



Clubspark Court Booking Upgrade

Feature overview – Club Admins



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Executive summary

A game-changing upgrade launched in May 2025

We've finalized the delivery of the next phase of our Clubspark transformation with the **May 2025 court booking update** — unlocking new & exciting capabilities for all clubs and coaches.

What's new:

- A much-improved **court booking system**
- **More flexibility** for clubs and coaches to manage bookings their way
- **Easier access** to future improvements and updates
- **Better help** when things go wrong, with quicker support
- A big step forward in making it easier for people to find, book, and enjoy court time

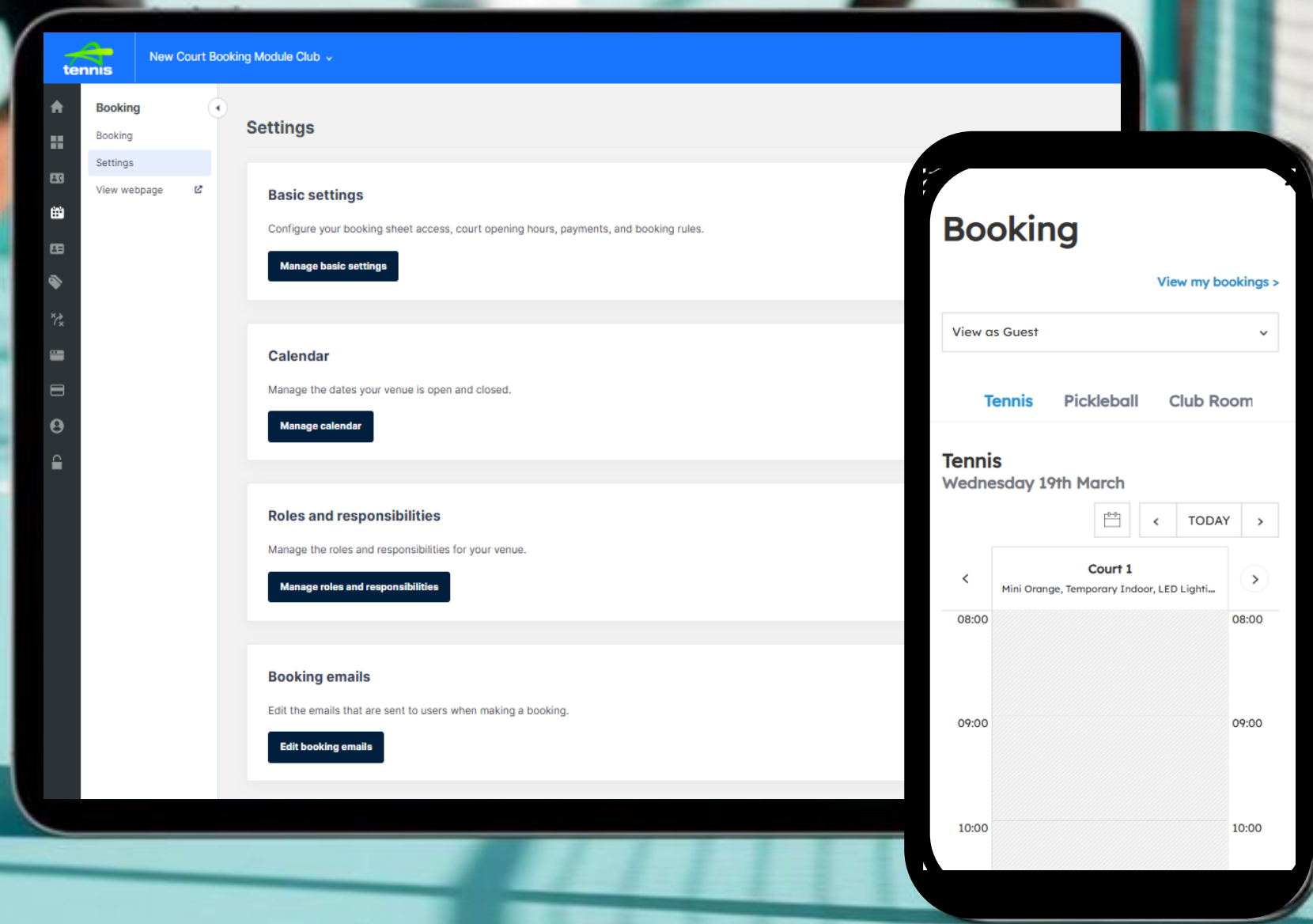
Why it matters:

- **Less admin work**, giving clubs and coaches more time to focus on people
- **A smoother experience** that encourages more people to get involved
- **A stronger system** that can grow and improve over time
- **Helps clubs grow** and makes it easier to offer new ways for people to play

Migration completed 26/6 

1004 venues migrated onto the NEW court booking module

***IMPORTANT:** Appearing on play.tennis.com.au & URL change



1. Managing bookings : Landing Page, booking sheet & booking table

What's changing?

