

GSTC Booking System FAQ

A. ACCESSING TO THE BOOKING PAGE/SYSTEM

How do I get access to the Booking System?

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](#)

You will need your username to be able to reset your password. You will receive an email at your registered email address with a link allowing you to reset your password. Click on the link to do so. If you do not receive this email, please check your spam/Junk folder. However, this is the same email as the system uses to communicate with you.

Your username was selected by you, and was confirmed in the welcome email sent by ClubBuzz, when you completed registration. If you do not have it, you can get a reminder by following the link at the bottom:

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

You will need to enter your first and family names and your registered email address, exactly as they are spelt in your ClubBuzz account. Again, you will receive an email with instructions and a link to click.

If you are unable to enter the data correctly, or think your registered email is set incorrectly because you did not receive this or any other email from GSTC, please email bookings@gstc.org.uk to get the details to allow you to proceed.

Why am I not receiving emails from GSTC (there should have been at least 5 in the last few months)?

First please check that emails are not ending up in your Spam/Junk folder. If they are, please whitelist the gstc.org.uk domain. Please note that links in emails in the Spam/Junk folder are inactivated. Any emails must be moved back to your Inbox first.

If they are not there, then please check that you are still using the email address on your account. If you wish to confirm the email address used, please email membership@gstc.org.uk

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.

B. BOOKING A COURT

How do I book a court?

First, look at the court calendar to check availability, and decide when you want to play and the court you want. Then click on the booking link to access the booking system. It is then a 4 stage process:

1. Select the correct option for what you need to do (see descriptions shown for more info).
2. Select the court you want
3. Select the slot you want by clicking on it. Only available slots are shown.
4. Fill in the fields displayed. If you have previously made a booking and requested to save your information, then some entries 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. The court calendar is quite 'busy' to be viewed on a mobile, although you can use the dropdown at top right to select a specific court to view, so we recommend you use the list version.

What are the rules?

1. Courts are in set periods of 60 minutes, starting on the hour. Bookings may be made up to 2 weeks in advance. Repeating bookings are not possible
2. Members may only book single slots. If you want a 2-hour double slot, the second should be booked by another playing member. Bookings may be made on behalf of another member, but the member must be named on the booking and must be playing
3. Guests must be named on the booking (please use relevant booking option) and the member must also be playing. The member is responsible for ensuring guests comply with club rules.
4. Junior bookings should be made by the named guardian, who accepts responsibility for safety and conduct.

- Members are required to leave promptly at the end of the booking once the next game has arrived.

How do Off-Peak bookings differ, and what are the allowed times?

Off-peak members may only play at specific times determined by the committee and normally reviewed annually. This is currently 7 a.m. to 4 p.m. on weekdays, with an extension to 5 p.m. during the summer school holidays. For Off-peak bookings the booking system will only show available times within those limitations.

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

Provided at least 2 members are playing, then a follow-on slot can be booked, but must 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.

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.

Save my information for future bookings

Why should I enter my guests names?

This is required to meet Track & Trace obligations, and further to ensure that members are adhering to the rules regarding guests. Please select one of the guest booking options. As with your other data, be aware that whatever is entered may be accessed by others by clicking on the calendar entry for full details.

Does the system check the data entered?

Not at the time of entry. These are freeform fields required either to allow members to see their bookings, and those made by opponents, on the calendar, or to meet our obligations under LTA/Covid-19 rules. Just be aware that whatever is entered will be displayed on the calendar entry. We do regularly check bookings made for analysis purposes to help the committee, and to verify that booking rules are being respected.

C. AFTER BOOKING

How do I change or cancel a booking?

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

Your booking has been confirmed!

<small>TIME</small>	<small>Europe/London</small>	
Wed, June 10, 2020, 2:15 p.m. - 3:15 p.m.		Cancel / Reschedule

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

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.

D. IN CASE OF PROBLEMS

If you are having difficulty using the booking system and have exhausted the advice above, or want to make a suggestion for improvement, 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.