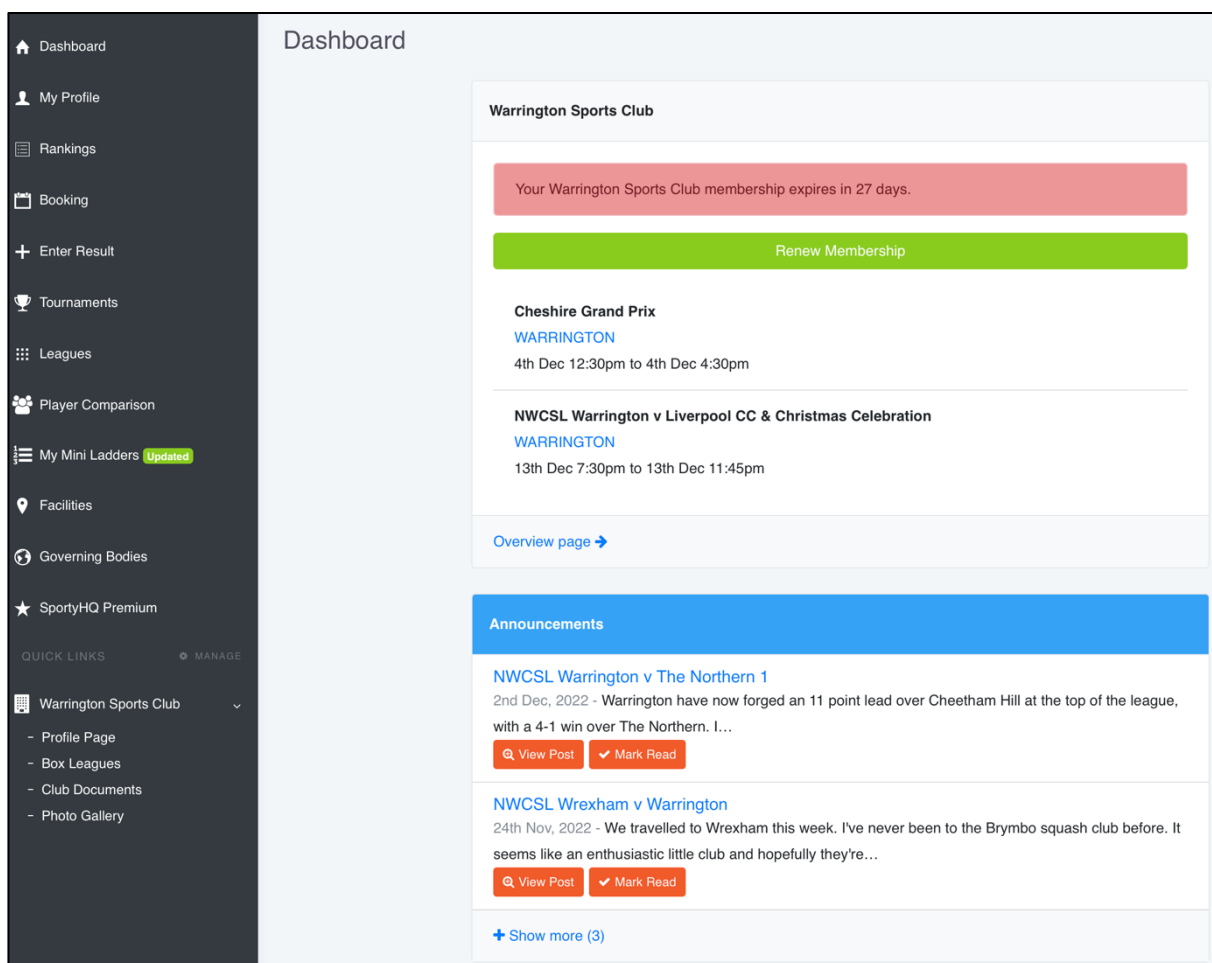


Figure 2: Dashboard

Clicking on the Profile Page under Warrington Sports Club in the side bar, gives you the club's profile (Figure 3), plus announcements, map details, membership status, more Quick Links and Club Contacts.

From here, you can email the club and go to the website (click on Visit, circled) where there is yet more information about the club and the people running it.

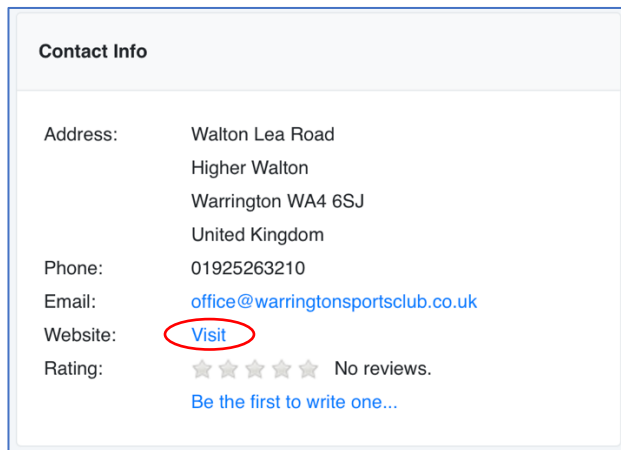


Figure 3: Part of the Club Profile Page

Managing Your Membership

If you are a new member, you will have clicked on the Join Us button and filled out the user details (Figure 5), or you will have completed a Membership Application Form (available at the club or downloadable from the website).

