

GSTC Booking System FAQ

How do I get access to the Member's Area?

You need to be able to login to your ClubBuzz account to be able to see the Member's Area menu on the GSTC website (www.gstc.org.uk). Provided that you have registered at least once via the online site, you should be able to do this.

I do not know my username or password. How do I reset it?

You will have given a password at the time you completed your registration. If you have lost your password, it can be reset by clicking on the link at the bottom of the login page:

Forgotten your password or username? [Reset your password or username](#)

Your user name was selected by you, and was confirmed in the welcome email sent by ClubBuzz, when you completed registration. You can reset it from the forgotten password screen by following the link at the bottom:

Forgotten your username too? [Get a reminder](#)

I have tried and failed to get my username sent to me. Who do I contact?

Please note the possible reasons for failure at the bottom of the username screen, should you get that far, and if you need to contact us, please fill in the form, or preferably contact the Membership Secretary at membership@gstc.org.uk.

I have never registered with ClubBuzz, so do not have a username. How can I get one?

We hold email addresses for every member. Every April we send an email requesting members to re-register with the club, in order that we have up to date records. However we are aware that some of you have not done so for a while. If you are one of these, and want to make court bookings, please email membership@gstc.org.uk and you will be sent a new link to allow you to re-register

I do not want to book online. Can I send requests to the secretary as previously?

The simple answer is, no. With 400 members, manual processing of court bookings in response to LTA requirements for re-opening has been extremely time consuming. The committee are all volunteers and it is important that we are able to run the club efficiently, which increasingly means that we need to make maximum use of the internet and its facilities.

Will my existing bookings be transferred?

Yes, all existing bookings within the 14 day window have been transferred (subject to human error, so please do check). However, please note that you will not receive reminders for these bookings, nor can they be changed using the booking system. To change or cancel these bookings, please email bookings@gstc.org.uk.

Where has the court calendar gone?

The court calendar has been moved to the Member's Area of the web-site so that it is only available to registered members, and can be accessed via the link on the Court Calendar & Bookings page under the Member's menu on the right hand end of the menu bar.

How do I book a court?

Having looked at the court calendar to check availability, click on the booking link to access the booking system. It is then a 4 stage process:

1. Select the court you want by clicking on it
2. Select the court again (sorry)
3. Select the slot you want by clicking on it. Only available slots are shown.
4. Enter your email and initials and select what kind of session you want. If you have previously made a booking and requested to save your information, then your email will be pre-populated for you. Click 'Continue'
5. Check the booking information. Edit if necessary and Click 'Complete Booking'. You will receive an email confirmation, and be returned to the GSTC web-site.

Can I use my mobile to book?

Yes. Just access the GSTC web-site in the normal way. There is no specific mobile app, but the booking system is mobile-friendly.

Why are courts fixed to 60+15 minute slots?

The current restrictions mean that there is less availability for members to play, and the courts have been extremely busy even during the day on weekdays. The committee therefore decided that 60 minutes allowed enough opportunity for the most members to enjoy the courts. Please arrive at the beginning of your 75 minute slot and leave after 60 minutes of play. This will leave a buffer of 15 minutes before the next booking starts

Why is there a 15 minute buffer between bookings?

The LTA guidance for re-opening requires effective social distancing and as part of this, time for the previous game to vacate the courts before the next arrives to set up. We will adjust this as and when the LTA guidance changes

I want to book a longer session. Is this allowed?

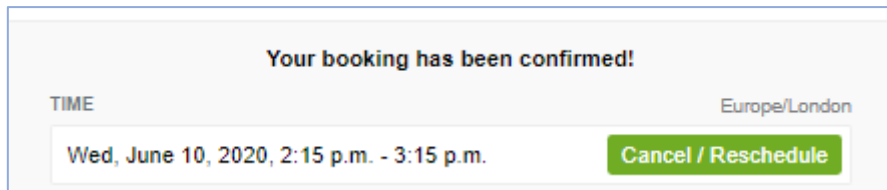
Provided at least 2 members are playing, then the second slot can be booked in a second members name, where available.

Can I book a regular slot every week?

With the exception of coaching and specific long-standing time slots, the committee have decided to limit bookings to 14 days ahead for the time being, in order to ensure fair access to all wishing to play. Therefore repeating weekly bookings are not possible for the present.

How do I change or cancel a booking?

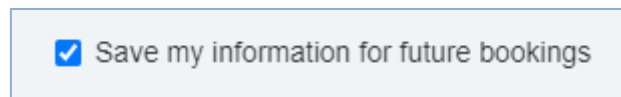
Every booking will be confirmed to the email address given at the time of booking:



To change or cancel the booking click on the green button.

Do I really need to re-enter my details every time I book?

No. The booking system will remember your details provided you tick the option at the end of the booking process.



Will I get reminder emails ahead of my booking?

Yes, you will be sent a reminder the day before any booking you have made, to the email address entered on the booking.

How secure is the booking system?

For ease, we use Google calendars to support the booking system. Although difficult to find, the calendars are necessarily public, to avoid the need for members to login to a different system every time you make a booking. Members making bookings should therefore be aware that in principle this means that any information entered may be seen externally. Practically, access to the calendars (referenced by long and arbitrary character sequences) is via the gstc web-site after login as a member.

Who are/What is Appointlet?

We use a third party cloud-based system called Appointlet to provide the booking functions.

Does the system check my initials?

No. This a freeform field to allow members to see their bookings, and those made by opponents, on the calendar. However please adopt the convention of using initials, and be aware that whatever is entered will be displayed on the calendar entry.

Why should I enter my guests initials?

This is optional. However we would like to understand more about how the courts are used, and how any guests play, and how often. There is no oversight applied. However, as with your own initials, be aware that what ever is entered my be accessed by others by clicking on the calendar entry for full details.

I am having difficulty using the system. Who do I contact?

If you are having difficulty using the booking system and have exhausted the advice above, please contact bookings@gstc.org.uk for assistance. Be aware that you will not normally be able to make bookings via this address, and that responses may take a couple of days.

I have a suggestion for improvement. Who can I send it to?

Please send any suggestions to bookings@gstc.org.uk