# Sports & Leisure Online Bookings Guide

Introduction

This is a quick guide to give you the basic knowledge to be able to book classes and hall bookings online.

With the introduction of the online booking systems it is also scalable to mobile devices enabling you to book on the go.

Logging into Online Bookings

Please go to http://www.south-ayrshire.gov.uk/leisure/ and click on 'Book and Pay' then click on the button for 'Online Bookings'. You will be presented with the screen shown below.
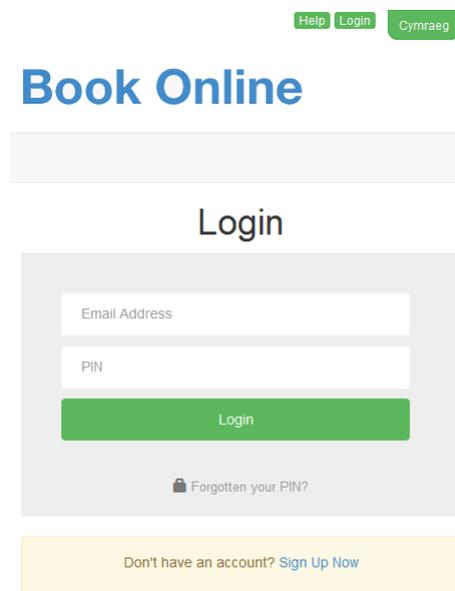
Help – if you ever get stuck logging on you can click on the help tab up the top of the page.

Login – by clicking on this it will always take you back to the home login screen.

Cymraeg –

Email Address – this is required to log on to the booking systems if you do not have an email attached to your member account please contact leisure.bookings@south-ayrshire.gov.uk or a member of our reception team.

Pin – this is your unique 4 digit pin to log into online bookings

Login button – click on this to log in after you have entered your Email Address and PIN

Forgot your PIN – click on this if you know your email address but have forgotten your pin,

Sign Up Now – click this if you are a new customer and fill out attached form.

Existing Members Login

Existing members of the system if you do not have an email address attached to your account you can email leisure.bookings@south-ayrshire.gov.uk, a member of staff will contact you within a *maximum of 3 working days with your pin number to gain access to the system. You can also report to any of the reception desks at South Ayrshire Pools and Ayr Town Hall.

New Customer Login

Click on the 'Sign Up Now' link on the above page and fill out new member form. A member of staff will contact you within a *maximum of 3 working days with your pin number to gain access to the system. You can also report to any of the reception desks at South Ayrshire Pools and Ayr Town Hall.

How to Make a Booking/Manage Bookings

When you log on you will be taken to the home screen. On the home screen you will be shown the classes that can be booked for Today.

Search – 'What's on at' is set to your main site. This can be changed by clicking on the change preferred site at the bottom of the page. You can view classes at any site or all sites by clicking on the dropdown menu. You can view the bookings for 'Today', 'Tomorrow' or in '7 days time' just by clicking on the buttons.

Advanced Search will be covered in the next section of this document.

Classes – This shows all classes against the criteria set in the Search and Advanced Search menu. 'Space' indicates availability for class. 'Wait' indicates class is full but you can book onto waiting list.

Members Bookings

To book a class select the one you want and click 'Book' then you must confirm the booking to confirm click 'Book', to cancel click 'Cancel'. When confirmed you will be emailed with confirmation of your booking. You can then book another class.

Pay and Go Bookings

To book a class select the one you want and click 'Book' then you must confirm the booking to confirm click 'Book and Checkout' to pay for the class, to cancel click 'Cancel'. You can also click 'Add Additional Booking' to make another booking and add to your basket. Once you have added all required bookings you can see that a basket button will have appeared at the top of the screen please click on **Basket** to pay for your classes. When confirmed and paid you will be emailed with confirmation of your booking.

Advanced Search

What's on at - is set to your main site. This can be changed by clicking on the change preferred site at the bottom of the page. You can view classes at any site or all sites by clicking on the dropdown menu.

Activity Type – You can search by specific Activity Type – e.g. Dry Classes / Pool Classes

Activity – You can search by specific Activity name e.g. Bootcamp, Circuits

From/To – you can select the date range to search for, this can be set to anytime however you can only book of classes 7 days in advance these will be the only ones that will appear.

Preferred Times – Select preferred time default is all.

Include days - Select specific days default is all.

Viewing bookings/Cancelling a Booking

To view your current bookings click on 'Manage Bookings' at the top of the screen. You will be displayed a list of your bookings.

To cancel a booking click on the icon and confirm cancellation.

Mobile Devices

Online bookings are available on Mobiles and Tablets.

The menu buttons found at the top are now contained within the icon.

Class Information, day/time is found by clicking on icon.