



# ONLINE BOOKING

## SOME FREQUENTLY ASKED QUESTIONS

### **What is the iSquash Online Booking System?**

The iSquash Online Booking system allows players to make and manage court bookings online from any location with an internet connection.

### **How does the iSquash Online Booking work?**

Online Booking is a module within iSquash that links players with their clubs and Pay2Play courts.

### **Who can use iSquash Online Booking?**

All Squash New Zealand affiliated clubs are entitled to setup and use Online Booking for **FREE** \*.

Only members of your club who are registered in iSquash are able to use your Online Booking system at times specified by the club.

### **Why should our club use iSquash Online Booking?**

Online Booking takes the hassle out of members securing a court and removes the need for someone to manually manage court bookings. It also allows your club to organise activities and court availability to avoid any member disappointment.

### **What are the benefits of using iSquash Online Booking?**

Online Booking enables clubs to better utilise their facilities. It also has the ability to integrate with the additional Access and payment (Pay2Play) features should the club wish to add these at a later time.

### **How can iSquash Online Booking help us get more members?**

iSquash Online Booking collects information and provides accurate reports on member participation. This will allow your club to identify playing trends to tailor membership packages, plan effective member retention strategies and make informed decision about key club activities.

### **What equipment is needed and is there a cost?**

There are no costs to set up an Online Booking system for your club members to view the availability of courts and / or book courts using their own internet and devices. Your club just needs to complete the setup questionnaire so we can load your preferences.

\* However, if you wish to provide a computer kiosk inside your club (so members can view the availability of courts, check who should be on the courts and book a court) there are costs associated with purchasing (via the order form) and setting up this equipment. Once the system has been set up the only ongoing costs will be the broadband internet connection with a static IP address at the club.

### **Will our club have to pay higher levies if our casual members register in iSquash so they can book a court?**

No. All of your casual players should already be registered in iSquash. However clubs are not charged affiliation levies based on their number of members. Squash New Zealand invoices levies on the number of members on your clubs grading list on the 31<sup>st</sup> of July plus an SEM portion calculated using your clubs financial accounts.

### **Who should I contact to setup iSquash Online Booking?**

Contact Squash New Zealand who will provide a configuration questionnaire (for setup), an order form for equipment (if desired) and the iSquash Online Booking manual and user instructions.