

Subject: !!!TENNIS ALERT!!!

Your Tennis Committee is pleased to announce that starting immediately all tennis court reservations will be made on-line. No more paper sheets that go missing, or reservations that get scratched out! No more having to go to the courts in the pouring rain to reserve, or lying in wait on Sunday night for Ken to put out the sheets.

Now, you can sign up at any time from the comfort of your home or office. Or, you can reserve a court by phone! How great is that?

To use a court, the Member must reserve the court. All reservations must be made on-line through www.reservemycourt.com. There are no paper sign-ups. Below are the instructions for creating an account and making and deleting reservations.

Instructions for Getting Started

It is so easy. All you need to do is log on to www.reservemycourt.com. In the upper right hand corner of the Home page, you will see a login username box and password box. Before you can log in the first time, you must create your account and your username and password.

FIRST, click on the "New Player" link below the password box. This will take you to the account setup page.

SECOND, you will complete the USER INFORMATION section. You will be asked to choose your Home Facility. In the Home Facility drop down box please scroll down and choose "Park Crossing Tennis Club, Charlotte, NC." After that you will be asked for our club access code. It is "1776."

THIRD, you will complete the RESERVATIONS CONFIRMATION section. You can set up your account to receive confirmations by email (the email you entered under USER INFORMATION), by text message to the cell phone number you enter, or not to receive confirmations at all.

FOURTH, you will complete the LOGIN INFORMATION section. Your Username and Password can be anything you like.

FIFTH, if you want to have the option of making reservations by phone, complete the TELEPHONE LOGIN INFORMATION (OPTIONAL) section. The User Access Code is any 4-digit number you pick. Likewise, your PIN is any 4-digit number you like.

Making Reservations

Now you can login using your Username and Password and reserve a court. Once you login, you will see a desktop page with an announcement from Greg Rupert, the owner and developer of the Website, welcoming you and asking you to email him at greg@reservemycourt.com if you encounter problems or have questions. If you wish to call with your questions, Greg's phone number is (770) 345-9256.

The menu of pages is on the left side of the desktop page. To make a reservation, click on the RESERVATIONS link. It will take you to the RESERVATIONS page. The page will show you the court availability for the current day. To view the court availability on a future day, move your cursor over the day on the calendar. To change to the next month, click on the single arrow on right of the word "Today."

Once you have selected a day, you can enter your reservation in the "Enter Reservation Here" box. Disregard the "Once Per" and "For" boxes. They may be used by the Administrator/Pro, but not by Members. Members may reserve a court up to 1 week in advance. Each reservation is for 2 hours.

Double check the date and time of your reservation and be sure to click the RESERVE MY COURT button, and you're done. You can print your confirmation and view your reservation immediately on the calendar.

It is each Member's responsibility to delete any reservation that the Member can't keep. To do that, view the calendar, move your cursor over the reservation, and click. You must then select the reservation you want to delete, and then click the DELETE SELECTED RESERVATIONS button.

Reservations by Phone

Call toll-free (877) ONC-COURT (662-6878) and follow the prompts.

Same Day Reservations and Walk-Up Play

Each morning the Pro will post, or cause to be posted, the reservations for the day. You may reserve a court on the same day of play. Simply use a computer or telephone your reservation. Print your confirmation and bring it to the court if you can.

If you walk up without a reservation and see an open court, call reservemycourt.com to check its availability. If the court is not reserved, then you may reserve it. If it is reserved, but at least 2 players from the reserving Member's party do not arrive within 10 minutes of the start time, then the reservation is forfeited and the court becomes available for play by the walk-up Member.

Priority Reservations

No reservations may be made more than 7 days in advance except the following. The Pro may schedule clinics and lessons more than 7 days in advance, and per the Club's agreement with the Pro, the Pro has access to half the playable courts at all times (3 during the day and 2 in the evening). Queen City league matches and approved USTA team matches will be scheduled at the start of each season for the entire season. Each Queen City team may reserve at the start of each season and each offseason, up to 2 courts for 2 hours of team practice.

Feedback

The Tennis Committee voted unanimously to switch to the on-line system. After an extensive search, we selected www.reservemycourt.com. We will try this for a few months and then reassess based on Members' feedback. Please let us know what you think about the system and the site itself. Email your comments and questions to pcrecclub@bellsouth.net.