

SQUASH COURT BOOKING PROCEDURES

RA Squash Club (RASC) members and non-members have the ability to book squash courts both online or over the phone with Member Services at 613-733-5100.

Court bookings are 1 hour in length. All participants are required to leave the court once the one hour time period is over. In order to ensure all members have access to the courts, there are no back-to-back reservations. **Courts may be booked up to 7 days in advance.**

Upon arrival, please check in at the Membership Services desk to confirm booking and gain access to the courts.

Some anomalies are bound to arise as we transition to this new system. Thank you in advance for your understanding and patience.

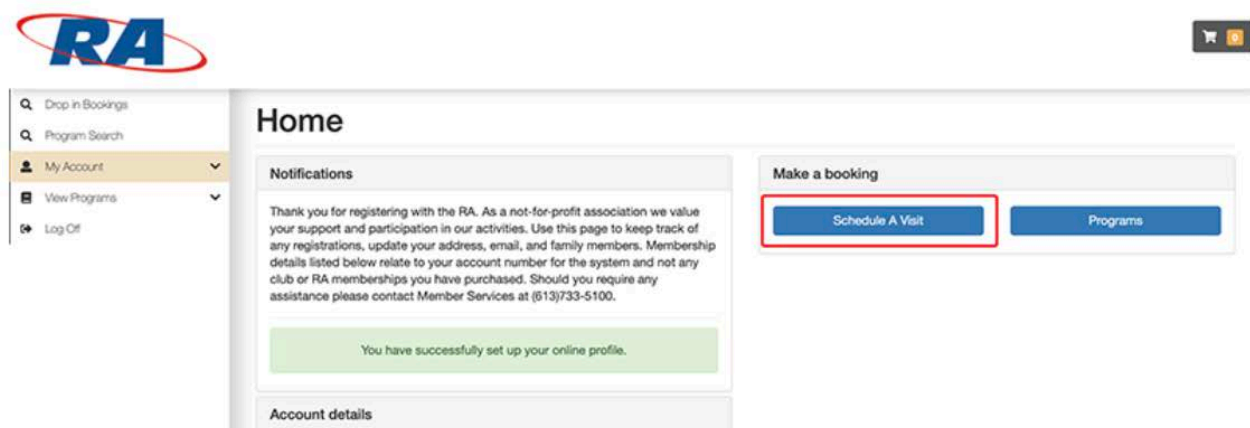
How to Book a Squash Court

Login to your **PlayRA** on-line registration account.

TO LOGIN, please use the main contact's email address and barcode as password. You are encouraged to update your password under "Account" after your initial login.

IMPORTANT NOTE: As a member (or recent past member) you already have an account and it's important that you do not create a new one. If you create a new account, it will not be linked to your RA membership file and you will not receive the discounted RA Squash Club member price. If you run into difficulties getting started, please contact Member Services by email at info@racentre.com or 613-733-5100 and they will activate your on-line account.

