

Notes – Booking Sessions Online Using an iPad



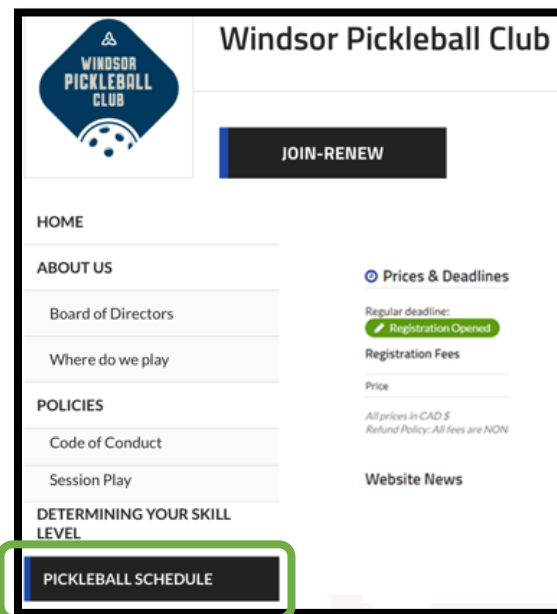
IMPORTANT – if you book multiple sessions regularly you should purchase SERVICE PACKS before booking. This provides a format of credits that are reusable on your account if you need to cancel a session (48 hours prior). They are also discounted in price. Comparatively, single purchases will be more expensive and they will not be refunded if cancelled. For details see “Step 4 - Purchase Service Packs” notes.

Users on an iPad (detailed notes follow):

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Step 1 - Navigate to the Schedule from the Website Using Google Chrome

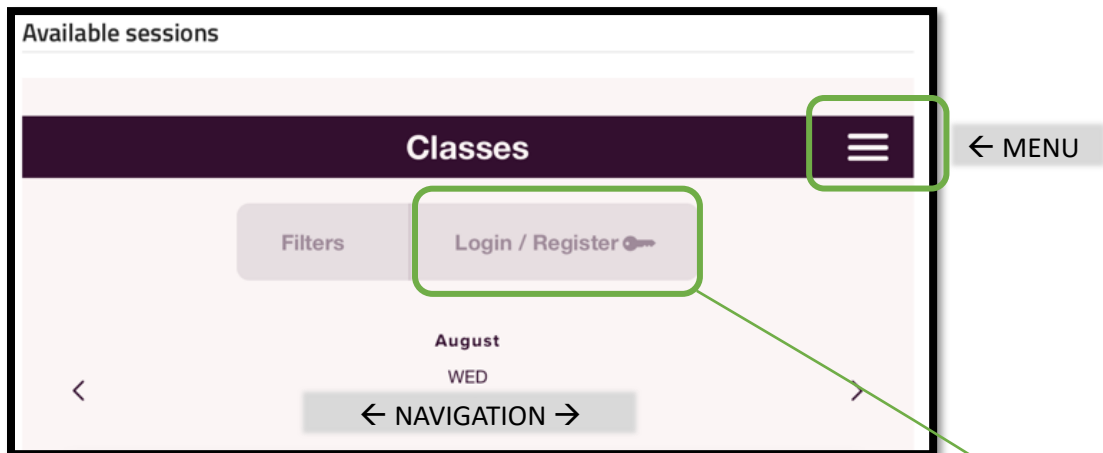
1. Visit the Windsor Pickleball Club website:
www.windsorpickleballclub.ca
2. Click on **Pickleball Schedule** @ Left



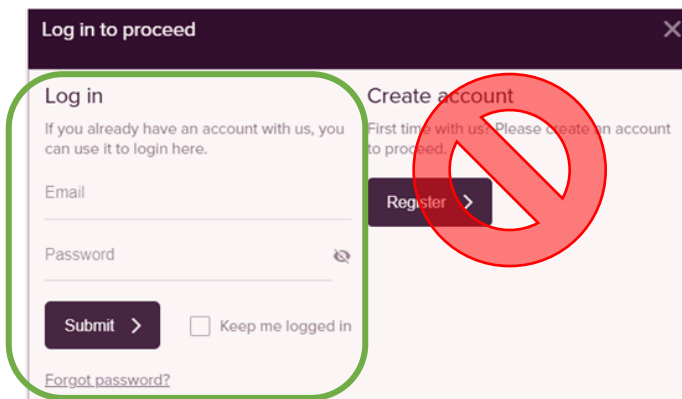
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Step 2 - Login (With your Windsor Pickleball Club Credentials)