Once these details are received and payment is received, the Membership Secretary will confirm your membership and send you an Activation Link to your email to activate your WSC SportyHQ account. Clicking on the link, will activate your membership and allow you to set up a username and password (Figure 1) and complete further details about yourself. Your username and password is private to you only, so make a note of it. Many of the details you can add are optional, such as a photo, although some are mandatory. The mandatory information is necessary for WSC to manage your membership account. For more information on how your data is managed, please see the Privacy Notice on the website.

This is your User Profile and it can be edited by clicking on the quick links mentioned previously. If you change your email address, please contact the Membership Secretary so that we can stay in touch with you.

When it comes up to renewal time, there will be messages and links to take you through the renewal process. In Figure 2, you can see a message about the membership expiring. Payment can be made by card or by Direct Debit (arriving shortly). If you prefer to pay at the bar with a newly completed membership application form, you can, but it takes slightly longer as the process is manual.

If you choose the former, you are taken through a simple 4-step process as shown on Figure 2 (below).

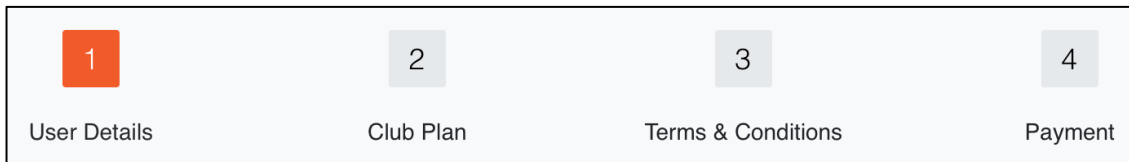


Figure 4: The 4-step process

First, you enter, or update your personal details (Figure 5).

First Name:	Test	
Middle Name(s):		
Last / Family Name:	Member	
Gender:	Male ▾	
Email:	richardbradbury20@btinternet.com	
	Updating your email address here will change it for your entire SpartyHQ account.	
Date of Birth:	February ▾	1 ▾
Type	Country	Number (incl. area code)
Cell Phone	United Kingdom ▾	07801 735602
Work Phone	United Kingdom ▾	
Home Phone	United Kingdom ▾	
Address Line 1:	Beech Cottage	
Address Line 2:	Beech Lane	
City:	Norley	
ZIP/Postal Code:	WA6 6LP	
Country:	United Kingdom ▾	
State / Province:	Cheshire West and Chester ▾	

Figure 5: User Details Form

Then, you choose what category of membership you want (Figure 6).

Select Your Warrington Sports Club Membership Plan

12 month Memberships					
Plan Name	Type	Length	Amount	Tax	Total
Multi-sport Under 23	User / Individual	Billed Every 1 Year	£115.00	£0.00	£115.00
Multi-sport Under 19	User / Individual	Billed Every 1 Year	£85.00	£0.00	£85.00
Multi-Sport Under 16	User / Individual	Billed Every 1 Year	£75.00	£0.00	£75.00
Multi-Sport Under 11	User / Individual	Billed Every 1 Year	£55.00	£0.00	£55.00
Single Sport - Archery	User / Individual	Billed Every 1 Year	£175.00	£0.00	£175.00
Single Sport - Cricket	User / Individual	Billed Every 1 Year	£175.00	£0.00	£175.00
Single Sport - Hockey	User / Individual	Billed Every 1 Year	£175.00	£0.00	£175.00
Single Sport - Squash	User / Individual	Billed Every 1 Year	£225.00	£0.00	£225.00
Single Sport - Cricket (Over 40)	User / Individual	Billed Every 1 Year	£70.00	£0.00	£70.00
Single Sport - Squash (Off-peak)	User / Individual	Billed Every 1 Year	£175.00	£0.00	£175.00
Social Membership	User / Individual	Billed Every 1 Year	£35.00	£0.00	£35.00
Multi-sport Adult	User / Individual	Billed Every 1 Year	£265.00	£0.00	£265.00
Multi-sport Senior 65+	User / Individual	Billed Every 1 Year	£125.00	£0.00	£125.00

Figure 6: Membership Plans (Current rates will be shown)

Next, you will need to acknowledge the Terms and Conditions of membership (Figure 7).

Terms & Conditions

I understand that my participation in the sports selected is at my own risk
 I undertake to observe the Club Rules* and the Code of Conduct** and I have read and understood the Privacy Notice**
 I accept the WSC Terms and Conditions** including the payment of Guest Fees (Non-Team £5, Team £10) when applicable.

By completing this registration, you are agreeing to share your contact details, including email, phone, date of birth and address, with the following entities: **Warrington Sports Club**. You can revoke this access later by visiting your privacy settings page under your profile.

I AGREE TO THE TERMS AND CONDITIONS LISTED ABOVE.

