How the Automated Court Lighting Works

Introduction (Updated February 2024)

The Club implemented the MyCourts automated court lighting system with STRIPE online payment integration to replace the previous token system in September 2022.

STRIPE is one of the world's leading online payment services used by millions of businesses, large and small, globally. It is simple to use and safe. Your payment card details are not stored, you enter them each time you top up your credit. And I can confirm from testing that it really is simple to use.

Some points that you should be aware of:

- Please ensure you vacate the court promptly at the end of your booking time as whoever has booked after you is paying for the lighting.
- If a coach books a court with lighting charges for your lesson and you cancel less than 48 hours before its start time, you will be responsible for reimbursing the coach for any cancellation fee.
- You will see some bookings with the event type "closed"; closed is a special MyCourts event type that books the court but does not turn the court lights on if appropriate for the booking. This event type will replace for example using the Outside Court Maintenance event type for early morning bookings so that the lights do not come on if the booking slot contains or is earlier than the sunrise time.

Lighting Charges from 1 February 2024

The new lighting charges and cancellation policy approved by the Board is:

Court Type and Charge/Policy	**Charge**
Indoor Courts	
Lighting Per 30 min Booking Slot	£5 per 30 mins
Late Cancellation Per 30 min Booking Slot	£2 per 30 mins
Late Cancellation Charge where Cancel Booking Slot	Less than 48 hours
Outdoor Courts	
Lighting Per 30 min Booking Slot	£3 per 30 mins
Late Cancellation Per 30 min Booking Slot	None

The sections below set out how the system works.

Note that the guidelines below are illustrative only and include text and screenshots of the charges applicable at the time the original guidelines were created. Refer to the above table for the current charges.

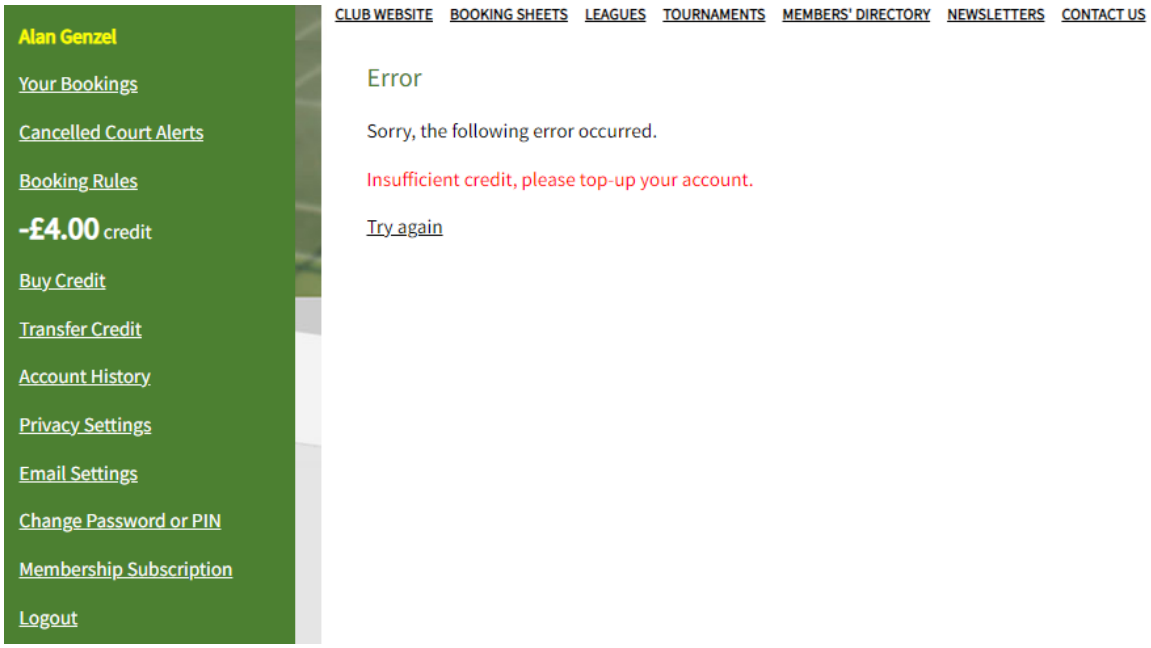
Crediting Your MyCourts Account

When you go to book a court on MyCourts, MyCourts will determine whether any court lighting charge will apply. In order for MyCourts to accept your booking, you must have enough credit on your account to cover the charge. If you do not, MyCourts will invite you to add credit to your account and take you to the STRIPE screen to enter your card details. Your account in MyCourts is

immediately updated and you receive an email to confirm your credit. Note the minimum top up value is £20 and there is no maximum amount that you can have on your account.

