

Introduction to ClubSpark – The Online Court Booking System

For its online court booking system, CSPTC is migrating to ClubSpark, which is provided to the club free of charge as part of our affiliation with the LTA. Once you are registered with the LTA, and then registered onto our CSPTC ClubSpark account, you should find the system easy to use. The platform can be accessed via a link on the Club's website or via an App (Booker ClubSpark) downloadable on Android or Apple phones.

1. Registering with ClubSpark/LTA

- a) **Navigate** to <https://clubspark.lta.org.uk/ChalfontStPeterTennisClub> or use the link on the CSPTC web site.
- b) **Mobile App**: Download the Booker ClubSpark App from Google Playstore or Apple. Once logged in, this might be the easiest way to book courts.

Registration: Our preference is to use the LTA option rather than the email option that is also offered (the LTA route has the benefit of enabling the opting-in for the Wimbledon ballot next year as an individual, and potentially it will also increase the allocation of tickets for our club)

- If you already have an LTA account, you can login immediately.
- Your LTA password is not accessible to our ClubSpark admins. However, other details are visible to admins (not to other members). Please invent a false age if you do not wish it to be known to our admins.
- Your email address must be the same as the one provided to your CSPTC membership
- Once you have your LTA login details, you will then need to be registered with the CSPTC ClubSpark booking module. You should receive an invite from CSPTC via email. Please accept the invitation and follow the instructions.
- Please then use the same login method (preferably via the LTA option) each time you wish to make a booking.
- CSPTC cannot reset passwords/usernames. This needs to be done via the LTA login page

2. Booking a Court

- Once registered on our system, you can access the booking page directly by navigating to: <https://clubspark.lta.org.uk/ChalfontStPeterTennisClub/Booking/>
- or Clicking on the link from the CSPTC web site
- or via the mobile App on your phone

If the links don't work correctly, once you're logged in via the LTA button, you can find the booking page by going to 'Your Account', 'Your Bookings', 'Book a Court'

2.1 Procedure for Making a Booking

- Select the day/time/court that you wish to book. Click on the time slot and input the length of the booking :
- maximum 2 hours per session in 30min time slots
- Book up to 7 days in advance

- Please add other players participating (for now, most names are shown as 'guests')
- You will receive an email confirming the booking, but other participants will not
- Currently, the name associated with the booking is not visible on the booking calendar, but we aim to introduce this facility in the future

2.2 Cancelling a Booking

- Navigate to 'View my Bookings' on the Bookings Calendar or via 'Your Account', followed by 'Your Bookings'. The 'Cancel' option appears by each booking.

3. Additional Notes

- Partners/Couples/Older juniors (over 16) should use separate email addresses, since the system only recognises one email address per entry
- Please cancel any bookings not required to allow other members to book
- **Guests:** Guests are allowed to play with a member on three occasions. Please pay guest fees (£5 adults, £2 juniors) via BACS into the club's account (Sort code: 40 – 17 – 69 Account Number: 61403060). Please quote "guest" on the payment reference.

Queries: Please contact Mike or Adrian at chairman@chalfontspetertennisclub.co.uk or 07747115362