



We are very happy to announce that we will be replacing the 10s Portal software with Court Reserve starting **June 1, 2020**. We believe this platform will help us continue to improve our tennis operations at Seven Oaks, as well as your membership experience.

QUESTIONS YOU MAY HAVE

Why is my credit card required?

The pro shop will no longer have a payment terminal. All purchases will automatically go under the member's personal account that will be debited every Sunday. Members will still have the option to come to the pro shop to pay with cash or check in addition to the online payment. Our goal is to simplify all the transactions as much as possible so everyone can focus more on just having fun playing tennis!

Important note: It is imperative that your card be on file to have an active account and play tennis at Seven Oaks.

What happens if all the courts are booked for the time I want to reserve?

If you are trying to book a court within the hour of your desired playing time, but all the courts are booked, please call the pro shop immediately to get on the waiting list. The pro shop staff will reserve the next court available for you.

Am I still allowed to drop-in at the Pro Shop?

Yes, you are still allowed to come to the pro shop to reserve a court. However, you will still be required to give all the names of the players for that reservation. Since most people will be able to reserve online one hour prior to their court time, we strongly recommend that you do not drop-in during prime playing hours to increase your chances of getting a court.

Important note: Drop-in policy may differ during COVID-19. Please refer to the last update to see if drop-ins are allowed at the facility.

What is the guest policy?

All Seven Oaks members are allowed to bring one guest per week for \$5. The \$5 fee is waived for individual members (in order to get the \$5 fee waived, individual members will have to call the pro shop to reserve their court).

Important note: Guest policy may differ during COVID-19. Please refer to the last update to see if guests are allowed at the facility.

How to Reserve a Court?

- Click **RESERVATIONS** at the top of your screen.
- Select the RESERVE A COURT section.
- Choose the date by using the arrows (top left) or by clicking the date at the top-left portion of the page.
- Choose time by clicking the **RESERVE** button at that time slot.
- Complete the reservation form by choosing the desired reservation type and entering ALL the additional members who will be present during this reservation.
 - When inviting a guest, select MISC ITEMS, GUEST FEE and enter the NUMBER OF GUESTS.
- Click SAVE CHANGES.

How to Reserve the Ball Machine?

- Click RESERVATIONS at the top of your screen.
- Select the RESERVE THE BALL MACHINE section.
- Choose date by using the arrows (top left) or by clicking the date at the top-left portion of the page.
- Choose time by clicking the RESERVE button at that time slot.
- Complete the reservation form by choosing the desired reservation type.
- Click SAVE CHANGES.

How to Cancel a Court/Ball Machine Reservation?

- Click MY PROFILE at the top-right portion of your screen.
- Find date & time of upcoming reservation you wish to cancel. Click DETAILS button on the right.
- Click red CANCEL RESERVATION button in upper left.
- Click CANCEL RESERVATION.

What is the Reservation Policy?

- Court availability can be checked online at any time.
- Courts can be reserved up to one hour in advance before court time for 30 minutes, 1 hour, or 1.5 hour time slots.
 - Members are REQUIRED to add ALL participants for each reservation and pay the guest fees (when applicable).
 - Members can bump players ONLY if no other courts are open at that time.
- The ball machine can be reserved online at any time for any open time slot from 8am to 9pm.

What is the Cancellation Policy?

- Courts/Ball Machine reservations and cancellation fees are the responsibility of the person who booked the reservation.
- We ask that members cancel their ball machine reservation at least 2 hours in advance of their reservation time.
- We ask that members cancel their court reservation within 15 minutes after court time to allow other members to potentially book that court. In the event of no show during prime playing hours, the person who booked the reservation will be charged a \$5 fee.
- Each member is allowed 5 cancellations during prime playing hours at no cost. After that, the member will lose the privilege to reserve courts online for the rest of the calendar year.

When are the Prime Playing Hours?

- Monday-Thursday: 9:30am-12:30pm & 5pm-7:30pm
- Friday: 9:30am-12:30pm
- Saturday: 9am-1pm

Please feel free to contact our staff at any time for any question. We are here to help!

Seven Oaks Tennis Pro Shop: (919) 848-9928.