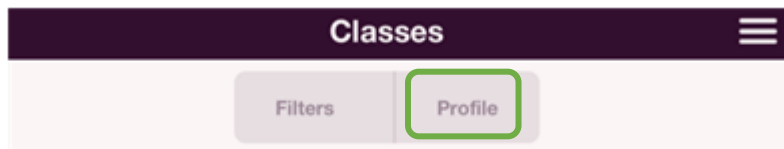
Each member of WPC needs their own unique email & password. If more than one player is registered with the same email address, they have been modified to be unique by adding "+1" before the "@" symbol. This will need to be addressed – please send an email to helpdesk.wpc@gmail.com for assistance with this issue.



1. Click the Login / Register button (with the key symbol),
2. Enter your email & password from WPC (Windsor Pickleball Club) and click on Submit.
If the password is an issue you may need to change it to include the following: One uppercase (A-Z), One lowercase (a-z), One number and one symbol.
3. Once you've set your password, the phone app (Glofox) and the website will use the same password.

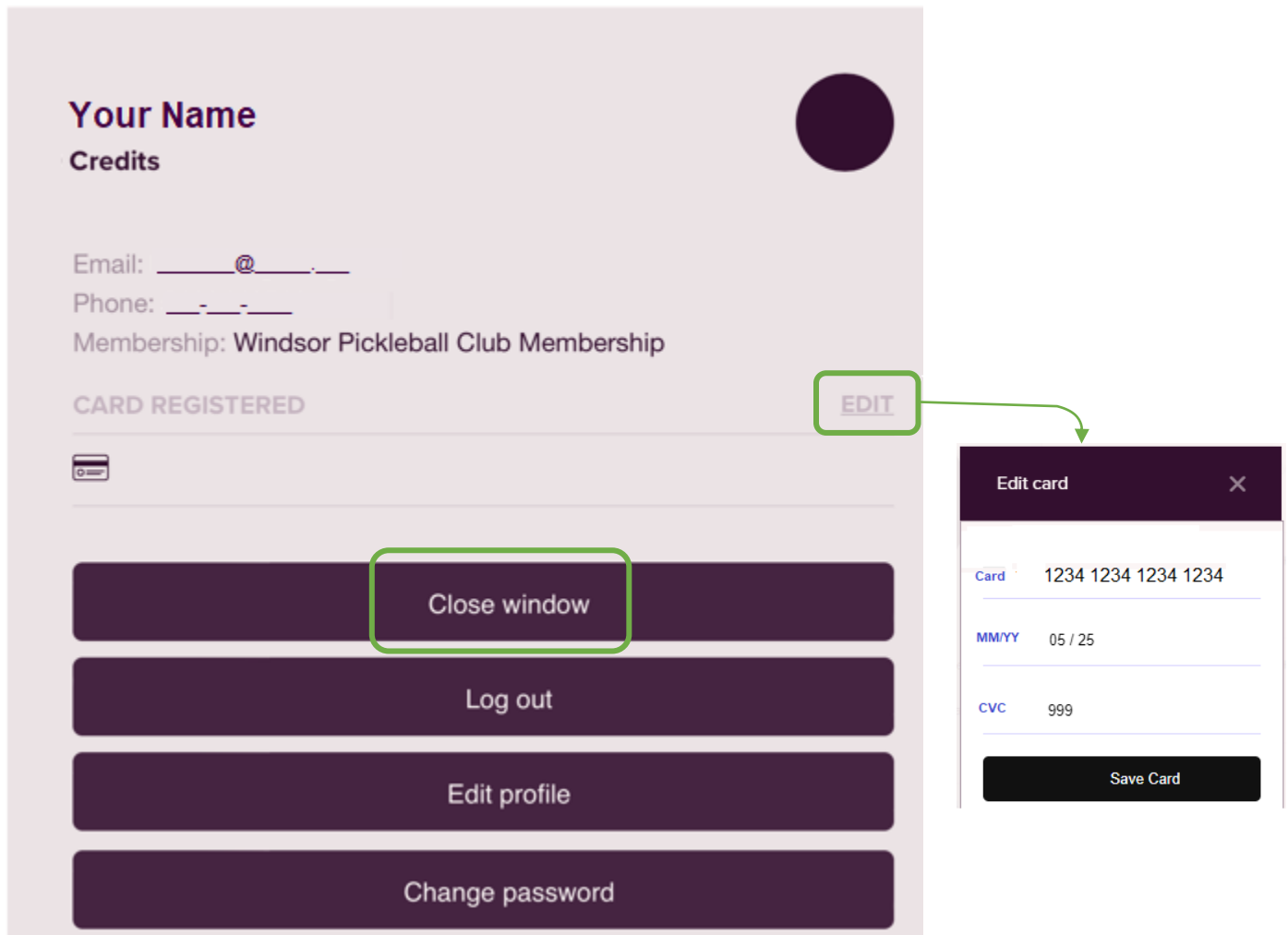


Step 3 - Edit Profile, Payment Card & Check your Credits (Service Pack)



1. From the main window click on the Profile button,
2. Click on the EDIT button that appears dim (not the Edit Profile) to add a payment card, complete the information and Save the card,
3. (Any credits and your bookings will appear in the window.)
4. Click on Close Window to close the Profile window when done.

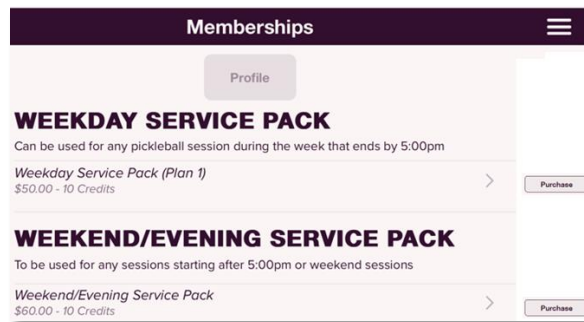
