THE
WEST HANTS CLUB



HOW TO USE THE ELITE LIVE APP

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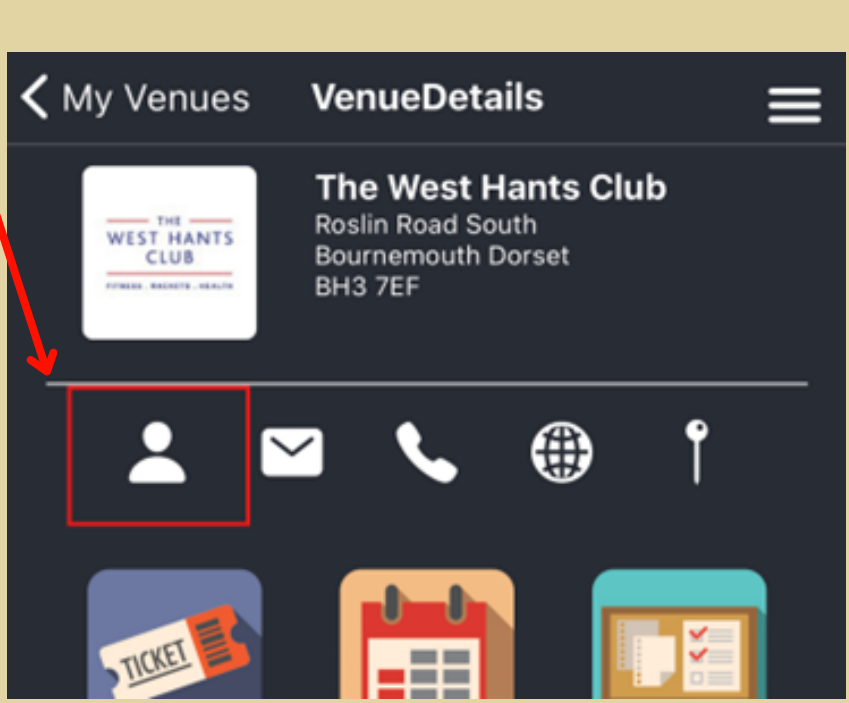
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1 - HOW TO VIEW YOUR USERNAME IN THE APP

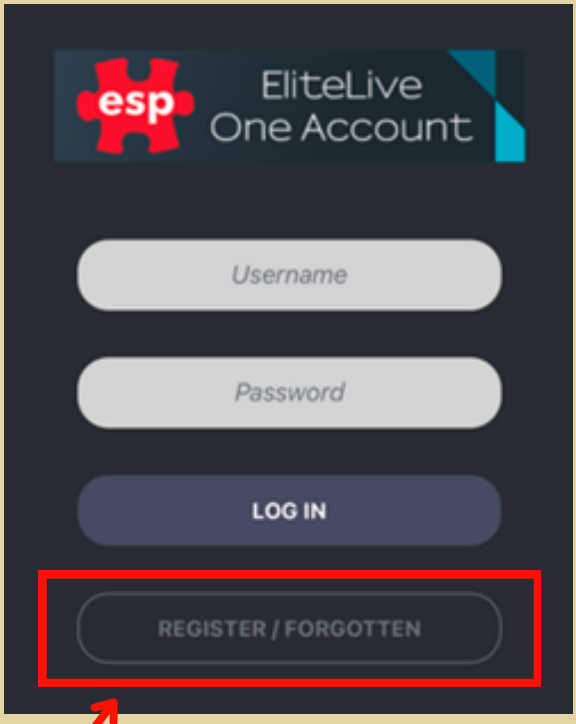
- **To view your username in the APP, go to the person icon.**

