



FAQS – FOR VENUES

Is my Venue website address changing?

- Although the online experience at tennis.com.au is transforming, making it faster and simpler for players to find a coach or program and book a court - it won't change anything for you. This has **no** impact to your Venue website address E.g. play.tennis.com.au/ [venue name]. If your customers have your Venue page saved or 'bookmarked', or Google your Venue, they will still be directed back to these same sites and pages. A reminder, this site is predominantly targeted to the casual player. Members or regular players are encouraged to find and book directly from the venue's landing page on Clubspark.

Will my club page on the National website (play.tennis.com.au) still exist?

- As play.tennis.com.au is decommissioned, these pages will now redirect to the venue's booking sheet. Note, these pages are different to the ones referred to in the above question.

Any bookmarks or hyperlinks that currently direct people to the website URL like the below example:
<https://play.tennis.com.au/court-hire/ExampleTennisClub#courthire> will now redirect to
<https://play.tennis.com.au/exampletennisclub/booking/bookbydate>

Will there be any changes to court bookings?

- There will be a new 'Find, Book & Play' experience on tennis.com.au which will make it faster and simpler for new players to find your Venue and make a court booking.
- Once a player has chosen their Venue, Date, Court and Time, checkout and booking details will be completed in Clubspark, in the same way that it happens currently.
- Login, sign-up and payment for court bookings will continue to take place via Venue sites on the Clubspark platform, using the same play.tennis.com.au/ [clubname] URLs. There will be **no** impact on Venue websites.

What's happening with the existing 'National Play' sites?

This includes hotshots.tennis.com.au, cardiotennis.com.au, aoholidayprograms.tennis.com.au, and play.tennis.com.au (the home page only, play.tennis.com.au/yourclub is not changing as above)

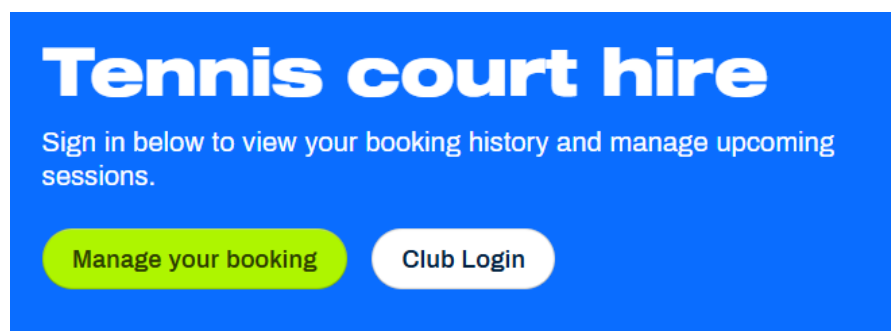
- All pages will re-direct to the new tennis.com.au. So, if your customers have an existing 'Play' site or page 'bookmarked', they will be redirected to the relevant page on the new tennis.com.au.
- These sites will be decommissioned with the content and functionality migrated to the new tennis.com.au.

Will there be any changes to the way that I login to the Clubspark Admin area?



You will access the Clubspark Admin area through your own Venue page (e.g. play.tennis.com.au/venue/venue-name) – this is the preferred method for club admins.

Alternatively, you can go to tennis.com.au, click Sign In (at the top-right of the page) and then click **Club Login**.

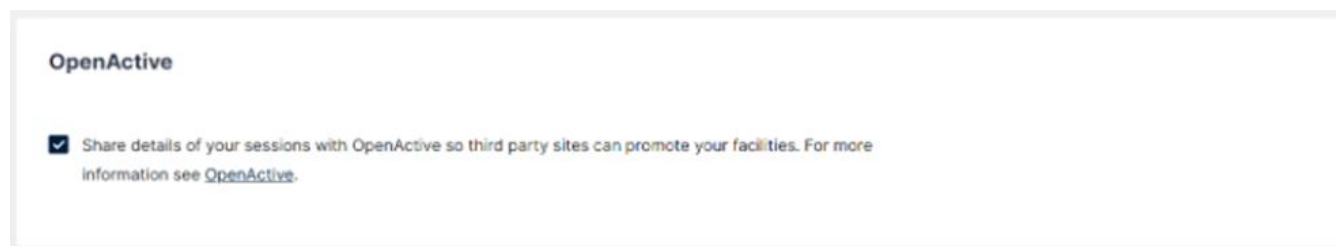


How can my venue appear on the new Find, Book and Play experience?

If your venue is already appearing in search results on play.tennis.com.au, you DON'T have to do anything. The following steps are for **new** venues.

To appear on the new 'Find, Book & Play' experience, please follow these steps:

- Login to Clubspark (your club admin area)
- Navigate to 'Booking' (left menu)
- Select 'Settings'
- Select 'Manage Basic Settings'
- Select 'Share details of your sessions with OpenActive' so third-party sites can promote your facilities. For more information see [OpenActive](#).



Important Information

- This checkbox will be synchronised with the 'publish on play' option ('publish on play' is what makes you searchable on the existing site and is set by your Member Association). *This means, if you are currently visible on play.tennis.com.au, you will be visible on the new website automatically and no further action is required on your behalf.*
- If your club does not want to be searchable on the new site, untick the box.

Who can appear in the new Find, Book & Play search results?