Available sessions



Step 4 - Purchase Service Packs via Memberships

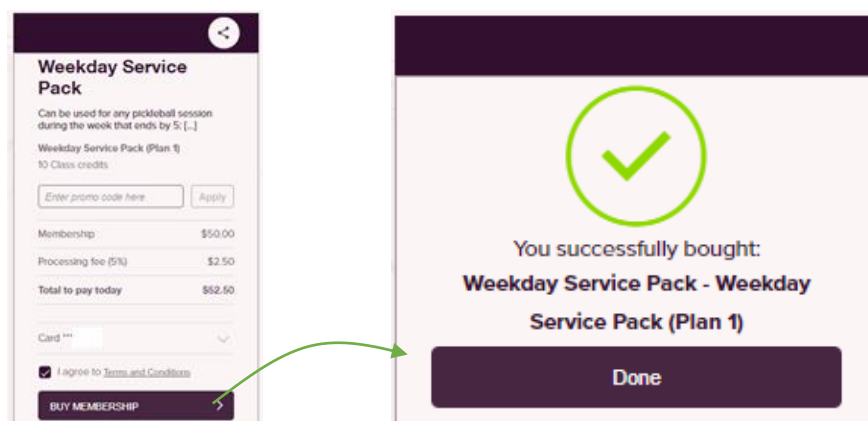


1. From the main window click on the menu button & choose Memberships, click on the Memberships option below Classes.



2. Use the Purchase button for the Service Pack needed & buy membership.
 - Buying a Service Pack will allow you to purchase 10 sessions (10 credits) for less than booking 10 individual sessions. Should you cancel a session that was purchased with a Service Pack (at least 48h hours before the start of a session) the credit **will automatically be re-applied** to your account.
 - Purchase the **Weekday** pack for Mon-Fri sessions that finish by 5pm.
 - Purchase a **Weekend** pack for weekdays after 5pm and weekends.Your payment card will be charged once for the service pack at the time of purchase. Return to your profile to see the credits applied to your account.
 - Alternatively, you can book and pay for each individual session and your payment card will be charged for each individual purchase. These payments are not refundable even if cancelled more than 48 hours before the session begins.
 - There is a 5% service fee charged for any purchase to support the Glofox application.