1. New look & feel landing page
2. Improvements to the booking sheet – ability to colour coordinate booking activities, book on behalf of guests/members
3. More columns added to the 'Active' & 'Cancelled' tabs – ability to filter bookings for improved visibility and reporting
4. Booking with no contact – admins can make a booking without assigning a contact (note: pin generation)

Active tab: 'Booked by', 'Booking type', 'Booking Category', 'Membership Status'

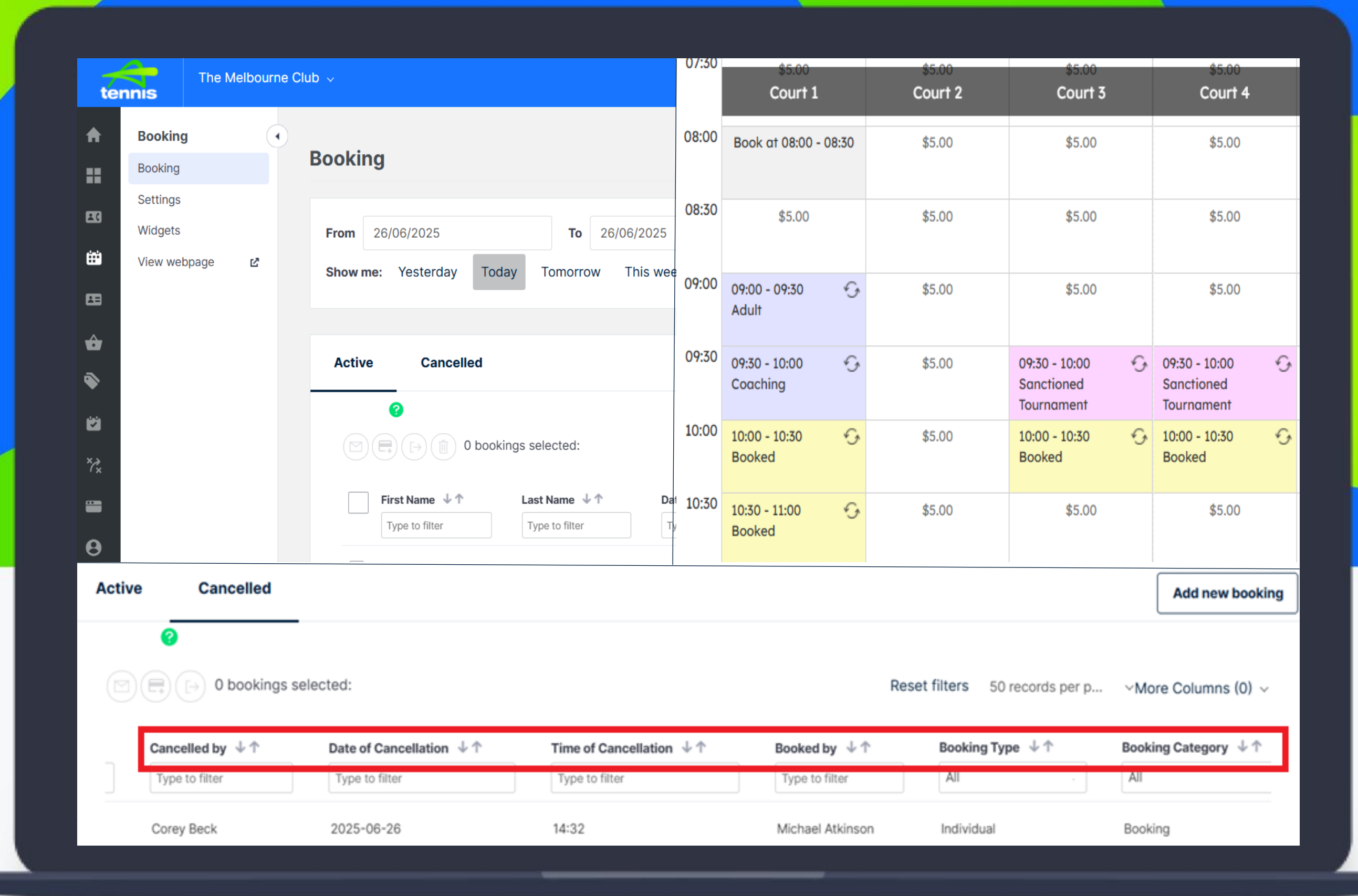
Cancelled tab: 'Cancelled by', 'Date of cancellation', 'Time of cancellation'.

Benefits to Club admins

More Visibility: Admins can now see who booked the court, whether they are a member, type of booking and more cancellation information - in one place.

Faster Admin Workflows: Eliminates the need to reference separate reports or wait for vendor responses for booking details and cancellation details, reducing admin effort.

More Control: Clubs can tailor their view to focus on the data that matters most to them, improving efficiency and usability.



2. Bulk cancellations

What's changing?

Fast Bulk Court booking Cancellations: Cancel multiple court bookings in one swift action.