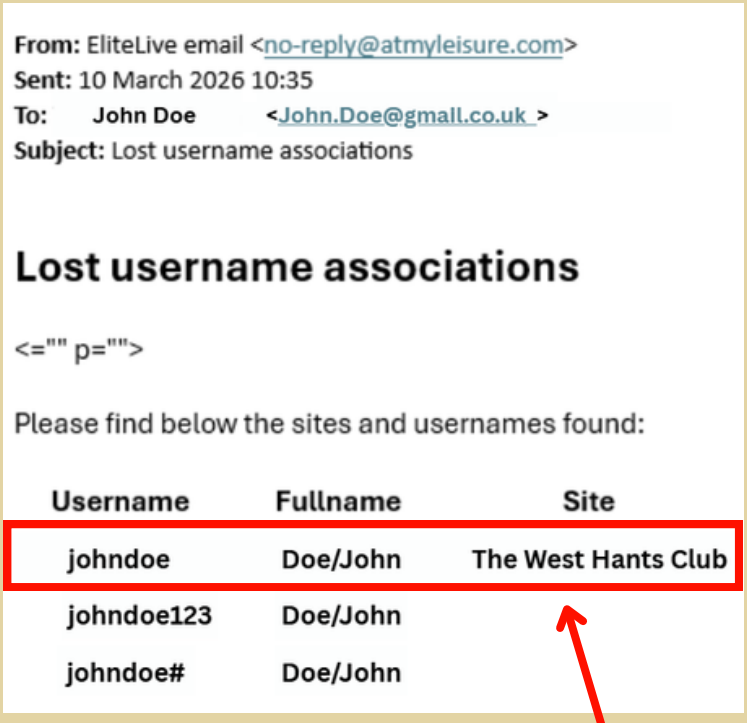


2 - HOW TO RESET YOUR PASSWORD

- **If you have forgotten your username or password, click the 'Register/Forgotten' button.**
- **Then select the 'Forgotten my Details' button and select either 'username' or 'password'.**
- **You will then be asked if you have an email from the venue with verification details. Please select 'No'.**
- **You will then be prompted to enter either your username or email address. An email will be sent to your registered email address.**

****Important** If your username email comes though with multiple email addresses, the correct username will have 'The West Hants Club' next to it:**