(Weekday illustrated below)

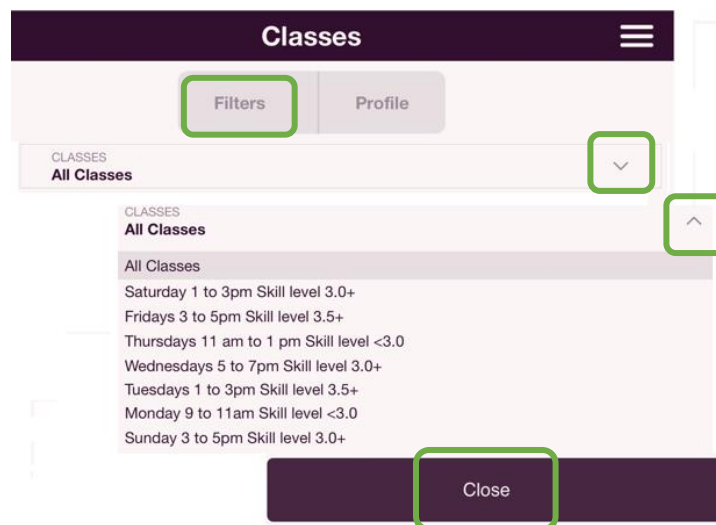


Step 5 - Booking a Session

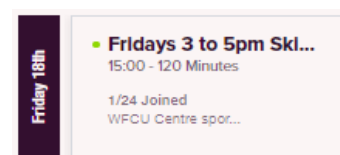
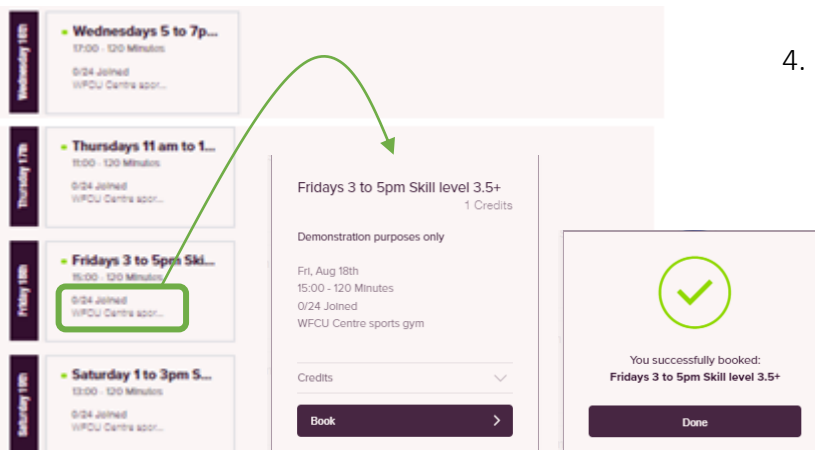
1. Click on the menu button if necessary, click on Classes. Navigate to the timeframe using the arrows.



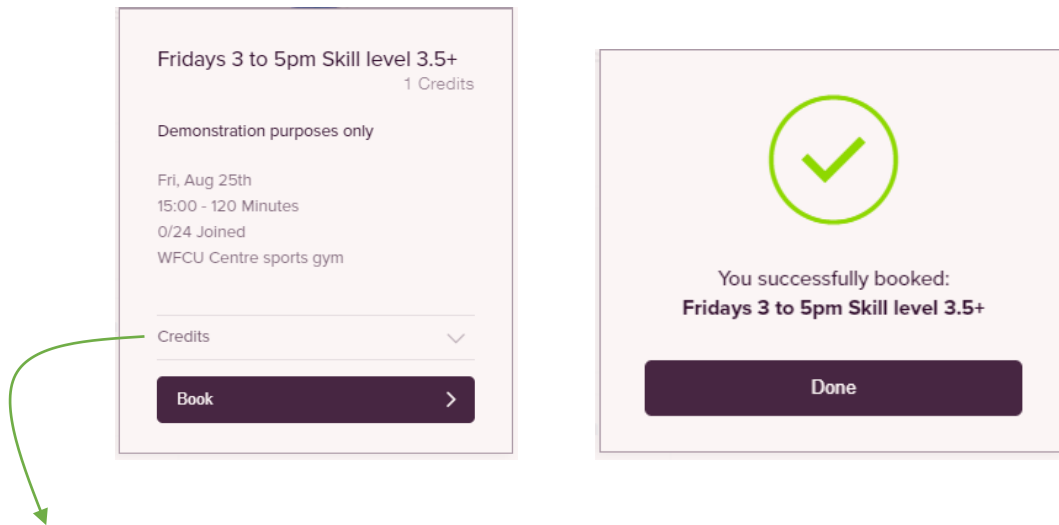
2. Experiment with FILTERS later for your interest, be sure to close the filter window when done. Reset the filter to **All Classes** for a complete list.