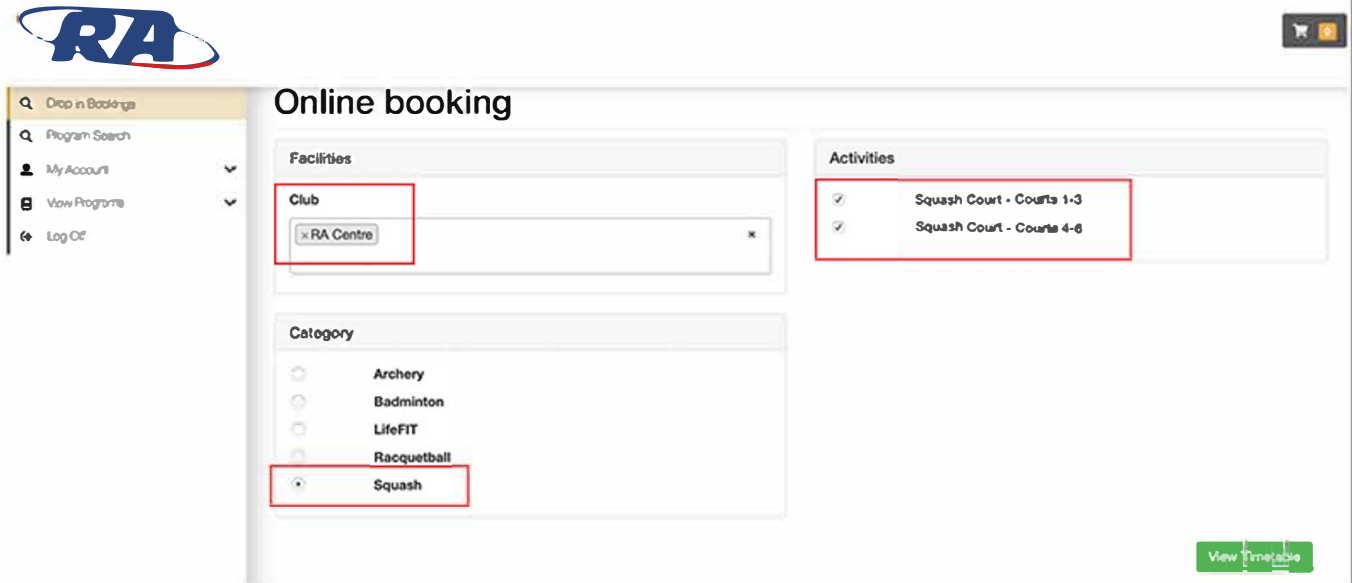
Once you have logged in, you will be on the Home page. Please select "Schedule a visit" on the right hand side of the screen.



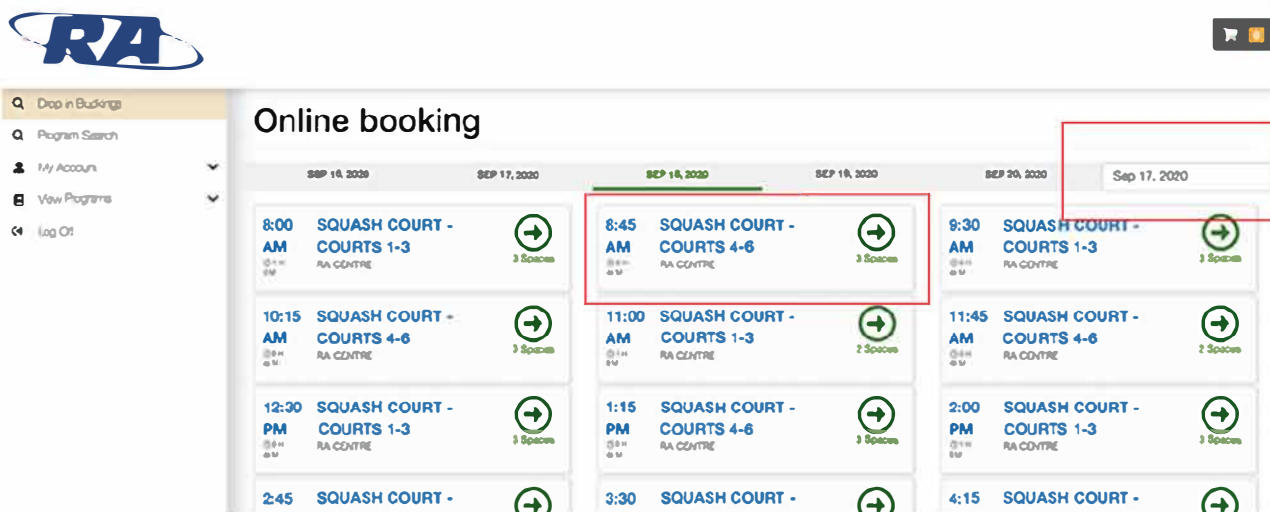
The screenshot shows the RA online registration account home page. The page layout includes a navigation menu on the left with options like "Drop in Bookings", "Program Search", "My Account", "View Programs", and "Log Off". The main content area is titled "Home" and features a "Notifications" section with a welcome message, a green success message "You have successfully set up your online profile.", and an "Account details" section. On the right, there is a "Make a booking" section with two buttons: "Schedule A Visit" (highlighted with a red box) and "Programs".

This will take you to the Online Booking page.

- Select **RA Centre** from the drop-down menu under Facilities - Club - *Be sure to do this first!*
- Select **Squash** under Category
- Select **Squash Court - Courts 1-3** and **Squash Court - Courts 4-6** under Activities
- Click on green **View Timetable** button at lower right of screen too see all available times.