Pinpoint Accuracy Filtering: Filters that let admins target exactly the bookings they need to cancel

Seamless Refund Automation: Easy automated refund system that instantly processes eligible refunds for bulk cancellations.

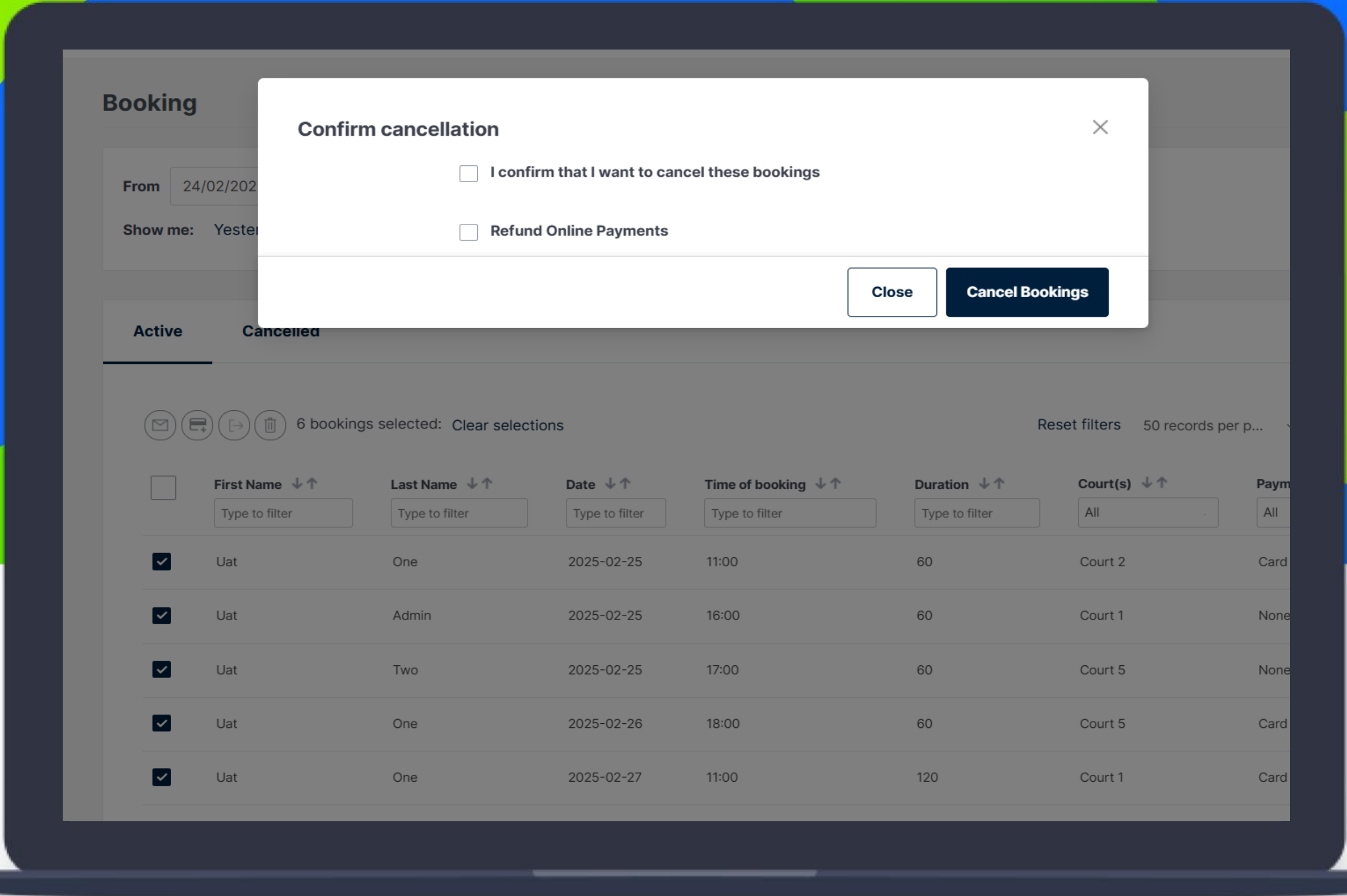
Be Aware – check before you cancel in bulk. Inaccurate filter settings might cancel additional bookings unintentionally, so a quick double-check ensures you only cancel what you intend.

Benefits to Club admins

More Visibility: Admins have a dedicated view of cancelled bookings, making it easier to track and review changes for better oversight.

Faster Admin Workflow & less effort : Perform bulk cancellations swiftly in a single step, saving time admin time and frustration.

Control: Use filters and confirmation steps to manage cancellations precisely, ensuring accurate outcomes.



3. Booking: Basic Settings

What’s changing?

New Day Booking Availability Time

Clubs can now set a specific time at which bookings for the next day become available, offering more control over court release times. Solving: More structured court access, reduced booking conflicts, and increased control of fairness in availability.

Group Booking

Admins can now toggle on/off the member/guest from showing in the rulesets and restrict users from adding additional players to bookings.

