



GROSVENOR

Using the Belgrave Square Garden Online Tennis Court Booking System

To access the system

1. To access the system, please go to <http://www.grosvenor-gardens.co.uk/BelgraveSquareGarden/BSGTennisCourtBooking.htm> and click on the link
2. When the page comes up click on "Log in" on the left-hand side of the page
3. Enter your member ID and pin code and click "Log in"

To book a session

1. Select the date you wish to book from the "Select Date" drop-down list at the top of the screen. Then click on the time slot from the list given in the Court 1 box.
2. Click "Confirm". Your court is now booked and will turn green.
******Remember**: you can only book 3 days in advance and only 1 session per day, as stated in the Tennis Court Rules

To cancel a session

1. On the menu on the left-hand side of the page click on "Your bookings"
2. Click on the red cross on the end of the row of the booking you wish to cancel.
3. Click "Delete Booking". Your booking is now cancelled

To change your details on the system

1. On the menu on the left-hand side of the page click on "Member information"
2. Here you can change your pin code, enter an email address if you wish to receive booking confirmations, add in your contact details, although these are not mandatory. However, we would advise entering an email address, in case you mislay your logon details.

PLEASE REMEMBER to log out at the end of your session, by clicking on "Log out" at the bottom of the menu on the left-hand side.

FREQUENTLY ASKED QUESTIONS

How can I make / cancel a booking if I do not have access to the internet?

You can make or cancel a booking by calling 020 7312 0011 between 09.30 and 16.30 Monday-Friday. You will need to provide your member ID.

What do I do if I have forgotten my pincode?

Go to the login page as normal and click "Forgot your pin code". An email will then be sent to you with your member ID and pincode. However, this will only work if you have added your email address to the "Member Information" details (see above). If you do not have access to the internet and have forgotten your pincode, please call 020 7312 0011 and request a new one, which will be sent out through the post. You will need to provide your member ID.