



Would you like to shorten your wait time when booking courts at 7 am?

## Booking a court is kind of like ordering an espresso drink....

if you say what you want in a certain order, it all goes faster. And please remember, the 7:00 am booking period is a VERY busy time and keeping your phone conversation focused only on your reservation will make it quicker for everyone.

### How to “Order”

1. Date & Time
2. Court # desired (not always available)
3. YOUR Name (you may ONLY make reservations for yourself or your spouse)
4. All of the other players’ names
  - a. Singles: Need other player’s name OR  
+ Add Player (let us know if you want “Friends Only”) and you have 36 hours to fill in the name or your court will be automatically released.
  - b. Doubles: Need 3 other player’s names OR  
2 Names + Add Player (let us know if you want “Friends Only”) and you have 36 hours to fill in the name or your court will be automatically released.

### Booking Etiquette:

- Please do not comment on how long you waited – this only increases the time everyone else has to wait. We wish no one had to wait, but haven’t figured out a system to do that.
- If you do not get the court you wanted, please don’t ask who did get it. It is irrelevant and only makes others wait longer to book their courts. If you really want to know, you can look this up on line. We wish we had unlimited courts so you could always get the court you want. Sadly, this is not the case.
- Please remember that our Customer Service Reps do the best they can with booking courts in this high pressure period and are fully trusted to follow our rules.
- If you want, you can check your computer to see if your playing partners have available reservations *before* you call to make sure that your reservation will go through. To do this, on the booking screen in Gametime, open the “Availability List” (top left of your screen). This list shows all members and if they have available reservations this week or next week. The Availability List can be sorted by last name or playing level by clicking the green bar where it says “name” or “level”. This is a nifty way to find new partners!
- If you have any ideas or comments about our reservation system, please talk with me. We are always looking for a “better way” to do things!

~ Robin Robertson, Club Owner & Manager