You can also add credit at any time by signing into the member's area of MyCourts and clicking the Buy Credit option in the menu on the left hand sign of the screen, see **Appendix 1** for screenshots of the process.

Note if you have a negative balance on your account, MyCourts will not let you book any further courts or onto Club events like the mix-ins (even if the booking or club event would incur no charge) until you have cleared your outstanding balance. You will get the following message when you try to book and will need to use the Buy Credit option to add credit to your account; see **Appendix 1**:



Indoor Courts Booking Charges and Cancellation Policy

Charges will always apply to indoor court bookings. Assuming the booking charge is £4 per 30 min slot and late cancellation charge £2 per 30 min slot. So, if you booked 3*30 min slots you would be charged £12.

Remember you no longer have to sign in when you use your booking and cannot now do so as no show fines no longer apply.

If you cancel your booking at least 48 hours before the start time of each 30 min booking slot, you will receive a full lighting charge refund of £4 per booking slot against your account.

If you cancel your booking less than 48 hours before the start time of each 30 min booking slot, you will receive a full lighting charge refund of £4 per booking slot against your account but incur a late cancellation charge of £2 per booking slot.

If another member rebooks a cancelled 30 min booking slot before its end time, the late cancellation fee of £2 will be refunded to you for each booking slot rebooked.

Outdoor Courts Booking Charges and Cancellation Policy

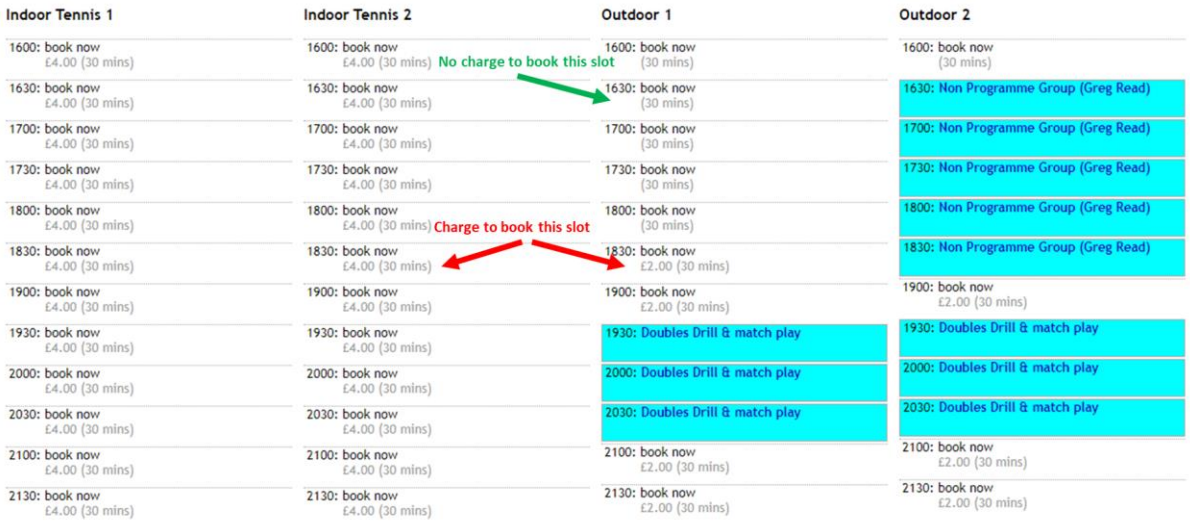
Lighting charges apply to the outdoor courts with lights i.e. 1,2,3,6,7,8,9,10,11. Courts 4 and 5 have no lighting and are not subject to any booking charges.

For outdoor court bookings, whether a lighting charge applies depends on the relationship between the time you are booking and the sunset/sunrise time. Note, you cannot override the system either to decline having lights or have them on earlier than the booking slot including the sunset time.