3. Click on the session you intend to book
4. Click on the Book button. If you have credits available one will automatically be applied. If you are paying individually, the fee and service charge will be visible and you can pay in the next window.



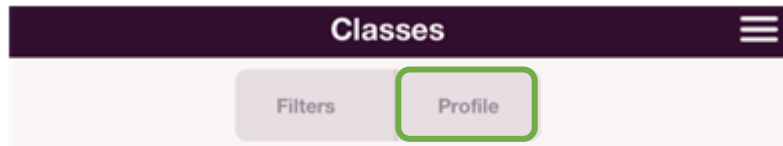
* Continue to book as many sessions as desired.



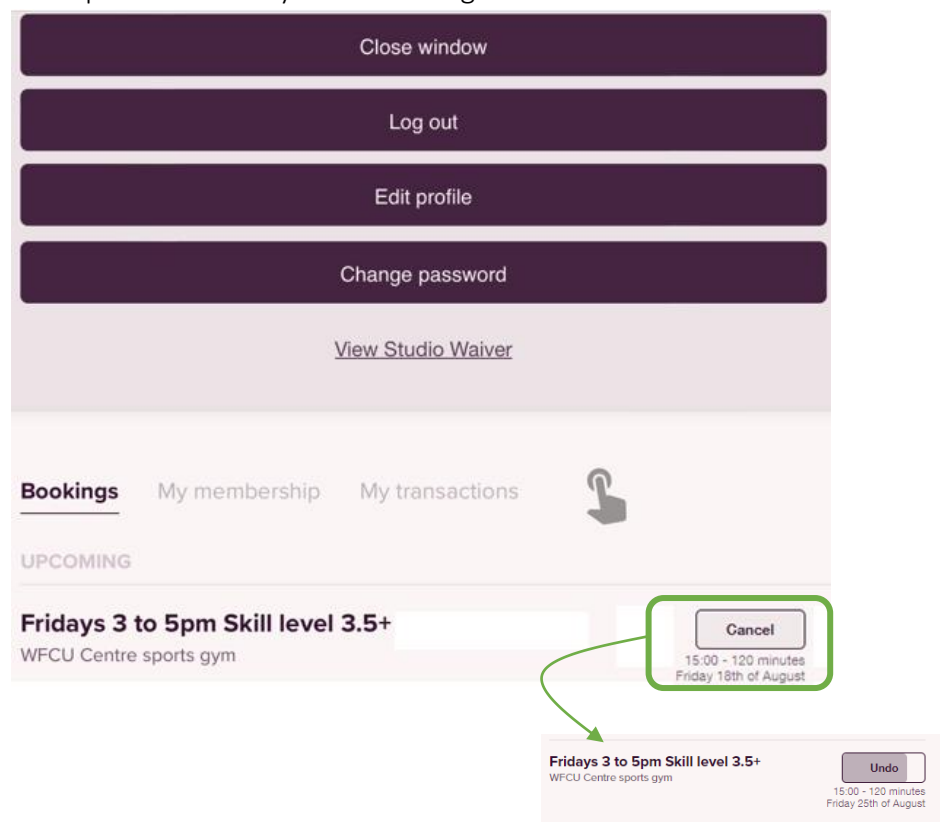
Payment method: If you are paying for sessions individually you will be taken through an additional step to enter payment card information. Remember, individually paid sessions are non-refundable should you cancel.

