

Notes – Booking Sessions on Your Phone Using Glofox



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 the Glofox App for Android (detailed notes follow):

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Step 1 - Download the Glofox App from your App / Play Store

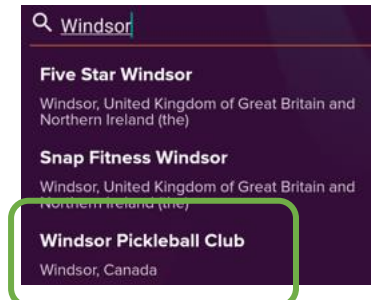
1. Launch App / Play Store & search for **Glofox**, matching *either* icon.



OR



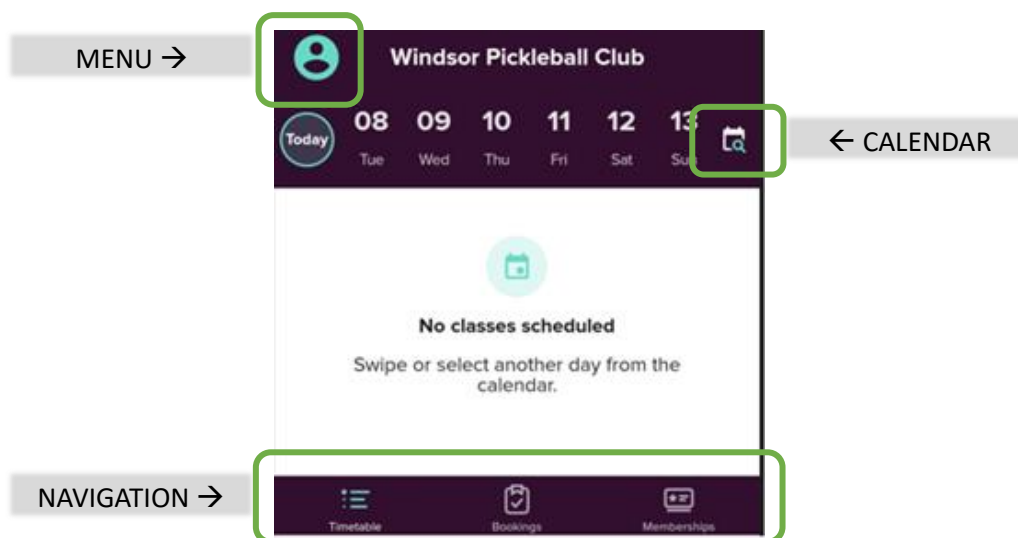
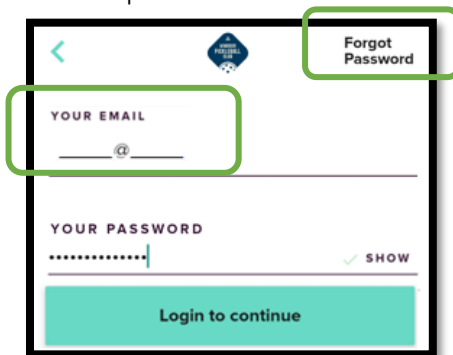
2. Install and then Open. 
3. The Studio needed is **Windsor Pickleball Club**.



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. The **first time** you use Glofox you will need to set your password. Use the same email from your WPC (Windsor Pickleball Club) login.
2. Launch the Glofox app, set the Studio to Windsor Pickleball Club. In the next window click on Forgot Password @ top right and follow the steps.
3. Enter your email from WPC (Windsor Pickleball Club) and your password, click on Login to continue. *** Do NOT create a new account. ***
4. If the password is an issue you may need to change it to include: One uppercase (A-Z), One lowercase (a-z), One number and one symbol.
5. Once you've set your password, the phone app (Glofox) and the website should use the same password.



