



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 enter your Member ID and Pin code in the boxes on the top right and click "Log in". Please note, although the box says "Password", this is where you enter your Pin code.

Information | Court Timetables

Select Timetable: Tennis Court

Select court: Tennis Court (All Courts)

Weekly > Tennis Court > Week: 39 (2011)

Time	Mo 26 Sep	Tu 27 Sep	We 28 Sep	Th 29 Sep	Fr 30 Sep	Sa 1 Oct	Su 2 Oct
07:00 - 08:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
08:00 - 09:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
09:00 - 10:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
10:00 - 11:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
11:00 - 12:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
12:00 - 13:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
13:00 - 14:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
14:00 - 15:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
15:00 - 16:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
16:00 - 17:00	1 available	1 available	1 available	Booked	1 available	1 available	1 available
17:00 - 18:00	1 available	1 available	Booked	1 available	1 available	1 available	1 available
18:00 - 19:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
19:00 - 20:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
20:00 - 21:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available
21:00 - 22:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available

Weekly > Tennis Court > Week: 39 (2011)

Next options

1. Click on "Your Profile" to update your details
2. Click on "Your Court Bookings" to view your current and future bookings (where you can also cancel / change bookings you have made)
3. Click on "Court Timetables" to view available courts and to make a booking

Information | Court Timetables | Your Information | Log Out

Accounts

Your Booking Account

Member Info

Your Profile

Your Memberships

Your Court Bookings

Mailing Lists

Your Information

Your current bookings

Date	Time	Court	Info	Status
Thu 29-09-2011	16:00-17:00	Tennis Court: Court 1	- No opponent	

Personal info

Mrs E

Email:

Your Memberships

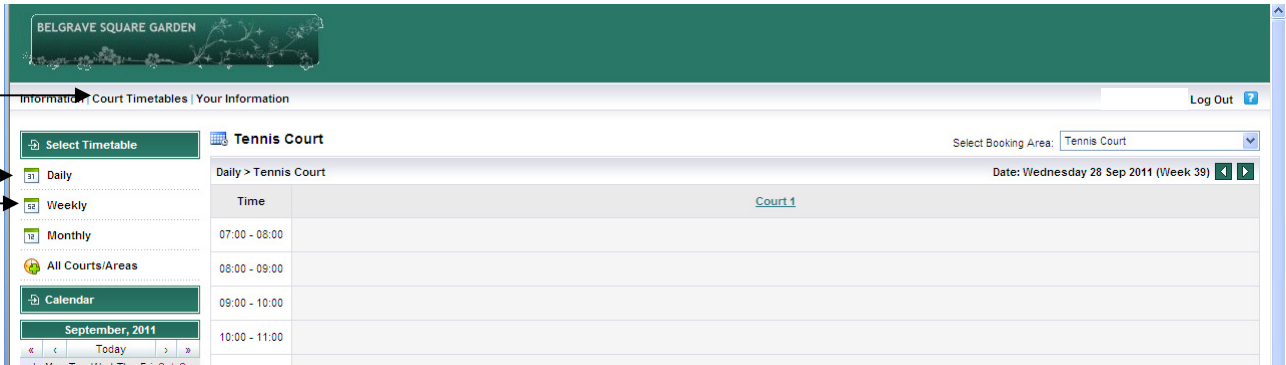
Standard

Expires on Mon 31-12-2040

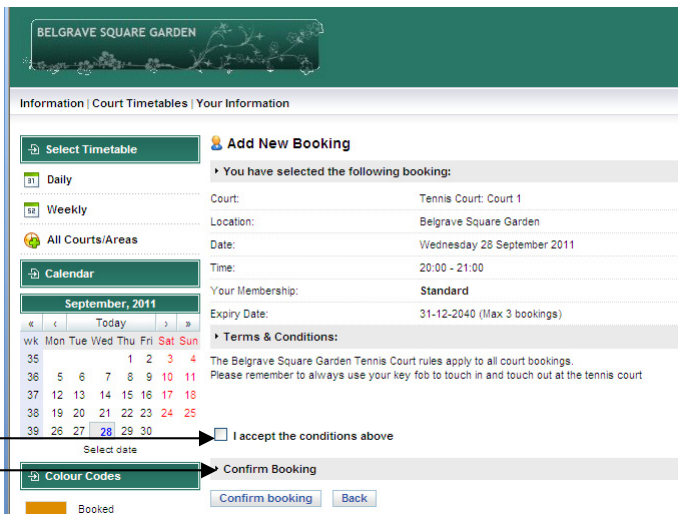


To book a session

1. Make sure you are on the "Court Timetables" tab
2. If you are booking for today, click on "Daily" on the left hand side.
3. If you wish to book for a later date, click on "Weekly", then select the date you wish to book for (or navigate using the calendar on the left-hand side).



4. Once you are on the correct date, click on the timeslot you wish to book.
5. Tick the "I accept the conditions above" box
6. Click "Confirm Booking". Your court is now booked.
******Remember:** you can only book 3 days in advance (or 5 days in advance if you live on Belgrave Square itself) and only 1 session per day, as stated in the Tennis Court Rules





To cancel a session

1. Make sure you are on the "Your information" tab
2. On the menu on the left-hand side of the page click on "Your Court Bookings"

3. Click on the date of the booking you wish to cancel
4. Click on the timeslot of the booking

5. Click on the "Confirm Delete" button
6. Your booking is now cancelled



To change your details on the system

1. Make sure you are on the "Your information" tab
2. On the menu on the left-hand side of the page click on "Your profile"
3. 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.

Log out

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

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08:00 - 09:00	1 available	1 available	1 available	1 available	1 available	1 available	1 available

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 "Your Profile" page. If you do not have access to the internet and have forgotten your pincode, please call 020 7312 0011 and ask them to resend the information to you. You will need to provide your member ID.