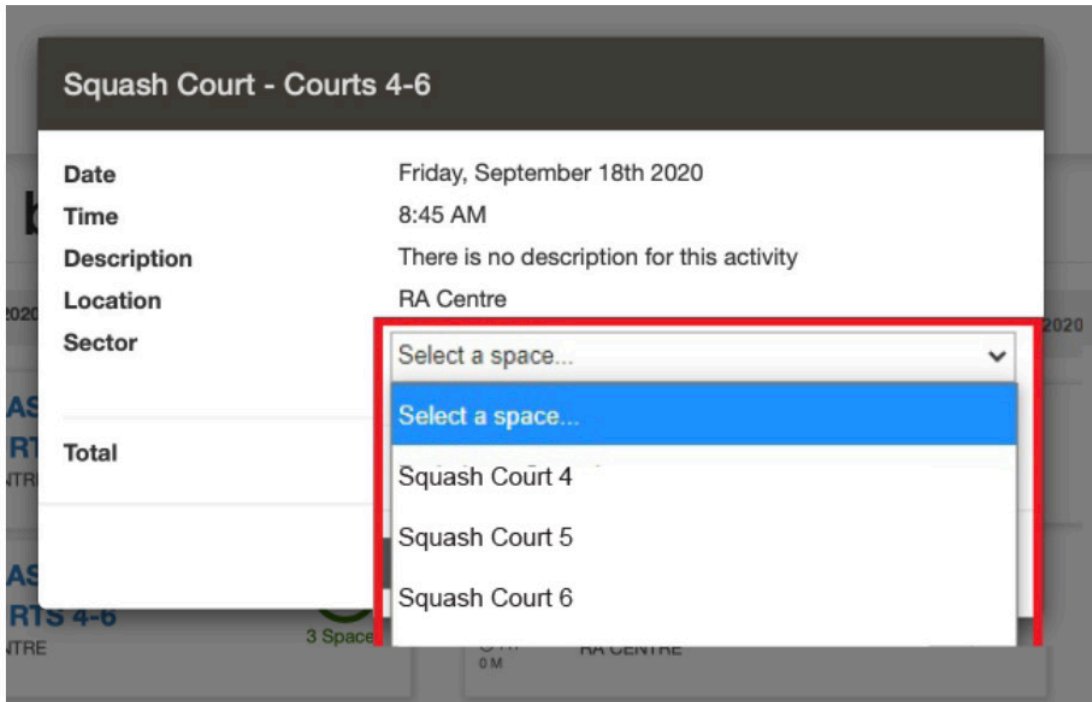


- Select the date for which you wish to book.
- You will now see all the available time slots. Each time slot will have a number below the arrow, this is the number of Courts available during this time slot. If you notice FULL this means there are no available courts during this time slot.
- Click on the time you wish to book.

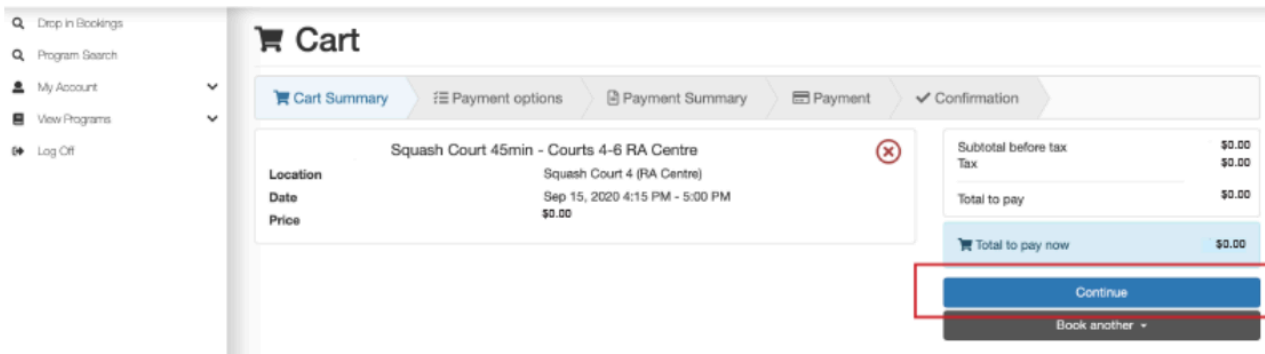


In the court booking window you will now have the chance to select the court you wish to book.