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

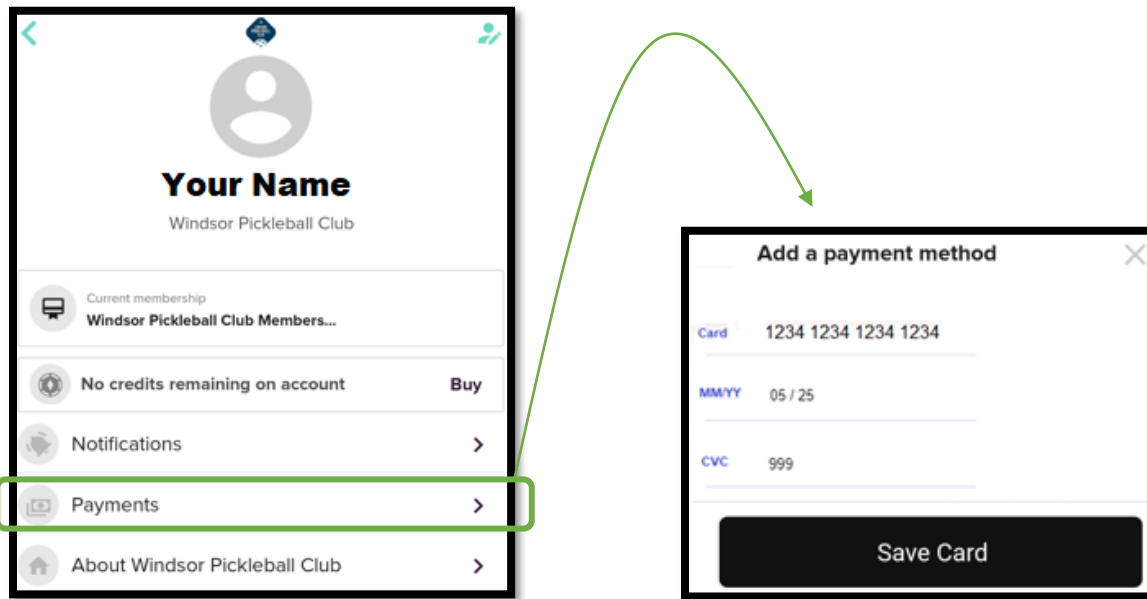
1. From the main window click on the Menu button,



2. Any available credits will be listed here. Return to this window any time to check on your available credits.



3. Choose Payments, enter a payment card, complete the information and Save the card,



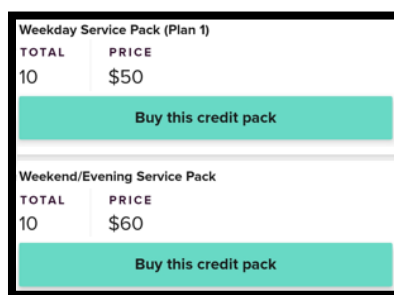
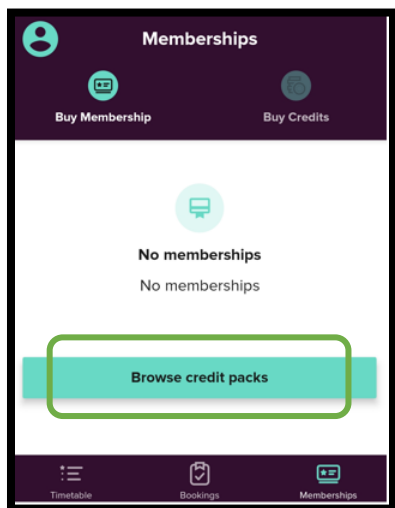
4. Use the Arrow at the top left  to return to main window when done.

Step 4 - Purchase Credit/Service Packs via Memberships

1. From the main window choose the Memberships button in the Navigation (at the bottom),



2. choose Browse Credit Packs (also known as Service Packs).

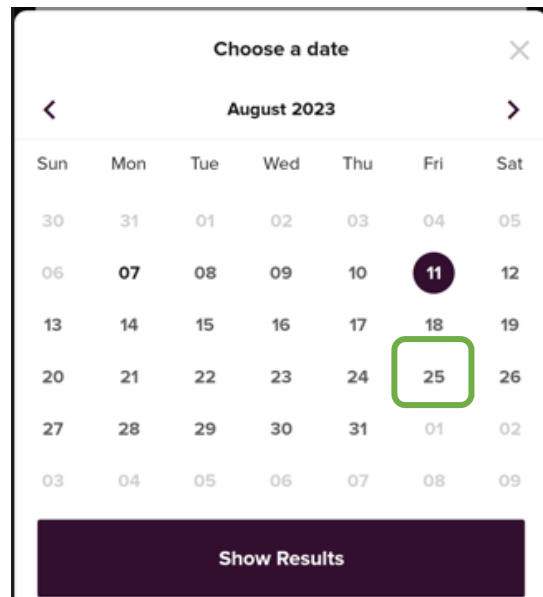
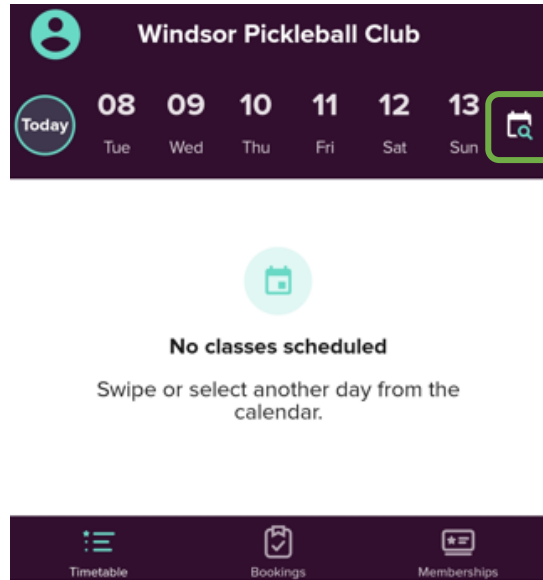