Accept Online Payment

Admins can now select whether they accept online payments or not. When toggled to off, all bookings are free of charge.

'Max bookings during period' and 'Max bookings period (days)'

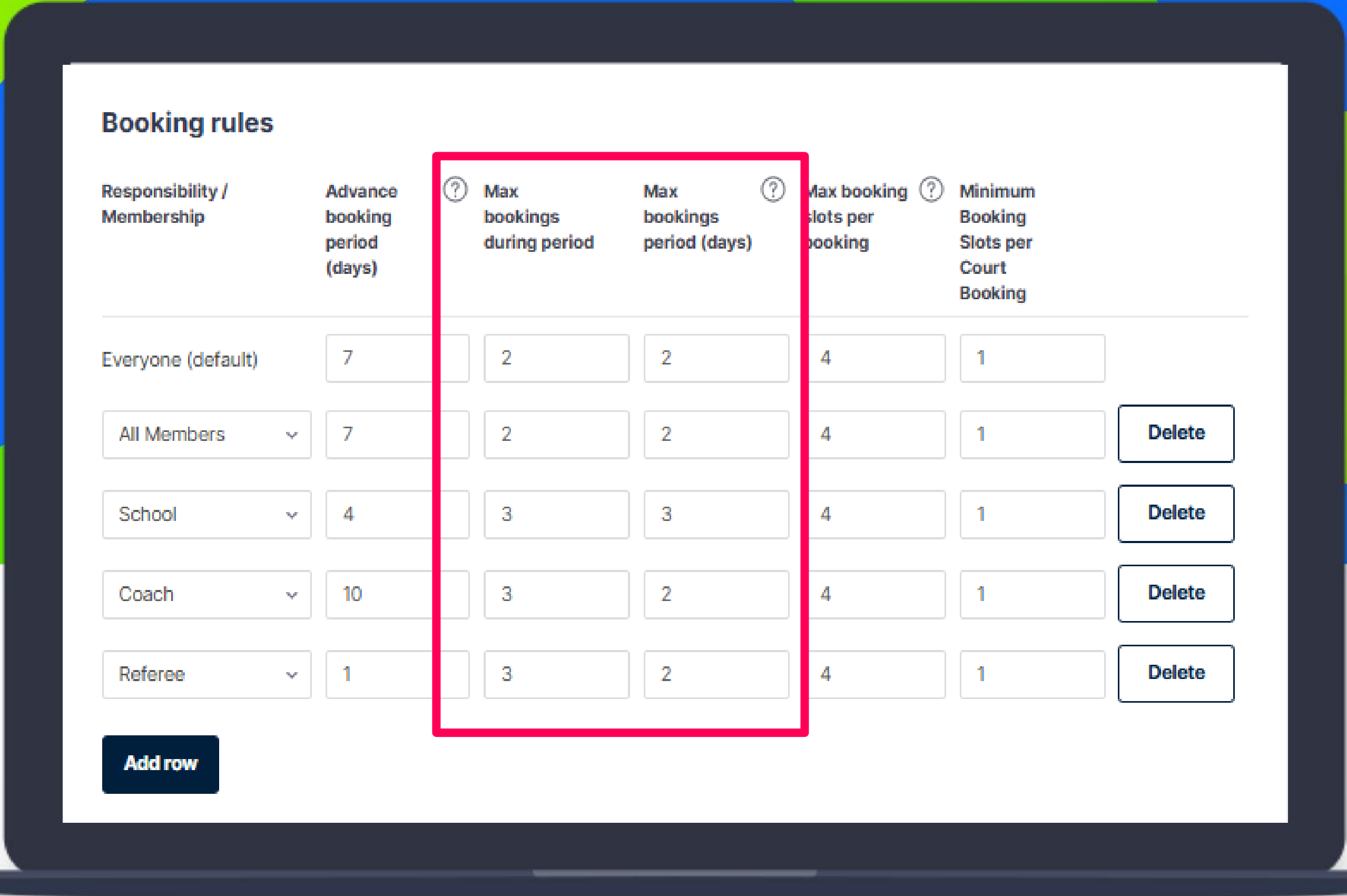
Admins can now set a maximum number of bookings users can make within a defined time-period.

Benefits to Club admins

More Control Over Court Access – Helps prevent users from booking too many sessions over a longer period, ensuring fairer access.

Optimised Resource Management – Reduces overbooking and ensures better court utilisation over extended periods.

Court booking management - Greater flexibility, better visibility, and improved booking management for clubs



4. Managing bookings : How to manage Group Bookings

What's changing?

Group Booking Toggle: Admins can now turn Group Bookings on or off for their venue.

