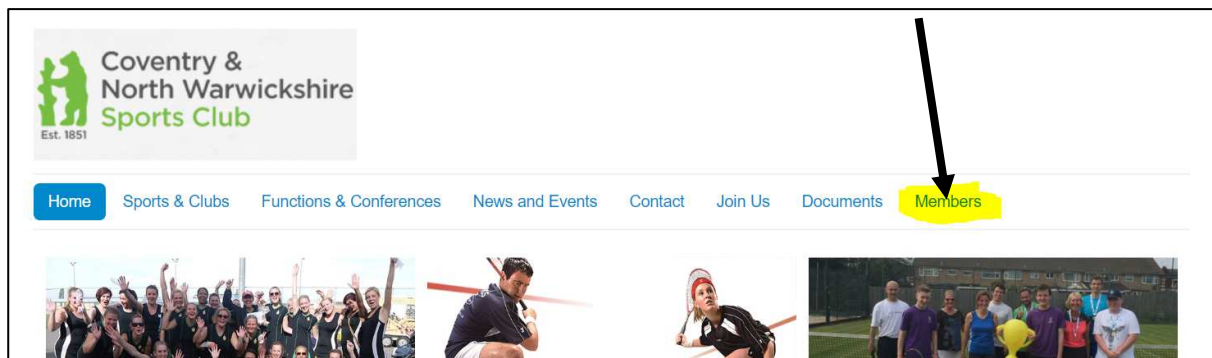
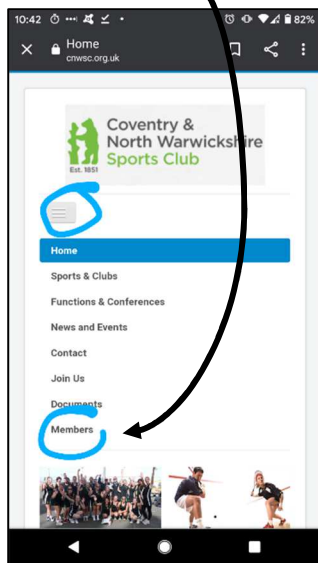


Squash booking system: Overview and basic instructions

Go to www.cnwsc.org.uk and choose the "Members" tab - here on a PC/laptop



- or here on a smartphone (press the 3 line icon first to show the tabs)



Then you will see the login page where you enter your username and password.

Now, choose the Squash Booking tab to get to your "home" screen - it shows how much credit you have, allows you to make or change bookings and shows a list of today's courts.

The following buttons are on your home screen:

Make Bookings

Hopefully self-explanatory, choose a date to see the court availability and move +1 day or -1 day if necessary. Then, when you know which time and court you want, hit the "make booking" button then select the time and opponent before confirming the court number. Your home screen will then show your credit has reduced by £2 (deposit) and your game is listed.

The deposit is taken from the booker for **all** courts booked, whether advance, on the day, Peak or Off-Peak (OP). So, you can't book a court if you have insufficient credit (less than £2) the Make Booking button won't be there!

The light fee, of 20p per player, is taken from your opponent's credit at the time of **booking** (so they need sufficient credit i.e. 20p, at that time – or their name will not be listed) and from you (the booker) at the time of **playing** (so in effect you will receive £1.80 refund IF you turn up to play).

Squash booking system: Overview and basic instructions

The court bookings become available every day from 00:01. So, for example, if you go online at 1am on Thursday 1st October you can book a day court (courts 3 & 6) for that date and you'll have access to the advance courts (courts 1, 2 & 4) for up to 2 weeks ahead (i.e. including Thursday 15th October).

Please note - the day and advance court times will not be offset (as previously), they will all be on the same 40-minute cycle e.g. 5:20pm then 6:00pm (no 5:40pm courts).

At the time you book a court (or another member books a court to play you) the details will be shown on your home screen and will remain there until the day and time of that court. Both players will be sent a confirmation email at the time of booking and a reminder email 2 days before the court time.

Of course, you won't get an email reminder if booking a court less than 2 days in advance.

Make Booking for Today

If you simply want to book a court for today this button is a quicker route.

Make Booking for 14 Days time

If you simply want to book a court for 2 week's time this button is a quicker route.

Change Opponent

Hopefully self-explanatory, confirmation emails are sent to all 3 players if the booker changes opponent.

Cancel Booking

Hopefully self-explanatory, confirmation emails are sent to both players if the booker cancels the court booking.

Show Bookings

This shows a continuous list of all courts for the next 13 days. The grid contains the names of players for each court or whether the court is available to book.

Friends

You can add up to 5 regular opponents as "friends" to make it easier to book courts with them. You can go straight to the friends section using your smartphone via this link <https://cnwsc.org.uk/Squashfriends>

Transactions

Here you can view the financial transactions (credit added, deposits taken, etc), booking transactions (dates, opponents, etc) involved with your account and change your password.

Squash booking system: Overview and basic instructions

When you turn up to play

If **both** the booker and the opponent fobs in, at the court playing screen, the lights will turn on and the deposit (minus the light fee) is returned to the booker. If **both** players do not turn up, the deposit and opponent light fee will be lost.

The booker can cancel a court at any time. Both players will be sent an email confirming the cancellation. However, the deposit and opponent light fee will not be refunded unless cancelled more than 24 hours before the court time (you must cancel tomorrow's 5.20pm court before 5.20pm today).

Playing a guest

You can book to play a guest if you choose "Squash, Guest" (at the top of the opponent dropdown list) as your opponent - you will be charged £5 for this.

No opponent yet?

If you want to book a court but don't have an opponent - you can book yourself as your opponent! Your name appears near the top of the opponent dropdown list. This is allowed as a temporary solution until you find a real opponent. You will be charged £2.20 (£2 deposit and 20p opponent light fee). If you change opponent to another member by the deadline of midnight on the day before the court time your new opponent will be charged the light fee and you will be credited back 20p.

Failure to change opponent by the deadline will result in automatic cancellation of the booking (you will lose your £2.20) and the court will become available for booking on the system.

Arrived early?

If no one is booked to play on your court before your booking you can swipe your fobs and get the lights on up to 10 minutes before your court time.

Want to play on?

If you want to play on after your court time you can book another court if one is available – any court can be booked up to 10 minutes after its start time.

"How to ..." videos

We've added some short "How to ..." videos to our website, when you log in - go to "Member Documents".