Step 6 - Cancelling a Session

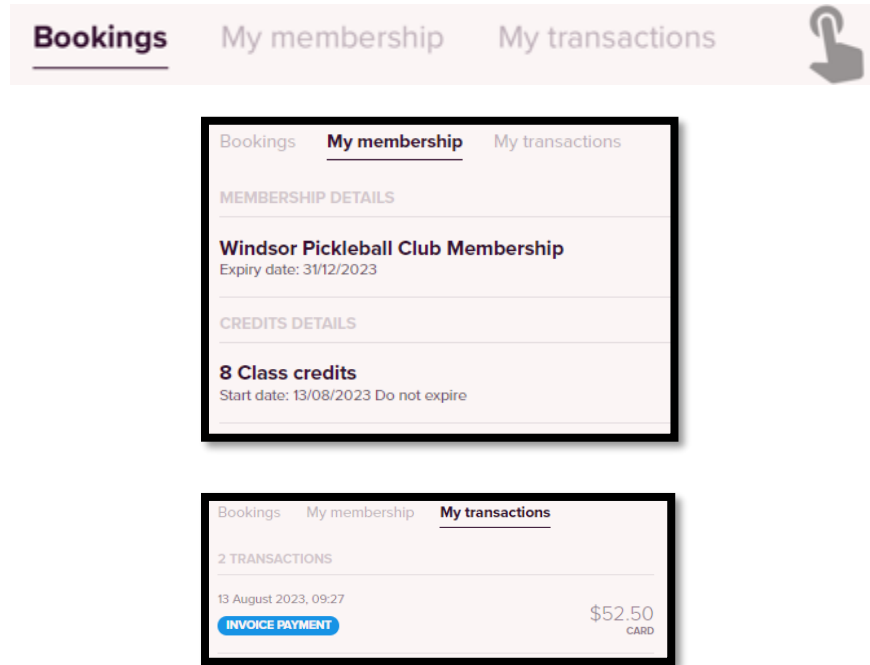
1. From the main window click on PROFILE.



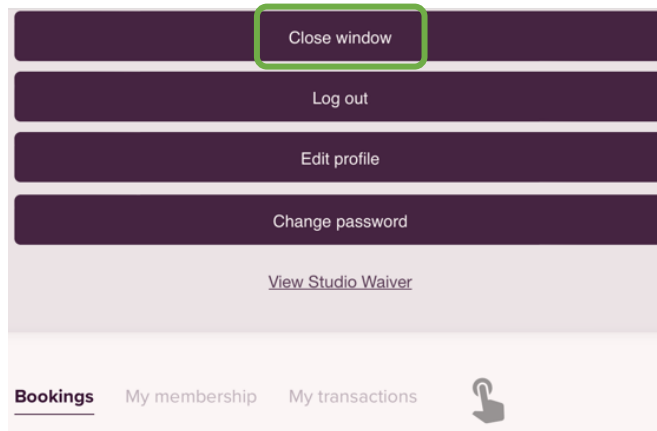
2. Scroll down the window, the Bookings tab will display your sessions
3. Click on the Cancel button next to the session. If you cancel your booking at least 48h hours before the start of a session and, if credits were used, they will automatically be applied back to your account. If the session was paid individually without using credits there is no refund.



In the Profile area, review the My membership & My transactions area any time to see the activity on your account.

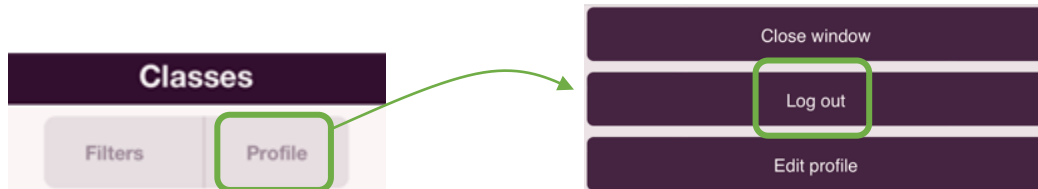


Close the window to do other tasks by scrolling up to the top and using the CLOSE Window Button.



Step 7 - Log out when finished

1. From the Profile window click on the logout button to end your session.



* For any technical issues please contact the help desk via email at helpdesk.wpc@gmail.com.