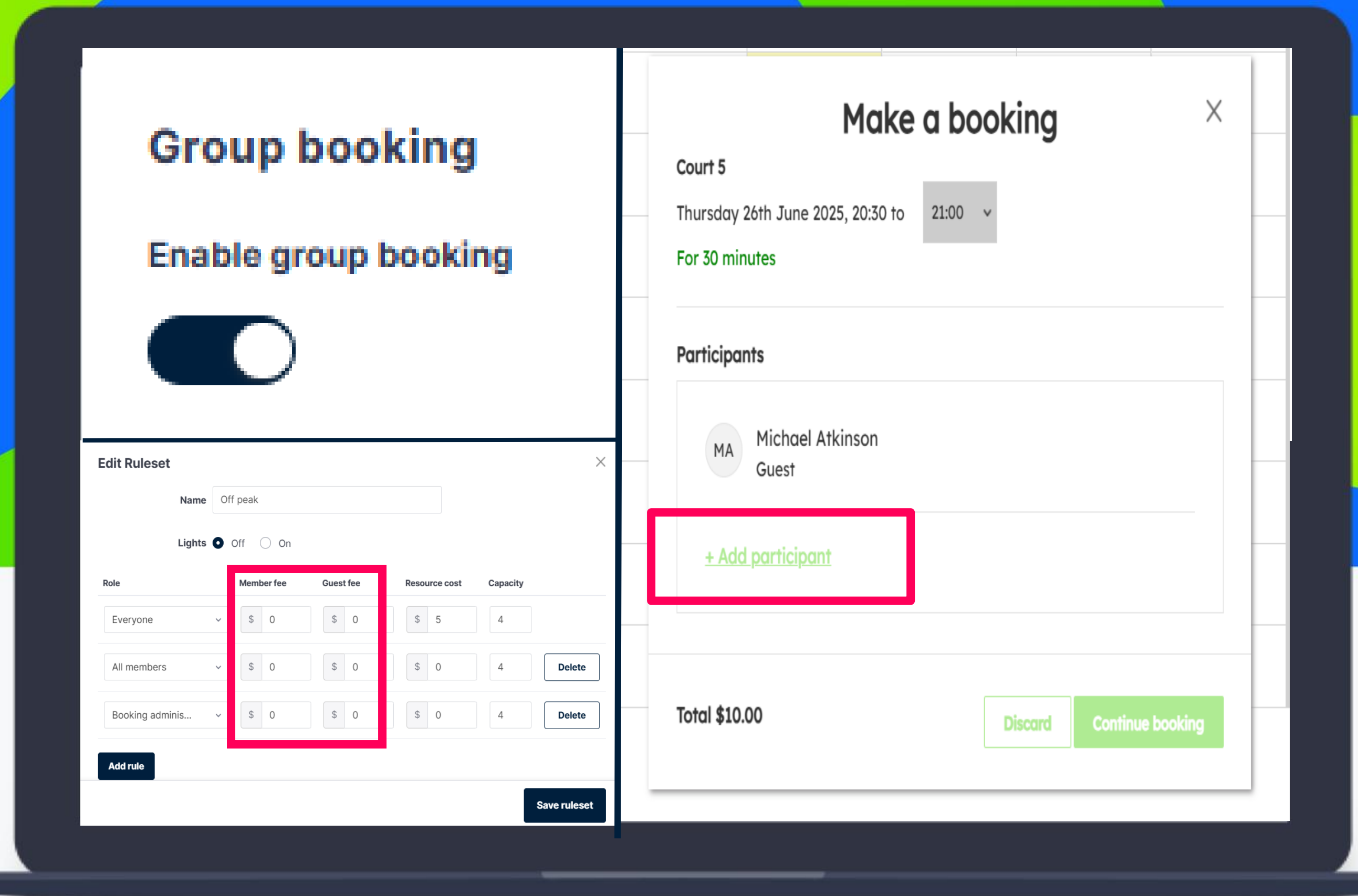
Fee Integration When Enabled: With Group Bookings on, users can add participants—members or guests—and member/guest fees automatically stack on top of the base resource cost if included in the ruleset.

Resource-Only Mode When Disabled: Turning off Group Bookings removes the “+Add Participant” option. Bookings revert to a single resource fee (other participants may still arrive, but won't be recorded or charged)

Benefits to Club admins:

Dynamic Revenue Control: Switch on guest fees when you want to maximise income; switch off to streamline pricing to just the resource cost

Configurable Visibility & Reporting: Enable Group Bookings to capture attendance details and apply distinct member or guest fees on top of resource costs; turn it off to focus on resource usage and simpler reporting.



5. Managing bookings : Daily Booking Reminder Emails

What's changing?

Automated Nightly Reminders: Players with a booking for the day will receive an early morning email reminding them of their upcoming court time.

Venue-Specific Emails: Each booking contact gets a separate email for every venue they've booked, ensuring clear, relevant reminders

Customizable & Opt-In by Default: Users are automatically enrolled (with unsubscribe options), and venue admins can add bespoke messaging to tailor each reminder

Benefits to Club admins:

Maximized Court Availability: By prompting timely cancellations when plans change, more courts open up for other players.

Reduced No-Shows: Morning reminders cut down on missed bookings, helping you maintain a reliable schedule.