For example, you want to book an outdoor court for 3*30 min slots when the sunset time is 17:20. MyCourts uses its sunset/sunrise algorithm to determine if the sunset time falls within or precedes any or all of the 30 minute slots you want to book and calculates any lighting charge due. The table below illustrates which slots incur a charge and what you would be charged if you start your booking at 15:30, 16:00, 16:30 or 17:00 where the sunset time is 17:20 and assuming the charge is £2 per 30 mins:

1st Slot Start/ End Time	2nd Slot Start/ End Time	3rd Slot Start/ End Time	Slot 1 Charge	Slot 2 Charge	Slot 3 Charge	Total Charge
15:30 / 16:00	16:00 / 16:30	16:30 / 17:00	No charge	No charge	No charge	£0
16:00 / 16:30	16:30 / 17:00	17:00 / 17:30	No charge	No charge	£2	£2
16:30 / 17:00	17:00 / 17:30	17:30 / 18:00	No charge	£2	£2	£4
17:00 / 17:30	17:30 / 18:00	18:00 / 18:30	£2	£2	£2	£6

If a charge is due you will see it displayed in the booking slot.



There is no late cancellation charge for the outdoor courts. Provided you cancel each of your booking slots before the booking slot start time you will be refunded any lighting charge.

For example, you have booked three 30 minute booking slots all subject to a lighting charge. If it begins to rain 20 mins into the first 30 minute booking slot and you decide to abandon playing, then make sure you cancel the two remaining booking slots to get a lighting charge refund for them. No refunds are given once the start time of the booking slot has occurred.

Evening Matches on Outside Courts

Where outdoor courts for evening interclub matches are booked by the Club, the booking will provide lights automatically as described above based on the sunset algorithm. Provided the match completes by the end time of the booking this works fine accepting that where matches complete before the booking end time the lights will remain on. This situation though is little different to today, where a token is used to provide 60 mins of lighting but the match completes in 20 mins.

Where the completion of a match extends beyond the booking end time then the captain will need to use their smart phone to sign into the members area of the website to book the court/courts required, just as a normal member would, and pay for the lighting. Therefore, captains are encouraged to ensure that they have credit on their MyCourts account prior to the match starting to make the addition of time/light a quick and easy amendment. In addition, captains should extend the time for the courts with halogen lights (courts 1,2,3, 10,11) **before** the lights go out to avoid a delay whilst the lights cool and warm up again.

The captain can then claim the cost back and the Club will credit their MyCourts account with the cost.

Lights Switching On and Off Pre and Post Booking

For both the indoor and outdoor courts, the lights will come on (if not already on) 5 minutes before the start of the booking slot incurring a charge and will turn off (if no further booking) 5 minutes after the end of your booking.

Your Account

You can see your account at any time by signing into the member's area of MyCourts and clicking on the Account History option. See Appendix 1 for an example.

Sharing Costs

Note you do not have to use these features, but they will be available to you if you want to.

If you add the names of your fellow players to your booking, MyCourts will send each player an email on the day the court is booked for with a link to transfer their share of the cost to the member booking the court (provided they have or add credit onto their MyCourts account to do so). This is an easy way to share lighting costs and guest fees if you want to.

You also have a Transfer Credit feature in the MyCourts member's area that you can use to transfer credit to another member independent of any court booking. You could use this for example to share the cost of tennis balls or collect match fees etc. When you transfer credit, you can add a description to the transfer and the recipient will receive an email with details of your transfer.

Guest Fees

You will be able to add a Guest (Adult or Under 18) to a court booking and pay the Guest fee through MyCourts. The two member codes that are available to you are:

*** Adult Guest £2 per 30 mins

*** U18 Guest £1 per 30 mins

Please note, guest fees are applied per 30 min booking slot. For example, if you book 3 * 30 min slots, the guest fee will be 3 * the guest fee rate i.e. total £6 for Adults, £3 for Under 18.

Note that you may add a Guest even if you have zero or insufficient credit to pay for the guest fee. If this is the case then your account balance will go negative and as mentioned above, you will be unable to book any further courts (whether a lighting charge applies or not) or book onto an event or course until you have topped up your account to clear the deficit.

Provided you cancel any 30 minute booking slots **before** the start time of the slot you will receive a refund for each guest fee.

