

Team Booking Requests

Version 1.1

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This document describes changes to the Club Teams app and the Court Booking apps on the Coombe Wood Website. It introduces a new process through which captains can provisionally reserve and later confirm courts for their Sunday home matches. Junior matches and senior midweek matches are currently not supported.

Please also refer to the **Booking Requests Visual Guide pdf**. It shows detailed annotated screen shots of the booking process.

The new system has been introduced because the increase in the number of adult and junior teams has resulted in competition for slots and congestion in the court diary. Resolving these issues manually takes time and effort. In particular, the new system solves the problem of releasing booked courts that are no longer required.

Overview of the court booking process

Booking slots

Each Sunday can support up to 4 standard booking slots:

- Courts 2 and 3 from 10am to 2pm
- Courts 4 and 5 from 10am to 2pm
- Courts 2 and 3 from 2pm to 6pm
- Courts 4 and 5 from 2pm to 6pm

A slot can be in one of 3 states:

- Free – Available for booking.
- Provisional – One or more captains has requested the slot
- Booked – A match (or other event) has been agreed for the slot.

The system can also be used to book courts for mid-week daytime matches.

Booking requests

The system works on the concept of a **Booking Request**. A booking request is always associated with a specific team, captain and match. You can create a booking request for each of your home matches. This can be initiated either from the Match section of the Team's page, or from the *Sunday teams bookings* view in the *Book a court* application.

A booking request can contain up to **3 provisional booking slots**. These dates should be pre-agreed with your team and communicated to the opposition. Eventually one of the slots should be agreed and confirmed.

If you want to offer a given slot to more than one of your opponents, you should add the slot to each of your associated booking requests. You cannot transfer a slot from one request or match to another.

Slots have a waiting list

You can add free slots or slots with 1 or more existing provisional bookings to a booking request. If you choose a slot that is already provisionally occupied, you are added to a waiting list for that slot. The waiting list is maintained in strict order of the booking request's creation date and time.

Amending a booking request

You can reopen a booking request at any time and delete slots that you no longer need or add additional slots, but always subject to a maximum of 3 slots.

Confirming a slot

When a provisional slot has been agreed by your opponents, you should open the Booking Request and confirm the desired slot

When you confirm a slot, the following happens:

- A firm teams booking is made on the system.
- You receive a confirmation email.
- 'Booked' and the date appears next to the home match.
- Any other slots associated with the request are automatically released. This in turn triggers actions as described below.
- If other captains were waiting for the newly confirmed slot, they are sent an email stating that the slot is no longer available. If that was the only slot on their booking request, their request is deleted.

When a slot is released:

- If other captains were waiting for the slot, they receive an email showing their new position in the slot's waiting list.

Automatic expiry of unused provisional slots

A slot request expires automatically after 14 days. When the slot expires the following happens:

- The slot is released
- Captains on the waiting list are informed if their position has changed

You can re-request an expired slot, but you will move to the end of the waiting list.

Email reminders

The system sends out emails as follows:

- A reminder mail is sent 1 week before a slot is due to expire and again 2 days before expiry.
- A mail is sent when you confirm a slot.
- People on the waiting list for a slot get an email whenever their position in the list changes.