Correct username

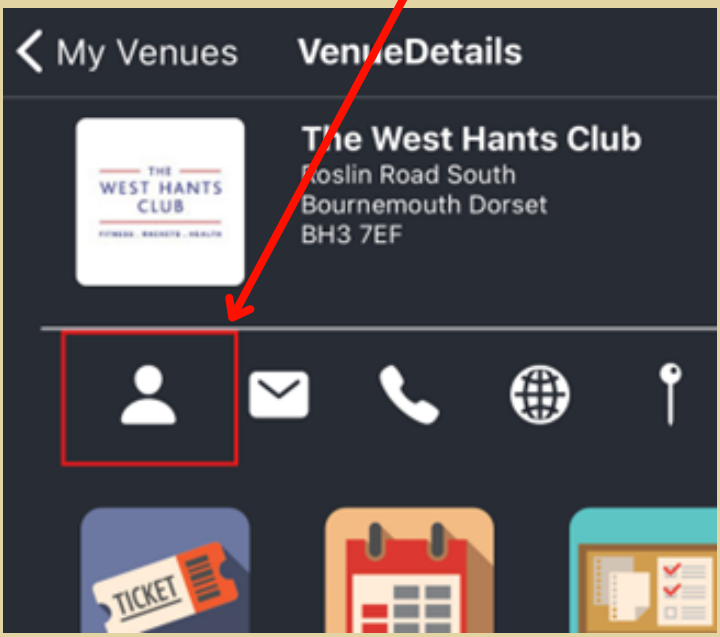
3 - TENNIS COURT BOOKINGS

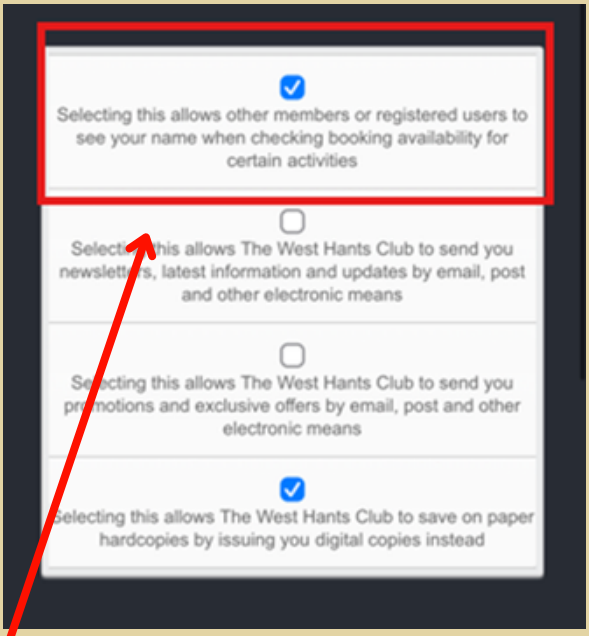
- **Court bookings open at 07:00 on the APP, 7 days in advance. Please note that in-person bookings at reception begin at 08:00.**
- **To secure a court, you must access the court booking page exactly at 07:00.**
- **If you are waiting in the APP or on desktop at 06:59, the page will not automatically refresh when bookings open.**
- **You will need to click anywhere in the APP at 07:00 to refresh the page and display the new booking date.**
- **Full Members are limited to a maximum of five hours of tennis play per week. This includes member bookings, individual lessons and all club arranged coach-led/club night sessions.**
- **Outdoor tennis bookings are not part of the weekly maximum hours.**
- **Club night can be booked on the day via the APP from 12.00.**
- **Club afternoon can be booked on the day at reception from 13.00.**
- **Cancellations: A late cancellation is recorded when a booking is cancelled with less than 24 hours notice (this doesn't apply to wait lists).**
- **No-shows: A 'no-show' occurs when a court booking or studio class is unattended without prior notice.**
- **After two cancellations or no-shows, a £10 fee will be added to your Membership account, and advance booking rights will be suspended until the fee is paid.**

4 - NAMES ON COURT BOOKINGS

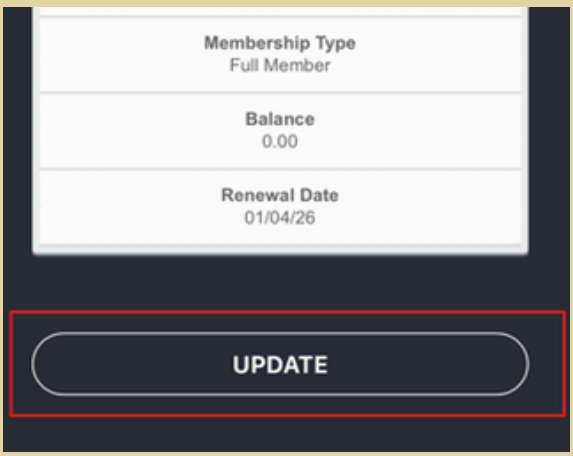
- **Having your name displayed on the court bookings page can be really helpful as it lets you confirm whether your playing partner has successfully booked a court. This helps prevent duplicate bookings and makes it easier to know which court you're on when you arrive at the club.**

- **To enable your name to be displayed on the APP, please go to your profile page (person icon) and ensure the below option is selected:**





****Important** Even if it is selected, you must scroll to the bottom of the page and click the 'Update' button. This will ensure your preferences are saved.**



5A - TENNIS COURT WAIT LISTS

- **If you're unable to book a court at your preferred day and time, please contact our reception team to be added to the wait list.**

- **They will monitor any cancellations and allocate you a court if one becomes available.**

Please inform us as soon as possible if you are unable to attend your court booking, even at short notice, so that the space can be made available to others.

5B - TENNIS CLUB NIGHT WAIT LISTS

- **When tennis club night is full, the session will disappear from the APP and a wait list will be displayed.**



- **If you see the word 'WAIT', it means you are joining a wait list rather than the actual session. If a space becomes available, you will be notified by email or through the APP, provided that you have notifications enabled (turned on).**

Please refer to section 13 for details on how to enable APP notifications.

6 - PADEL COURT BOOKINGS

- **Court bookings open at 07:00 on the APP, 7 days in advance. Please note that in-person bookings at reception begin at 08:00.**
- **To secure a court, you must access the court booking page exactly at 07:00.**
- **If you are waiting in the APP or on desktop at 06:59, the page will not automatically refresh when bookings open.**
- **You will need to click anywhere in the APP at 07:00 to refresh the page and display the new booking date.**
- **Our padel courts are exclusively for Full Members, who are limited to a maximum of four hours of padel play per week. This includes member bookings, individual lessons and all club arranged coach-led/club night sessions.**
- **Courts 1 and 2 are for adults aged 18+.**
- **Court 3 is open to all ages.**
- **Club night can be booked 7 days in advance via the APP.**
- **Cancellations: A late cancellation is recorded when a booking is cancelled with less than 24 hours notice (this doesn't apply to wait lists).**
- **No-shows: A 'no-show' occurs when a court booking or studio class is unattended without prior notice.**
- **After two cancellations or no-shows, a £10 fee will be added to your Membership account, and advance booking rights will be suspended until the fee is paid.**

7A - PADEL COURT WAIT LISTS

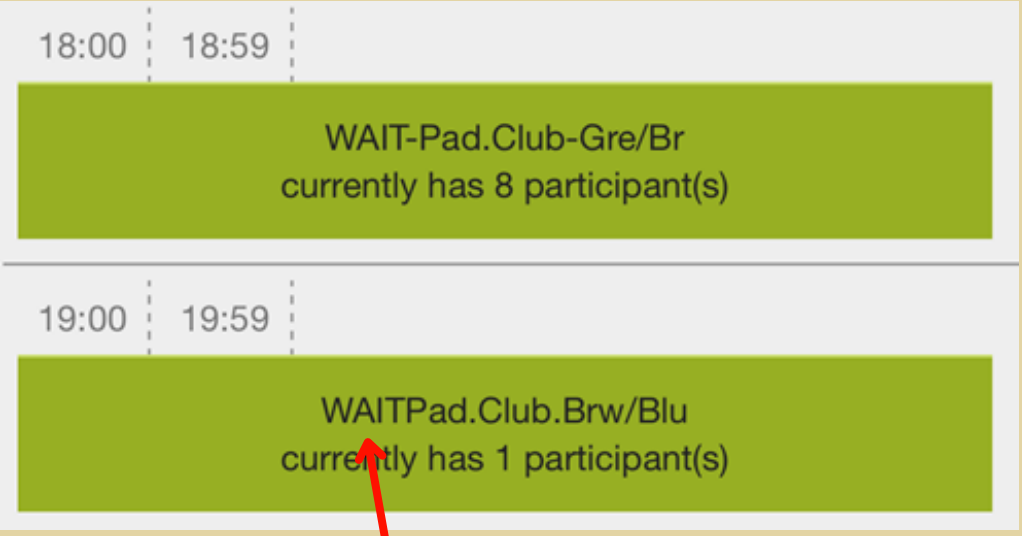
- **If you're unable to book a court at your preferred day and time, please contact our reception team to be added to the wait list.**

- **They will monitor any cancellations and allocate you a court if one becomes available.**

Please inform us as soon as possible if you are unable to attend your court booking, even at short notice, so that the space can be made available to others.

7B - PADEL CLUB NIGHT WAIT LISTS

- **When padel club night is full, the session will disappear from the APP and a wait list will be displayed.**



- **If you see the word 'WAIT', it means you are joining a wait list rather than the actual session. If a space becomes available, you will be notified by email or through the APP, provided that you have notifications enabled (turned on).**

Please refer to section 13 for details on how to enable APP notifications.

8 - SQUASH/RACKETBALL COURT BOOKINGS

- **Court bookings open at 07:00 on the APP, 7 days in advance. Please note that in-person bookings at reception begin at 08:00.**
- **To secure a court, you must access the court booking page exactly at 07:00.**
- **If you are waiting in the APP or on desktop at 06:59, the page will not automatically refresh when bookings open.**
- **You will need to click anywhere in the APP at 07:00 to refresh the page and display the new booking date.**
- **Full Members are limited to a maximum of five hours of Squash/Racketball play per week. This includes member bookings, individual lessons and all club arranged coach-led/club night sessions.**
- **Club night can be booked 7 days in advance via the APP.**
- **Cancellations: A late cancellation is recorded when a booking is cancelled with less than 24 hours notice (this doesn't apply to wait lists).**
- **No-shows: A 'no-show' occurs when a court booking or studio class is unattended without prior notice.**
- **After two cancellations or no-shows, a £10 fee will be added to your Membership account, and advance booking rights will be suspended until the fee is paid.**

9A - SQUASH/RACKETBALL COURT WAIT LISTS

- **If you're unable to book a court at your preferred day and time, please contact our reception team to be added to the wait list.**

- **They will monitor any cancellations and allocate you a court if one becomes available.**

Please inform us as soon as possible if you are unable to attend your court booking, even at short notice, so that the space can be made available to others.

9B - SQUASH/RACKETBALL CLUB NIGHT WAIT LISTS

- **When Squash/Racketball club night is full, the session will disappear from the APP and a wait list will be displayed.**



- **If you see the word 'WAIT', it means you are joining a wait list rather than the actual session. If a space becomes available, you will be notified by email or through the APP, provided that you have notifications enabled (turned on).**

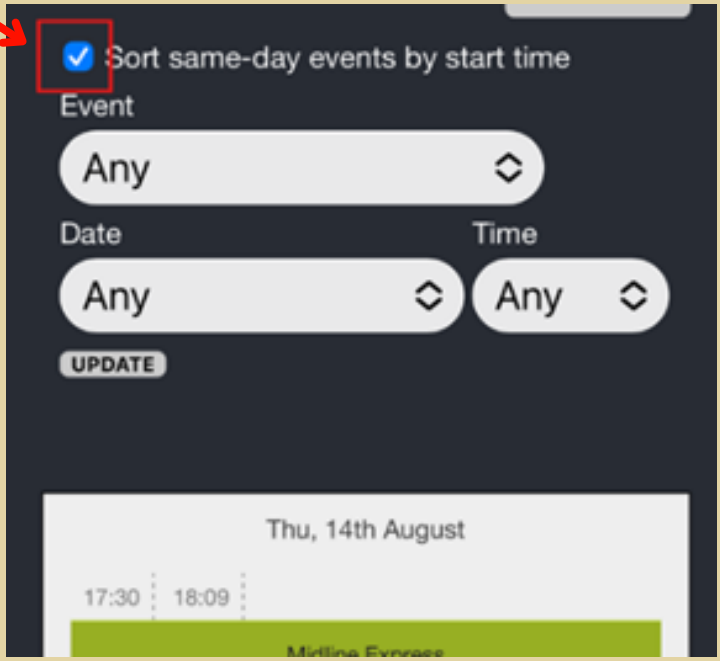
Please refer to section 13 for details on how to enable APP notifications.

10 - STUDIO CLASS BOOKINGS

- **Bookings for our studio classes open at 08:00, 7 days in advance.**
- **To secure your place in one of studio classes, you must access the studio class booking page exactly at 08:00.**
- **If you are waiting in the APP or on desktop at 07:59, the page will not automatically refresh when bookings open.**
- **You will need to click anywhere in the APP at 08:00 to refresh the page and display the new booking date.**
- **Cancellations: A late cancellation is recorded when a booking is cancelled with less than 24 hours notice (this doesn't apply to wait lists).**
- **No-shows: A 'no-show' occurs when a court booking or studio class is unattended without prior notice.**
- **After two cancellations or no-shows, a £10 fee will be added to your Membership account, and advance booking rights will be suspended until the fee is paid.**

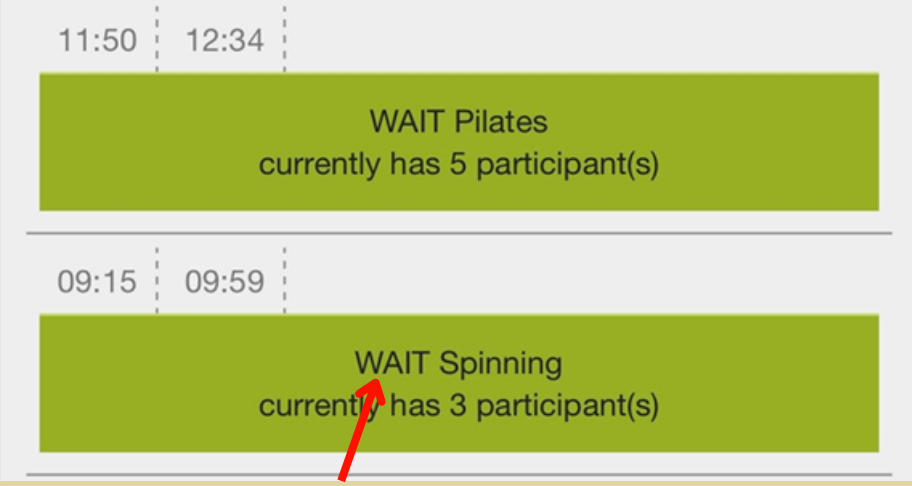
11 - STUDIO CLASSES DISPLAYED IN TIME ORDER

- **To display studio classes in time order, click the checkbox at the top, it sorts them into time order:**



12A - STUDIO CLASS WAIT LISTS

- **When one of our studio classes is full, the class will disappear from the APP and a wait list will be displayed.**



- **If you see the word 'WAIT', it means you are joining a wait list rather than the actual session. If a space becomes available, you will be notified by email or through the APP, provided that you have notifications enabled (turned on).**

Please refer to section 13 for details on how to enable APP notifications.

Please always let us know if you are not able to make the class even at short notice so someone else can make use of the space.

12B - CLASS IS ON THE TIMETABLE, BUT I CAN'T SEE IT ON THE APP

- **This sometimes happens with our Reformer classes. The class will disappear if the class is Full. We do not display a wait list online or on the APP as it's a paid for class.**

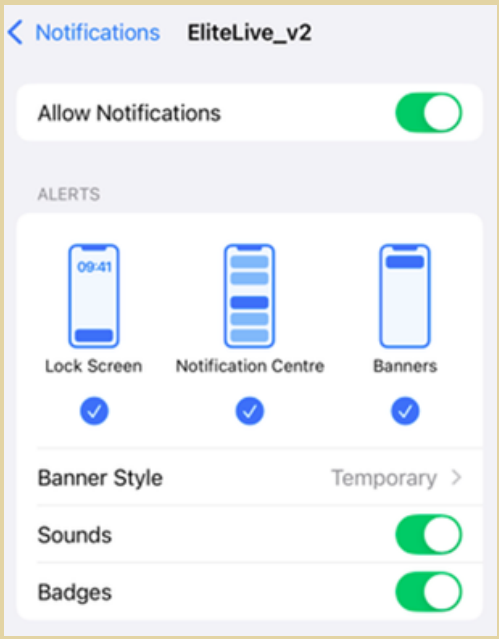
- **If you don't see the class, then please call our reception team and we will add you to the wait list for that class. If a space becomes available, we will call you and take the payment to secure your space.**

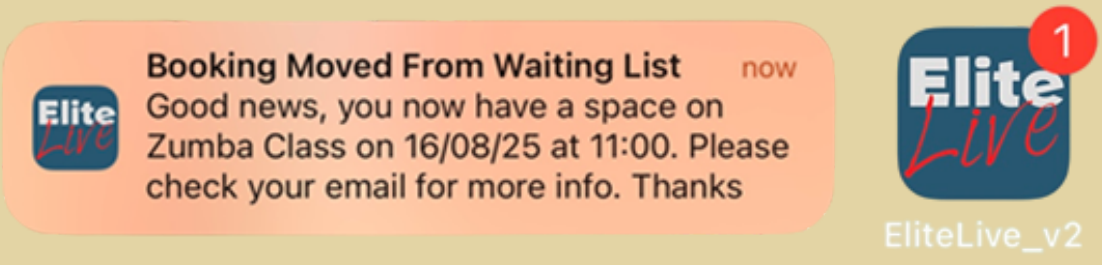
13 - NOTIFICATIONS WHEN MOVED FROM THE WAIT LIST TO THE CLASS/SESSION

- **If a space becomes available on a class/session, the system will automatically move the next person from the wait list to the main class. You will be notified by email.**

- **To ensure you don't miss any updates about moving from the wait list into the main class or session, we now send notifications through the app, provided notifications are enabled (turned on).**

- **To receive these alerts, please ensure that notifications are turned on. Here's how to enable them (For iPhone):**
  - **Go to Settings**
  - **Notifications**
  - **Find the Elite Live APP**
  - **Enable all notifications**



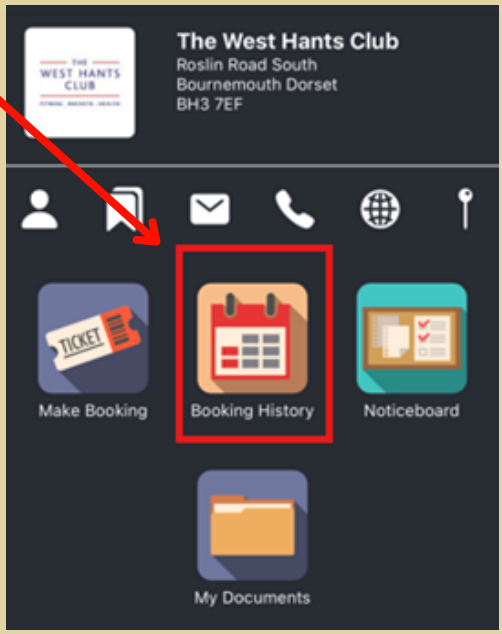


14 - HOW DO I DELETE MY BOOKING/ I CAN'T DELETE MY BOOKING

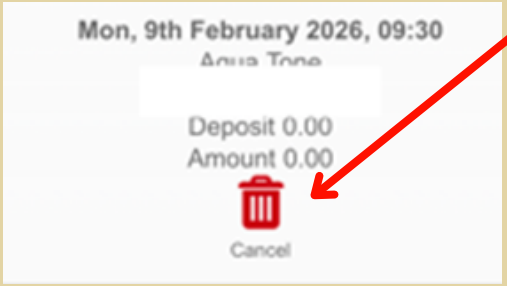
- You can only cancel a booking using the same method you booked it, so if you booked your class/court on the APP you will be able to cancel on the APP.

- If you booked your class/court at reception, you would need to call Reception.

- On the APP you will see all future and historic bookings under the 'Booking History' section.



- You can then click the bin icon to delete your booking.



If you do not see the bin icon this will mean that you are trying to cancel your booking outside the permitted cancellation window.

Therefore you will need to call reception to cancel.