The following venues are eligible to appear on the new website for Court Hire.

1. Venues who use Clubspark for court hire

Note. The new experience will direct users to check-out on your venues Clubspark page - meaning the booking rules set by your venue within Clubspark (e.g. min/max booking period, how far in advance users can book, etc.) will be applied from this point. Please ensure you have the following parameters met:

- Set “who can view the booking sheet?” to **anyone**.

Privacy

Who can view the booking sheet?

- ☒ Anyone
- ☐ Logged in users
- ☐ Members or anyone assigned a role at the venue ?
- ☐ Booking administrators only

- At least one court at your venue must be available for bookings to non-members

2. Venues who use a 3rd party booking system for court hire

Note. Venues must have included an appropriate 3rd party website and activated “3rd Party Court hire listing” within their Profile module (Profile > Venue Info).

3rd Party Listings

☐ Activate 3rd Party Open Court Session listing

Open Court Session Url

☒ Activate 3rd Party Court Hire listing

Court Hire Phone Number

Court Hire Url

<https://tennisworld.perfectgym.com.au/ClientPortal2/#/Login>

3rd party instructions

Line up a hit with family or friends and book a court at your local Tennis World venue

3. Any venue with a Clubspark website.

What is the order of venue listing in court hire search results?

There is an order of venue listing, which is prioritised as follows:

- venues using Clubspark for court hire (i.e. have bookable slots to non-members).
- venues using 3rd-party software providers
- venues with a Clubspark page

Within each group, search results will be sorted by distance (closest first), then by venue name (A-Z) when the distance is the same.

My venue meets all the criteria but still isn't appearing in the search results - why?



As the search results apply the booking rules that have been set for your venue within Clubspark, there is a possibility that certain search parameters will also need to be met for your venue to appear.

For example, if a user selects 30 minutes and Venue A doesn't support 30 minutes, Venue A will not appear in the search results. If the user changes the duration to 60 minutes and Venue A supports 60 minutes, then Venue A will appear.

How can I update my venue, court and amenity information?

The new Find, Book & Play experience will show your Venue details, amenity information, and courts available based on the information in Clubspark.

- **Venue Details:** Update as usual in Clubspark via the [Profile module](#). Please note, whatever is displayed in Address Line 1 is what will appear in the search results.
- **Amenity Information:** Update as usual in Clubspark via the [Profile module](#).
- **Court Details:** The total number of courts at your Club, and their details will come from Clubspark. If you do not use the booking module of Clubspark, you still need to have your courts added in the 'booking module' (see Booking > Settings > [Manage Resources](#))

What if I want my venue to appear, but I use a booking platform other than Clubspark?

The new Find, Book & Play experience will allow your venue to appear in the search but be bookable externally to Clubspark in a similar way to how it happens now.

- Go to Profile (left Menu)
- Select Venue Info
- Tick 'Activate 3rd Party Court Hire listing' (see below)
- Add the URL for your booking platform

Important Information

- For court information to be visible, it must be added in Booking > Settings > Resources. It is ok to add these in here, as long as you do not add any availability. Your courts will then continue to be 'bookable externally'.

The screenshot shows a form titled '3rd Party Listings'. It contains the following fields and options:

- ☐ Activate 3rd Party Open Court Session listing
- Open Court Session Url:
- ☒ Activate 3rd Party Court Hire listing
- Court Hire Phone Number:
- Court Hire Url:
- 3rd party instructions:

Why is my venue listed so far down the search results?

The search results display all bookable venues first. Within each set of results, they are listed by distance from the searched postcode and then by name, if the distance is the same. Only courts bookable by non-members will appear. Venues without website details will not appear.

Do venues that offer 15-minute slots appear?



Yes, venues with 15min slots will appear. A user can select slots at 15-minute intervals, however the minimum booking duration in this solution is 30 minutes. So, the user will be allowed to book at least two 15min slots.

Why do some venues not have a price?

As some venues offer free slots during the day, the price can appear as \$0.00 to be bookable.

Note: the initial price will be based on the next available slot at the time of search.

Why do some busy, inner-city locations only display 1 or 2 search results?

This is because of the way the search function works. It starts at 2km, then 5km and expands to 50km. Once the Search function finds 1 or more clubs it stops.

Why is my club not showing in the correct location on the map?

If your club is not appearing in the correct location on the map, this will be due to a data related issue in Clubspark. To correct your venue's address details, head to the Profile module in the admin area of Clubspark and ensure your address (including latitude and longitude) is correct. Once you've done this, the location should appear correctly within 24hrs.

Follow the below steps to find latitude and longitude details:

- **Open** Google Maps in your browser.
- **Search** for your venue.
- **Right-click** on your venue on the map.
- The coordinates (latitude and longitude) will be displayed at the top of the pop-up window – click on this to copy.

How can I get setup if I'm not currently on Clubspark?

If you don't already have access to Clubspark please contact either your local Tennis Development Officer, your Member Association or Customer Support on 1800 752 983. Once you're set up, we recommend checking out our [Support Centre for helpful user guides to get you started](#).

- For Venues:
- Please use [this link](#) to submit an expression of interest to have access to ClubSpark
- For Coaches:
- Please use [this link](#) to submit an expression of interest to have access to ClubSpark.