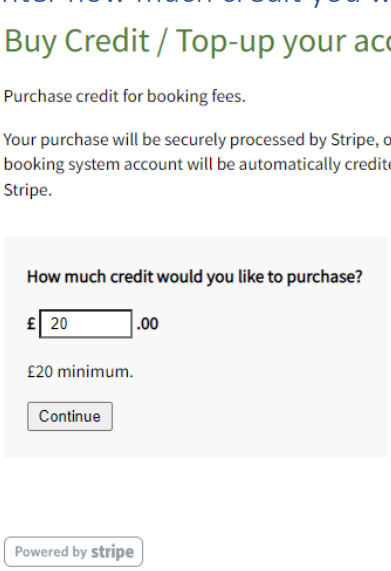
Note if you are playing an officially recognised competition, for example a National or Surrey open event, where you host playing an opponent(s) from another Club and you arrange the court booking yourself (rather than through the Club) then do not use the Guest feature as your opponent's are not subject to a guest fee for such visits.

Refunds of Credit

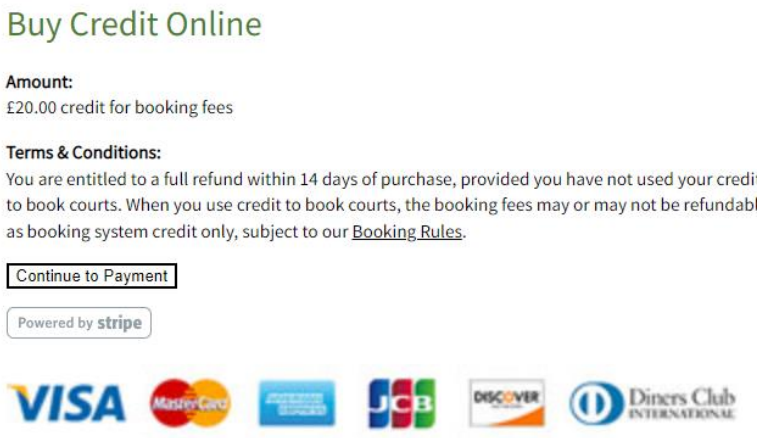
If for example, you leave the Club and have a credit balance, upon request the Club will refund your balance to you by bank transfer.

Appendix 1 - Buying Credit to Top Your Account Up

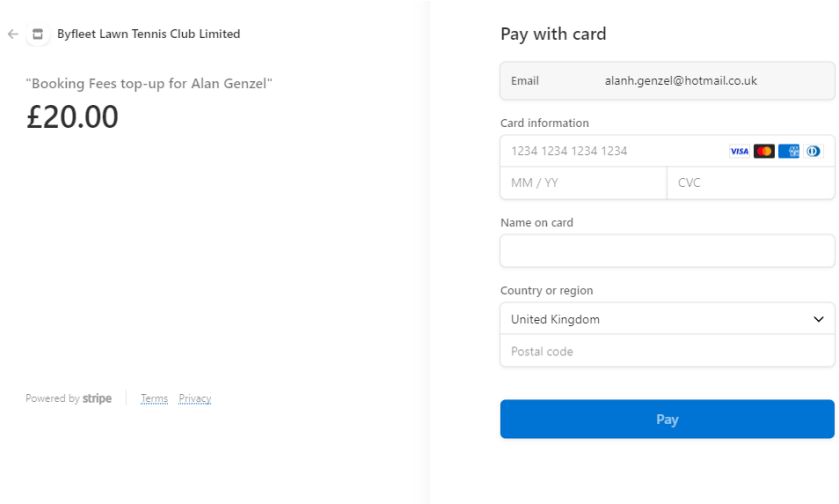
Enter how much credit you want to add and click Continue.



Confirm Terms and Conditions and click Continue to Payment



Complete your Card Details and Click Pay



Receive a confirmation email with details of Your STRIPE transaction

Online top-up

BC **Byfleet Lawn Tennis Club <bltc@no-reply.mycourts.co.uk>**
12:10

To: alanh.genzel@hotmail.co.uk

mycourts.co.uk

Byfleet Lawn Tennis Club

Dear Alan Genzel

These are the details of your Stripe transaction:

Transaction date = 7/28/2022 12:10:28 PM
Transaction ID = 14265057
Amount = £ 20
Description = online top-up for court booking fees
Payment Status = succeeded

You have £ 22 credit on Byfleet Lawn Tennis Club's booking system.