Figure 7: Declaration

Finally, you will need to make payment if you have not set up a Direct Debit mandate (Figure 8).

1 User Details 2 Club Plan 3 Terms & Conditions 4 Payment

Item Description	Amount
Warrington Sports Club: Single Sport - Squash	£225.00
Total Amount Due:	£225.00

Select Your Payment Method: Credit Card

Enter your credit or debit card details...

Card number MM / YY CVC

Figure 8: Payment

Booking a Court

Only squash and multi-sport members can book a court and you need to have activated your account. Access to the booking system can be made from the website or from your dashboard.

The booking screen will be displayed showing today's bookings (Figure 9). Booking periods displayed in green are available to book. Those in grey are in the past or cannot yet be booked. Those in blue are bookings where you are either the booker or the opponent. The date is shown at the top of the screen in a drop-down box. To look at another day, click on the dropdown box and choose the date. If your screen is limited, you can go to part of a day, morning, afternoon, or evening in the box below the date.

Monday, 9th Jan 2023		Warrington Sports Club										
Afternoon		MON 01/09										
NAME		2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM		
Court 1	1:45pm	2:30pm	3:15pm	4:00pm	4:45pm	5:30pm Richard Bradbury	6:15pm	7:00pm	7:45pm	8:30pm	9:15pm	10:00pm
Court 2	1:45pm	2:30pm	3:15pm	4:00pm	4:45pm	5:30pm	6:15pm	7:00pm	7:45pm	8:30pm	9:15pm	10:00pm
Court 3	2:00pm	2:45pm	3:30pm	4:15pm	5:00pm	5:45pm	6:30pm	7:15pm	8:00pm	8:45pm	9:30pm	10:15pm
Court 4	2:00pm	2:45pm	3:30pm	4:15pm	5:00pm	5:45pm	6:30pm	7:15pm	8:00pm	8:45pm	9:30pm	10:15pm
Court 5	0pm	2:15pm	3:00pm	3:45pm	4:30pm	5:15pm	6:00pm	6:45pm	7:30pm Cheshire Ladies	8:15pm Cheshire Ladies	9:00pm Cheshire Ladies	9:45pm
Court 6	0pm	2:15pm	3:00pm	3:45pm	4:30pm	5:15pm	6:00pm	6:45pm	7:30pm Cheshire Ladies	8:15pm Cheshire Ladies	9:00pm Cheshire Ladies	9:45pm

[My Booking History](#)

Figure 9: The Booking Screen (Part)

To book a court, click on a green box and the Booking Details screen will appear (Figure 10). The location, date and time, Reservation Type and you, as the Booking Owner, will be pre-filled by the system.

If you are playing a member, start typing the member's name in the Members box (circled in red) and a list of names will appear. As you type, the list will narrow. When you see your opponent's name, click on it to fill the box (Note: if the player's membership has lapsed, an error message will be displayed at the end of the process). To play a guest, leave the Member box blank but click on the number of guests you want to play with. For each guest, there is an additional charge (currently £5).

Reserve Time

Warrington Sports Club / 9 Jan 2023 / Reserve Time

Booking Details

Location: Warrington Sports Club, Court 1

Date & Time: Monday 9 January 2023, 5:30pm Prime Time

Sport: Squash (Singles)

Reservation Type: Playing A Game With...

Booking Owner: Richard Bradbury

Booking Length: 45 minutes

Members:

You can leave the members field blank if you are only playing with guests.

Any guests?: No guests

Notes (Admin only):

Figure 10: Booking Details Screen

At the bottom of the page, you will see the amount due (Figure 9). If you have funds in your booking account, the Balance Due will show a zero. Click on Reserve and the booking will be made.

Amount Due:	£3.50
Account	£7.74
Balance:	
Balance Due:	£0.00

✓ Your account balance is sufficient. After you complete this transaction, £3.5 will be deducted from your account balance.

Reserve

Figure 11: Amount Due and the Balance in your Booking Account

If you have insufficient funds, or this is the first time booking a court, you will be prompted to top up your booking account. You can pay by card and, shortly, by Direct Debit. There is a minimum transaction amount of £5 but you can pay more if you wish which will save time next time you book a court. Enter the card details and make payment and reserve the court. Surplus balances are carried over and show next time you book a court. If you have set up a direct debit to pay your booking fees, it will auto-topup when the threshold has been met – this feature is arriving soon.

If you go back to the calendar booking screen and click on My Booking History, you can see all your bookings in which you were either the booker or the opponent. This is in date order. From here you can quickly check what courts have been booked.

If you booked the court, you can cancel it, or change the opponent by clicking on it in the booking screen. Unfortunately, you cannot change the time. If you cancel a court more than 48 hours before the booking time you will receive a full refund. Between 48 hours and 24 hours, there is a 50% refund and between 24 hours and 4 hours, the refund is 25%. There is no refund if cancelled with less than 4 hours before the booking time.

The lights come on automatically 2 minutes before the booking time and go off at the end of the session if there is no booking either side of your session. Please make way for the people following on afterwards at the end of your session.

rgb 16.12.22