Streamlined Operations: Fewer manual follow-ups and better court utilization free up your team to focus on member engagement



6. Resources

What's changing?

Multiple Booking Sheets

Admins can now create multiple booking sheets to group related resources

Easily organise and move resources between booking sheets

Improved visibility of non-tennis resources

New Resource types

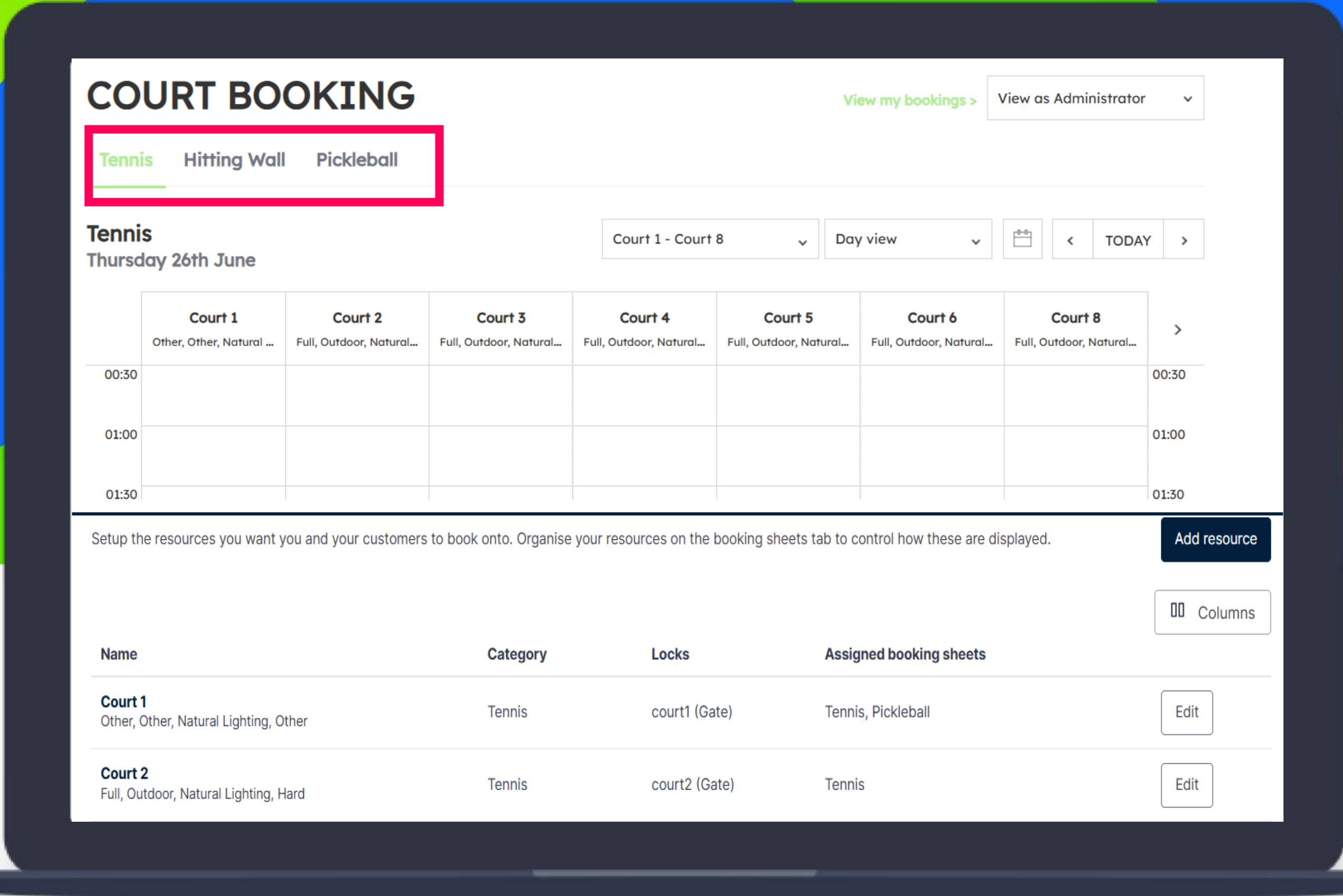
Venues can now more effectively set up and manage bookings for Pickleball courts, ball machines, hitting walls, clubrooms, plus other non-court resources with new resource types

Updated design for the Court Configuration page — now called Resources

Benefits to Club admins

Enhanced User Experience: Users are easily able to find and book the resource type they are after.

Improved Booking Management: Enhanced efficiency by grouping related resources together, making it easier for admins to manage their bookings



7. Schedules



What's changing?

1. Simplified management of schedule

For example, clubs can use 'Off Peak' ruleset for during the day and 'Peak' ruleset for when lights are needed. Admins will incorporate the lighting fee into the 'Peak' ruleset resource cost.