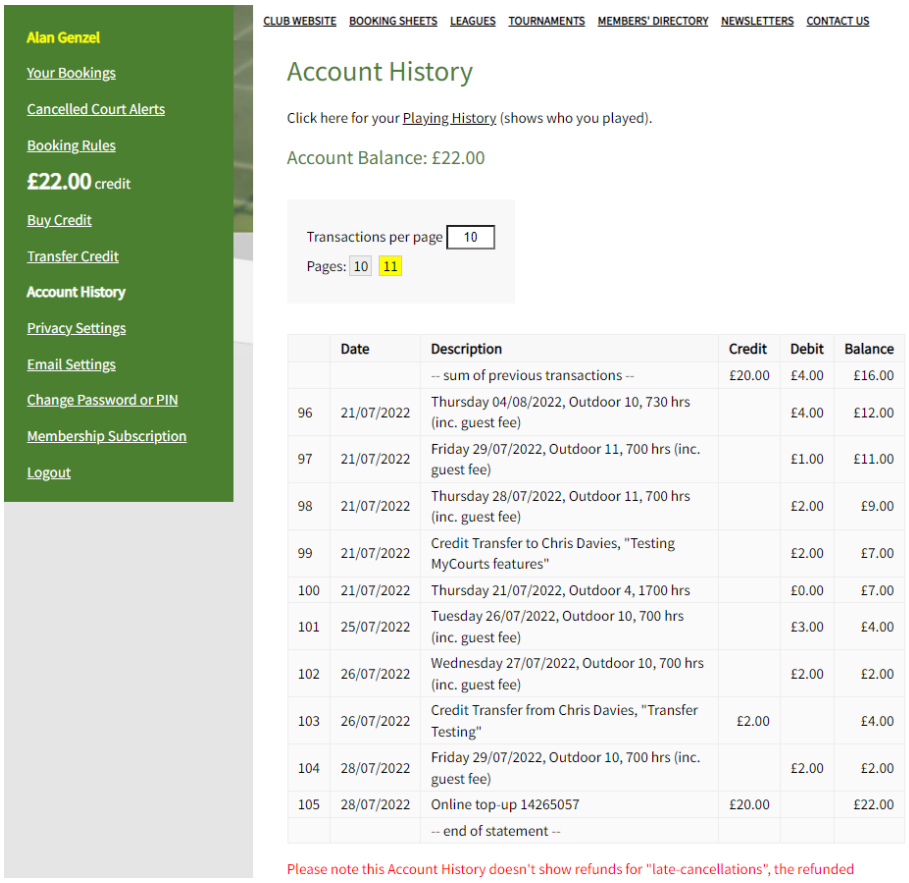
Login to view your full account history.

http://bltc.mycourts.co.uk/member_account_history.asp

This message was sent to you by Byfleet Lawn Tennis Club with services provided by mycourts a registered trademark of HBI Consulting Ltd.

If you prefer not to receive email from the Byfleet Lawn Tennis Club's booking system, then login to the website and update your email preferences on your settings page.

See Your Credit in Your Account



	Date	Description	Credit	Debit	Balance
		-- sum of previous transactions --	£20.00	£4.00	£16.00
96	21/07/2022	Thursday 04/08/2022, Outdoor 10, 730 hrs (inc. guest fee)		£4.00	£12.00
97	21/07/2022	Friday 29/07/2022, Outdoor 11, 700 hrs (inc. guest fee)		£1.00	£11.00
98	21/07/2022	Thursday 28/07/2022, Outdoor 11, 700 hrs (inc. guest fee)		£2.00	£9.00
99	21/07/2022	Credit Transfer to Chris Davies, "Testing MyCourts features"		£2.00	£7.00
100	21/07/2022	Thursday 21/07/2022, Outdoor 4, 1700 hrs		£0.00	£7.00
101	25/07/2022	Tuesday 26/07/2022, Outdoor 10, 700 hrs (inc. guest fee)		£3.00	£4.00
102	26/07/2022	Wednesday 27/07/2022, Outdoor 10, 700 hrs (inc. guest fee)		£2.00	£2.00
103	26/07/2022	Credit Transfer from Chris Davies, "Transfer Testing"	£2.00		£4.00
104	28/07/2022	Friday 29/07/2022, Outdoor 10, 700 hrs (inc. guest fee)		£2.00	£2.00
105	28/07/2022	Online top-up 14265057	£20.00		£22.00
		-- end of statement --			

Please note this Account History doesn't show refunds for "late-cancellations", the refunded