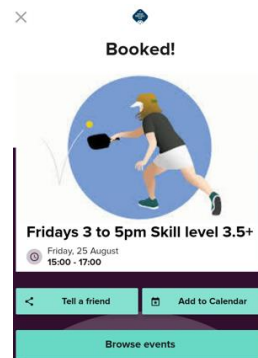
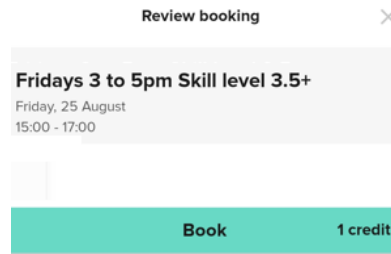
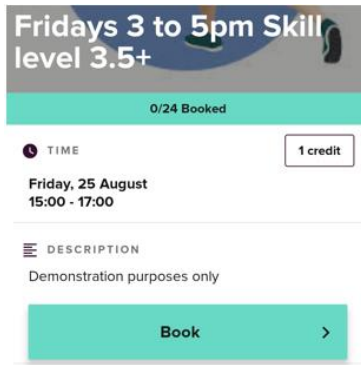
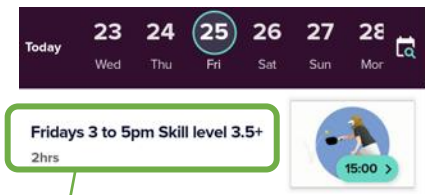
3. Choose the appropriate Credit / Service Pack.
 - Buying a Service Pack will allow you to purchase 10 sessions (10 credits) for less than booking 10 individual sessions. Should you cancel a session that was purchased with a Service Pack (at least 48h hours before the start of a session) the credit **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.
4. Finish with the Buy this Credit Pack and confirm the pricing to finish.

* You may notice other methods available to you to purchase credit packs in the phone app.

Step 5 - Booking a Session

1. Choose the Timetable from the navigation bar at the bottom,
2. Swipe through the dates and press a date to display sessions booked on that date. Alternatively, press the calendar button to choose a date from the calendar & Show Results.





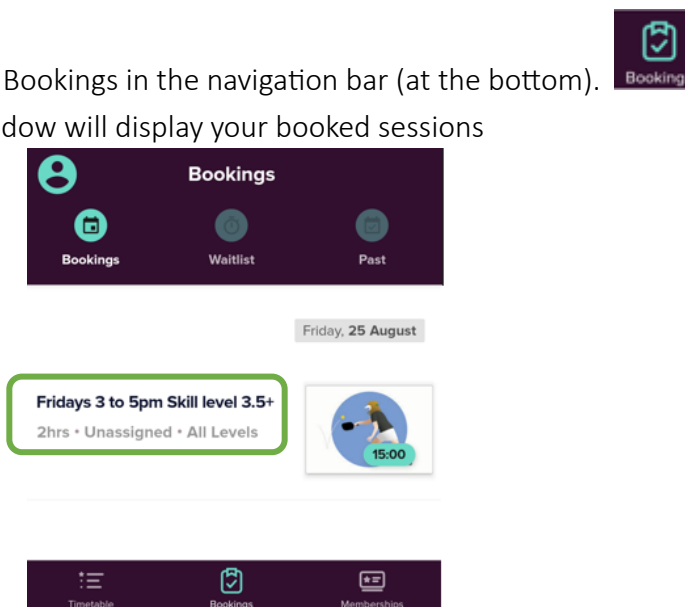
3. Choose the session you intend to book
4. Choose the Book button. If you have credits available one will automatically be applied. If you are paying individually, the fee and service charge will be visible and you can pay in the next window.
5. Review and choose book.
6. You can share via Messages (text) & other apps on your phone or browse for more sessions.

* Continue to book as many sessions as desired.