Improvements to application of rulesets

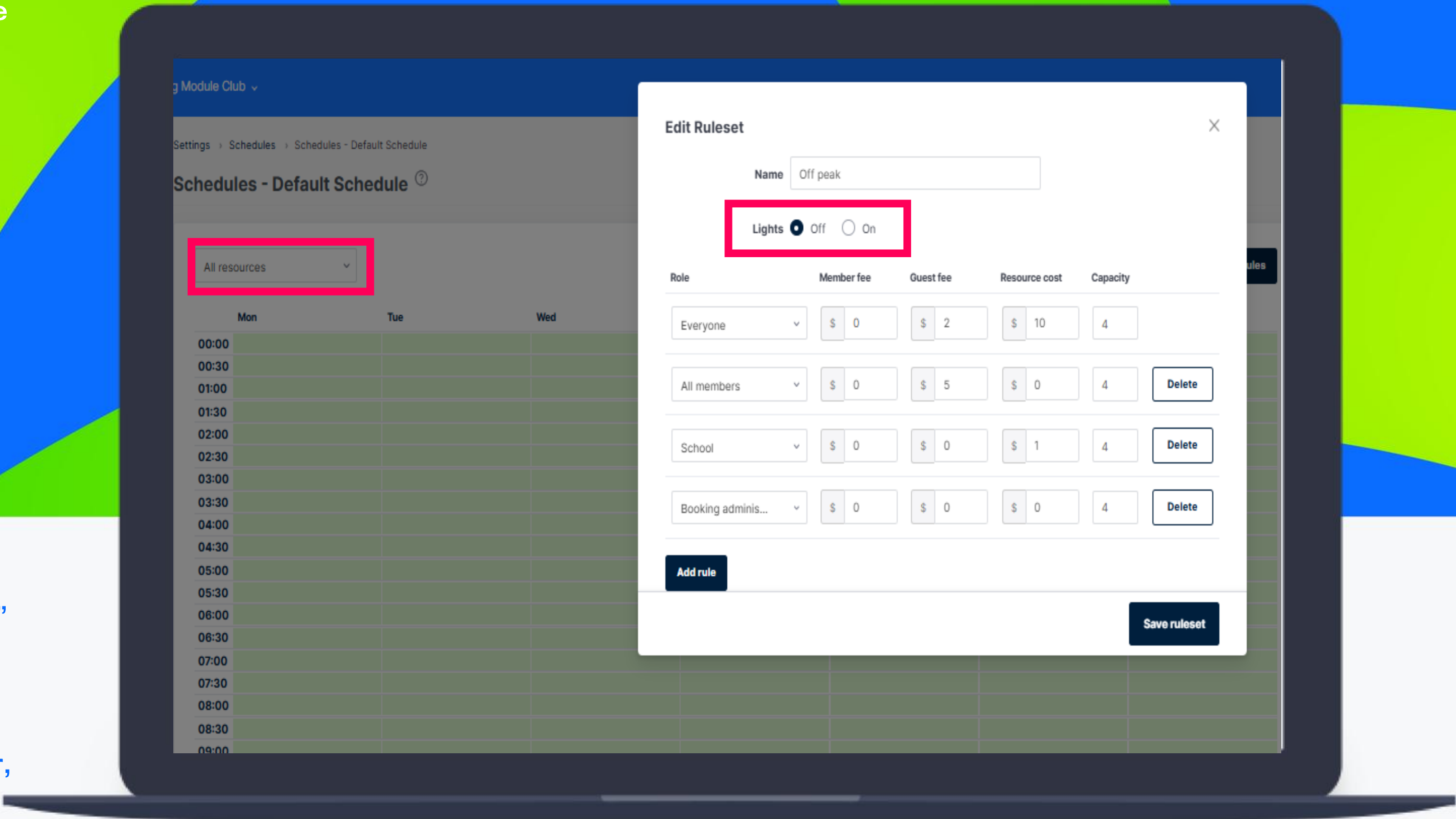
Note: Lights on/off setting does not impact lights onsite. Purely a display setting for easy viewing of when you're charging lights.

Benefits to Club admins

Streamlined Scheduling & Fees: Lighting charges are now built into your regular schedule—use your existing “Off Peak” and “Peak” rulesets without juggling a separate lighting schedule.

Quick Ruleset Application: Apply a ruleset across an entire day or time slot with a single click on the day or time header, saving setup time.

Flexible Court Schedules: Create dedicated schedules for specific courts or activities (e.g., pickleball or padel) to tailor availability and pricing per resource.



8. Court booking Credits & Discounts

What’s changing?

Court Booking Credits

Apply credits to player accounts for cancelled bookings due to weather, court issues or other unplanned closures.

Flexible Credit Management: Credits can be used for future court bookings, offering flexibility for players.

Easy Setup: Admins can manage and apply credits directly in the booking system.

Automated Tracking: Credit balances are automatically tracked within the Clubspark admin portal. Both the club admin and participant can see their credits.

