

CSS Venue Automation System

Automated Gate and Lighting for your club!

In partnership with Complete Security Solutions (CSS), Tennis Australia is providing an end-to-end solution for automated gate access and lighting to tennis clubs.

Complete Security VAS is integrated with the ClubSpark software that enables players to simply book and pay online to receive a unique 4-digit PIN that will provide access to the courts at the time of their booking, as well as activate court lighting when playing at night.

Benefits of CS VAS for the club

-  Reduced administration for club volunteers
-  Sustainability of venues
-  Attract occasional players to your club
-  Increased revenue and secure payment method
-  Greater ability to promote venues online
-  Options to integrate additional electronic access requirements (e.g. clubhouse, toilets or even alarms) that coincide with bookings

Benefits to your members and occasional tennis players

-  Streamlined access to courts and lighting
-  Easy to remember unique 4-digit PIN to grant access and activate court lighting
-  Access to the clubhouse or lighting box is no longer needed to turn on lights
-  Ease of access – gate will remain unlocked for the duration of ‘competition’ or ‘coaching’ type bookings to allow for the ongoing entry of players into the club
-  Improved and streamlined process to purchase memberships and hire courts – giving control, flexibility and freedom
-  Visibility of courts to meet their requirements dependent on time and surface
-  Courts are available for longer periods of the day
-  Greater security for players

Complete Security VAS FAQs

What does it cost for the integrated gate access technology?

For the supply of the equipment that covers a venue with eight courts (lit) and one access keypad, you can estimate to pay around \$5,000 ex GST.

The estimated cost does not include installation, shipping, remote technical support, any necessary pre-installation works (e.g. running of conduit) and any works associated to the integration of court lighting with the system.

There is an on-going annual subscription of \$380 ex GST, which allows for the transmission of booking data to activate pins, monitoring of system status and enables remote technical support.

To reduce the overall cost of the project, the National Court Rebate from Tennis Australia may be available (i.e. up to 50 percent, to a maximum of \$6,000).

Please contact your [Member Association](#) Places to Play representative for further information.

Do players receive the same PIN?

When making a booking, players will receive a 4-digit PIN that is unique to that player for every booking they make at the venue.

So, every time someone makes a booking at the venue, they will receive the exact same PIN unique to them.

When will the booking PIN unlock the gate?

A player will receive a PIN when completing their booking online. The PIN will be valid from 15 minutes prior to the start of their booking time and expire 15 minutes after the end of their booking time. The PIN will not open the gate outside of these times.

For bookings made on the spot, the PIN may take up to 5 minutes to become active.

Could a player get locked inside?

No, they cannot. The gate lock has a turn knob on the inside of the gate which means a person can exit at any time, regardless of whether their PIN has expired or not.

How do I turn on the lights?

Assuming court lighting has been integrated with the Complete Security VAS system, upon entry of a valid PIN, the access technology will request the lights for the relevant courts to be switched on. As part of the works to be performed by the venue's electrician in relation to integrating court lighting, we recommend a PE cell is installed to ensure that the lights only turn on when there is insufficient daylight. Lights will then turn off 15 minutes after the booking period ends.

Although lights are intended to be operated automatically via the system, it is possible to retain manual operation of court lighting, ensure your electrician has appropriately allowed for this during the integration process.

Our lights need a cool down period, will this create issues?

The in-built system logic will ensure the lights do not turn off if there is an upcoming booking due to commence within the next 15 minutes. The player will need to enter their booking PIN within 15 minutes into the keypad to ensure the court lights remain on.

What if power is lost to the facility?

The equipment supplied includes a back-up battery that can cater for power outages lasting up to 24 hours.

Do our members have to book online?

While there is flexibility in configuration, it is highly recommended that all court users are requested to book courts online. Free member bookings are simple to make and ensures the member has reserved their court before arriving at the venue. If access to the courts is only via a PIN, then members will need to book to ensure their PIN is valid and opens the gate.

Complete Security VAS FAQs

How do our competition and coaching players gain access?

Bookings made under a specific category (i.e. coaching, competition or event) within the software enable the gate lock to behave differently. The venue administrator can enter these bookings into the software and generate a PIN code for the coach or competition administrator. When this PIN is entered, the gate will unlock and remain unlocked until the end of the booking period. This will enable players and coaching participants to open the gate and enter without the need to enter a PIN.

Who will install the Complete Security VAS?

The Complete Security VAS (for access and lighting) is recommended to be installed by an approved contractor of CSS, however there is the option for the venue to elect a suitable contractor to complete the installation (if preferred and the approved CSS contractor is not reasonably local to the venue).

In the scenario the installation is completed by a venue's elected contractor, CSS will provide support documentation and remote technical support (on the day) to assist them with the installation process.

Note: all works associated to integration of court lighting is to be completed by the venue's electrician.

What pre-installation work will the club have to undertake?

There may be some work that will need to be completed to prepare your site for the installation of Complete Security VAS. Exact requirements will not be known until after a site survey and initial quote has been completed, where specific requirements will be outlined in detail.

For general reference, common requirements generally include:

- Installation of a 240v power outlet at the proposed location for the equipment enclosure
- Running of 25mm communications conduit (either subterranean or surface mounted) from the proposed location of the Complete Security VAS equipment enclosure to the gate/s
- Modifications to the gate (e.g. reversing of gate, so it hinges on the opposite side)

What type of gate do we need?

Though most existing gate structures will be suitable for the installation of Complete Security VAS, there are certain requirements that need to be met.

Click [here](#) to understand the minimum requirements to ensure your gate is suitable for installation.

Our facility does not have a clubhouse, can we still get the Complete Security VAS system installed?

Yes, this is still possible. The Complete Security VAS equipment can be housed in an external enclosure adjacent to the courts – an option to upgrade to a stainless-steel external enclosure is available to ensure the equipment is protected against weather conditions. The main consideration will be the ability to locate power at the site as a 240v GPO will be required to be provisioned within the external equipment enclosure.

Click [here](#) to understand the minimum spacing requirements for the enclosures and see some examples.

My Complete Security VAS equipment has been vandalised, stolen, or has stopped working – what do I do next?

In the first instance, contact Customer Support on 1800 752 983 or email play@tennis.com.au with **details about your issue**. Please supply a photo of the equipment if damaged, and a video of you entering your PIN if the keypad has stopped working. Some elements are covered under warranty, others may incur charges, which will be explained during the issue resolution process.

Visit this guide for more details on troubleshooting:

<http://support.tennis.com.au/articles/userguide-book-a-court-troubleshooting-hardware-issues/>

Where can I find out more about Complete Security VAS?

For more information or to arrange a site survey for obtaining a quote please contact your MA Club Development Officer/Tennis Development Officer. You can also visit our [Support Centre](#) which contains helpful [user guides](#) to understand more. For general enquiries or questions, feel free to email play@tennis.com.au.