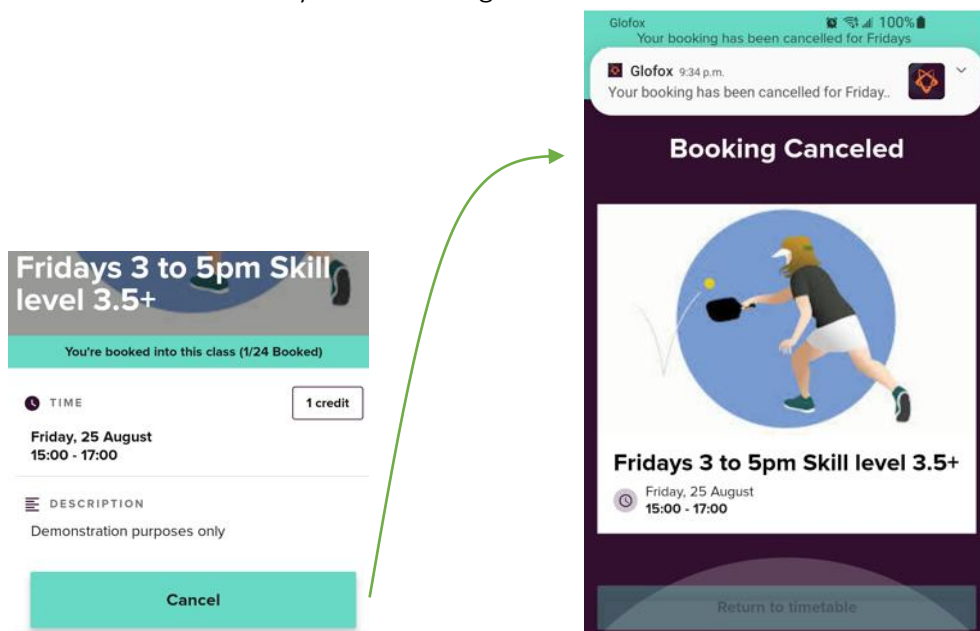
Payment method: If you are paying for sessions individually you will be taken through an additional step to enter payment card information. Remember, individually paid sessions are non-refundable should you cancel.

Step 6 - Cancelling a Session

1. Choose Bookings in the navigation bar (at the bottom).
2. The window will display your booked sessions



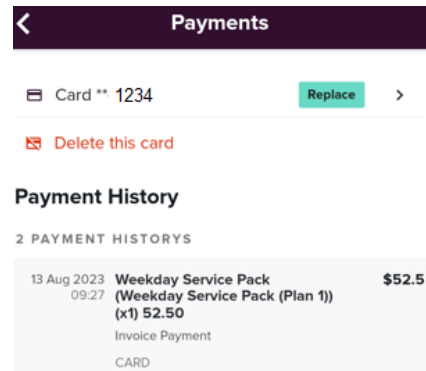
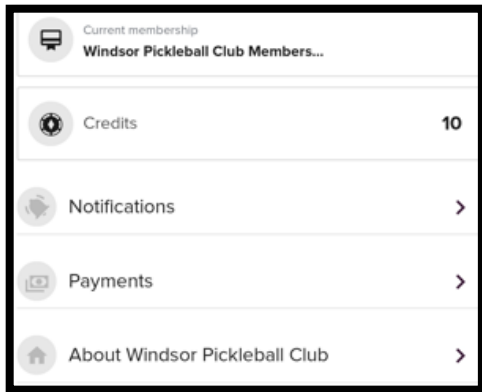
3. Choose the session to cancel,
4. Press the Cancel button. If you cancel your booking at least 48h hours before the start of a session and, if credits were used, they will automatically be applied back to your account. If the session was paid individually without using credits there is no refund.



5. Choose to Return to timetable at the bottom of the window.




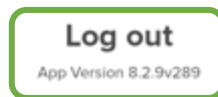
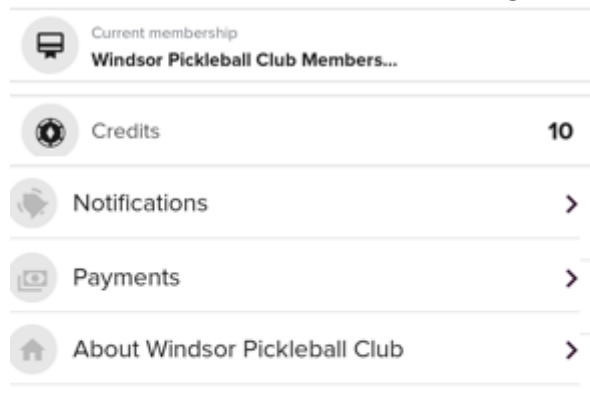
Use the Menu button at the top left to go to the Profile area, review your Credits, Notifications and Payments activity any time to see the activity on your account.



Use the Back Arrow in the top right corner to close the window and do other tasks. When ready use the Navigation bar at the bottom to move between the Timetable, Bookings and Memberships as needed.

Step 7 - Log out when finished

1.  From the Menu icon click on the logout button to end your session.



Note: If you close the app without using the Log out button you will remain logged in for the next time the app is launched.

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