

# Court Bookings Frequently Asked Questions

If at any time you are having difficulty booking courts please send us an email to [info@cambridgeltc.com](mailto:info@cambridgeltc.com)

The following Q and A sets out the most common problems

## How do I book a court?

From the Clubs website [www.cambridgeltc.com](http://www.cambridgeltc.com) click on court bookings tab. If you haven't already registered you will be asked to register at this point.

## Why am I getting Access Denied?

### 1. Are you a current member?

All memberships expire on 31st March and if you haven't renewed this year you won't be able to book courts.

### 2. Are you logging on correctly?

Unfortunately due to the way the software is set up, however you registered initially to book courts you **MUST** always be the method you use (this will be either email + Password, or LTA credentials. The Google, Microsoft or Facebook logins are being phased out)

Sign in to book your session

Don't already have an account? [register](#)

If you registered with an email address and password...

Email address

Password

Remember me?

[Forgotten your password?](#)

SIGN IN

If you registered with your LTA or social account...

LTA

Facebook

Google

Microsoft

## Can junior members book a court?

No, the parent or guardian will need to book the court for them.

Parents / Guardians can book a court using their child's membership in a few easy steps:

- Make sure all previous ClubSpark sessions are closed down, before logging in with registered details by going to the club's booking sheet
- Sign in (as parent/ guardian e.g. "Jane Smith") with your registered log in details
- Once signed in, in the top right corner, click on the down arrow next to the parent's/ guardians name and change the user name to the child's name (e.g. "Mikey")
- With the user view changed to "Mikey Smith" Click on the "Book a court" box

## How long can I book for?

All bookings are for 90 minutes. However, in courtesy to fellow players, please finish play after 85 minutes to ensure a prompt start time for the following players, if they are ready to play.

## How many sessions can I book?

Members are currently allowed to book one court per day to enable as many members as possible the chance to play. If you try to book more than 7 sessions in a 7 day period you will get a message that says maximum sessions exceeded.

### Can I play with a non member?

Yes. However, all guests must be pre authorised giving their contact details to [info@cambridgeltc.com](mailto:info@cambridgeltc.com) and paying the £5 visitor fee into the Club bank account, details of which will be given on request. Guests are limited to 3 visits per annum.

### Can I make Floodlight Bookings?

Yes there are floodlights on courts 1 to 5 and courts 13 to 15. There are restrictions; no floodlights are allowed on Sundays and on Wednesdays only courts 1 and 2 are permitted until 10pm courts 3,4,5,13,14,15 are limited up to 8pm November and February and to 7pm December and January

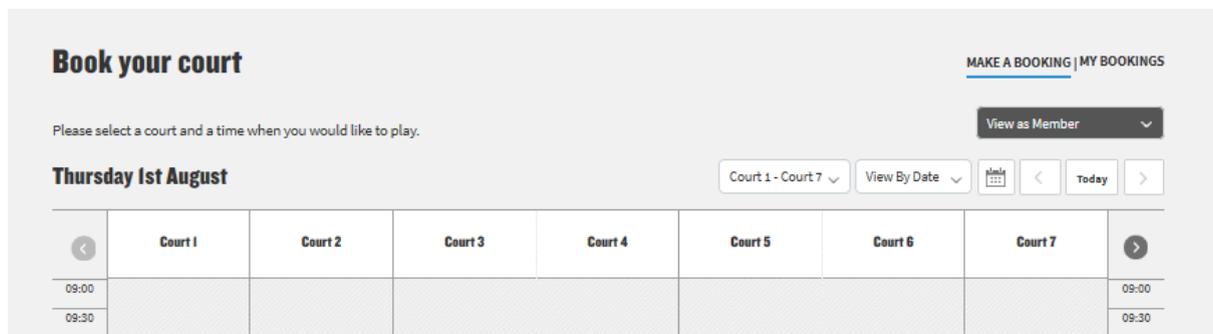
### Grass Court Bookings?

Grass courts 11 & 12 can be booked between 11am - 8pm, but are dependent on weather conditions.

### How do I cancel my court booking?

Sign into Clubspark

There are a few ways to cancel a booking. The first way is to click on the 'My bookings' tab on the booking sheet, as shown in the image below:



This will bring you to a list of your upcoming bookings, as shown in the image below: To cancel a booking, click the 'Cancel' tab adjacent to the booking you would like to cancel.

The second way is via the booking confirmation email. Within the email, there will be a link, 'click here to manage your bookings', If you click this link, a new page will open up on 'Your bookings' page where you can cancel as above.

You will be asked if you are sure you want to cancel the booking, select 'Yes' if you would like to proceed:

