

TENNIS BCS NEWS

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Welcome

We received immediate and constructive feedback from our first newsletter in March. Relevant comments are summarized in our new Feedback section overleaf. This August publication focuses on relevant Booking-related seasonal features along with new and existing developments likely to improve the current operation of your centre at this time. Please remember that developments and innovation of our Tennis offerings often result from your good ideas and suggestions while others are enabled by emerging best practice and technology advances. As always we welcome your contributions and feedback. [Newsletters are posted on our website.](#)

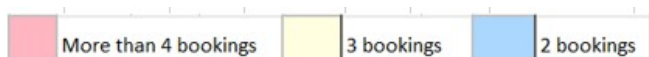
The general and specific information in this newsletter is intended for customers with our Tennis baseline offerings. We trust you will find the material of use now or at a future time.

Count Your Bookings

Surge in demand for court time

We are grateful that tennis continues through the most recent lockdowns, however exceptional demand has been a challenge for Administrators requiring closer management than previously. Various approaches follow which can assist with levelling of booking utilisation.

- Fine tuning the days that players can **BookAhead**
- Reducing the hours that can booked
- Allowing members to cancel their own bookings (story overleaf)
- Allocating specific times for Casuals & Members
- Smoothing demand by offering special discounted pricing for under utilised periods (story overleaf)
- Increasing court availability—Early Bird feature (story below)
- Monitoring overuse with a new report—**Weekly User Bookings**



This report provides a Booking count by Booker's Name. The period shown is either the last 7 days or the 7 days prior to this. Colour coding highlights bookings by 4 categories and the [View bookings](#) hyperlink enables the display of Booking details by booker. Some of our Clubs are trialing this report now.

Let us know if you wish to have this report prior to our next planned rollout.

Are you an Early Bird?

Clubs are lighting up just for you

An early morning game of singles is fine in the summer months. When compared to the same time on a winter's morning, the light is usually insufficient to play.

A recent system change is helping centres with light control to operate before dawn, just as they would at nighttime. Applicable during the winter months, this reconfiguration helps Clubs deal with higher demand. Centres with light control aligned with their booking system are increasing in number. Internet or non-internet connected light control versions are available to you — just ask us.

"The booking tool is being smashed with usage ... thanks to COVID. One positive!"

*Sue Woodward
Club Secretary
Lane Cove Tennis Club*



	Customer	Count
View bookings	Aga Khan	2
View bookings	Ash Barty	1
View bookings	Daphne DeMaurier	8
View bookings	Lleyton Hewitt	3
View bookings	Pat Rafter	1
View bookings	Ajla Tomljanovic	4
View bookings	Alexander Zverev	10



Feedback - March Newsletter

Email Messaging Service

In March we reported our progressive rollout of third party email messaging system to alleviate Club / Centre confirmation emails ending up in players' Spam / Junk folders. That rollout is now complete with customers reporting 'no news is good news'.

Affordable Web Camera Monitoring Service

Also reported was the regular capture of snapshot images and their retrieval in line with operational needs. This facility has drawn attention from Centres, with and without an existing camera monitoring solution. Wanting to check the functionality mentioned, take a look at the Barclay Consulting website > **Resources** tab.

Smoothing Demand with Special Pricing periods

Make your less busy periods more attractive to players!

Having a special price for bookings made during less utilised times of the day can assist in moving some demand away from peak times. This can be achieved through the application of a 'Special' profile that is applied to relevant courts. Bookings in those periods will be charged at rates in an associated 'Special' pricing table. By smoothing demand in this way, a competitive offering is provided to players which can reduce pressure on peak times. Let us know if you are interested and we will assist you with requirements.

Self cancellation of Member Bookings

With high demand there are ways to reduce the pressure on your administrators. Clubs that do not charge Members court hire, can allow them to cancel their own bookings. Once a Member deletes a booking, a confirmation email is sent to alert the Administrator.

Control of the setting is located in COMPLEX CONFIGURATION. Remember this feature applies where member court hire is a \$0 charge, such as where members pay an annual fee for unlimited play.

Default Night Setting

Some centres are considering adjusting their **Default Night** setting twice a year. This change will better align with player expectations of hiring rates during Winter and Summer dusk periods. This configuration setting dictates the time when Day or Night court hire rates are applied. It is located in your COMPLEX CONFIGURATION.

An example:

Online Booking	5pm – 6pm
Default Night setting	5:30pm
Pricing Table	Online
30 mins at Day Rates	\$6
30 mins at Night Rates	\$8
Total charged	\$14

tennisBCS Solutions		
 WEBCAM Display Manager	 WEBCAM Instant Capture	 WEBCAM Profile Manager

Times	Date	Court 1
12:30 PM	17/08/2021	Special
1:00 PM	17/08/2021	Special
1:30 PM	17/08/2021	Special
2:00 PM	17/08/2021	On-line
2:30 PM	17/08/2021	On-line

Please verify this is the Booking you want to delete:

Name: Name of Booker
 Complex: XYZ Centre
 Date: 1/09/2021
 Time: 4:00 PM
 Court: 4
 Duration: 90

OK
Cancel/Return

Memdelete	Y
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DefaultNight	5:30 PM
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Next Issue

New versions of the following modules will be deployed in Q4 2021:

- Membership
- Events Manager

Our next Newsletter will provide details.