Court Booking Discounts

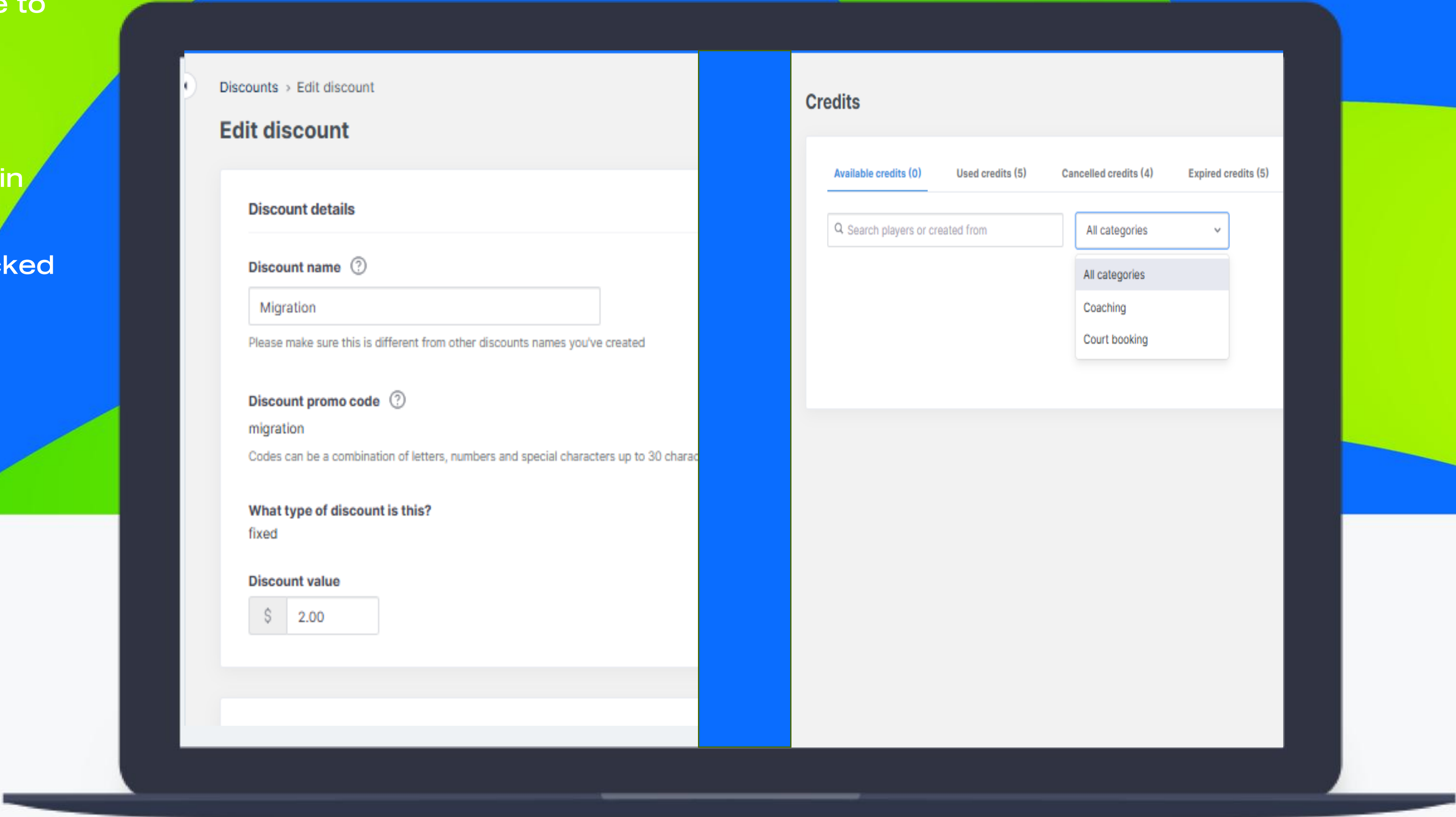
Now available to be created/managed by clubs within Clubspark

Benefits to Club admins

Improved Customer Experience: Keep players satisfied by offering credits for cancelled bookings.

Increased Retention: Encourage future bookings with a more flexible credit system.

Operational Efficiency: Minimise disputes and manage cancellations seamlessly.



9. New Features – Coming Soon:

- Multiple Stripe Accounts – Clubs and coaches can link different Stripe accounts to different modules in Clubspark (e.g., coaching vs. court hire) to create clear separation of incomes, simpler reporting and minimise manual handling.
- Payment requests, One Off and Recurring - Venues can collect one-off or recurring online payments for fees, merchandise, services, equipment hire, competition entries and more—while automatically generating detailed reports to streamline financial management.
- Coach Subscriptions & Free Trials - Coaches can offer recurring subscription plans and automated free trials for new players—simplifying cash flow for customers and making coaching more accessible.
- Linked Booking Resources and Configurable venue Resources – Club Admins can configure a single resource, ie tennis court, for multiple activities—such as tennis, pickleball, or Ball Machine – with new linked booking resources automatically preventing double bookings.



THANK YOU