- Click on **Select a Space** and choose a squash court from the drop-down menu



- Click on **add and continue to basket.**
- You will be taken to your Cart



- Click on **Continue** and proceed to make your payment to complete your registration*
- You will receive an email confirming your booking.

* **MEMBERS** - When booking on-line, Squash Club members court fee will be reduced to \$0.00 at the "checkout" window. Please note non-prime time members will be charge the regular \$30.00 non-member court fee when booking outside the non-prime hours.

NON-MEMBERS - Non RA Squash Club members are eligible to book a squash court; the cost is \$30 and covers a 45 minute court booking plus two non-member day passes. For non-members planning to play with an RA Squash Club member, please have the member book a court; a \$15 non-member guest fee is due upon arrival.

10 Visit Pass Users - Please note that this covers the court fee plus your access. If your partner is also a non-member, s/he will be asked to pay the \$15 guest fee upon arrival.

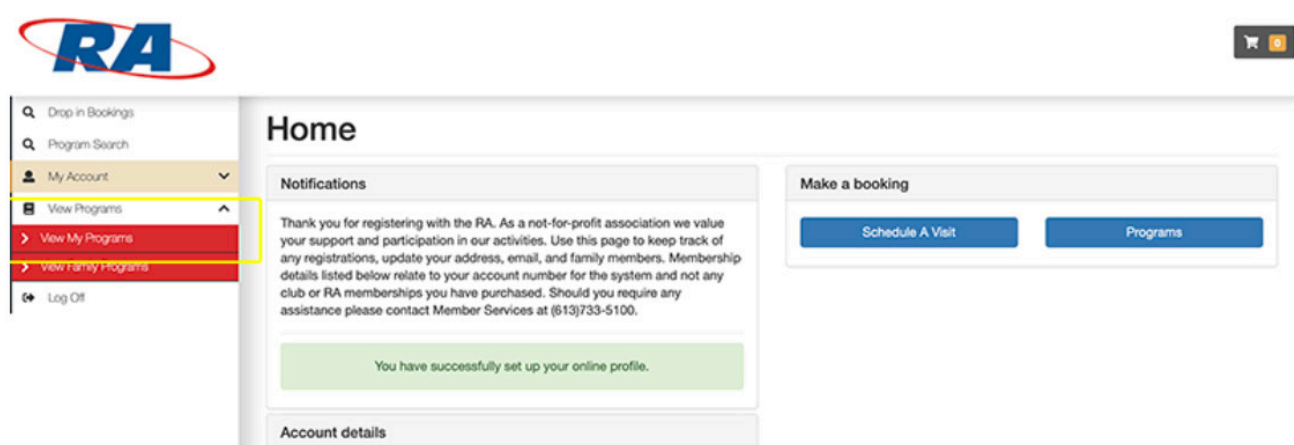
How to View and or Cancel a Court Booking

In the event you wish to cancel your Booking you can easily do so from your account. Please note if the booking was completed through the Member Service desk you will need to cancel through them.

Courts must be cancelled 48 hours in advance.

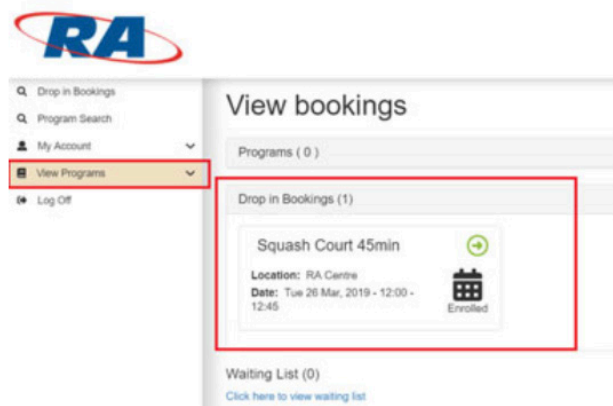
Login to your **PlayRA** on-line registration account.

Once you have logged in, you will be on the Home page. Please select "View Programs" from the left panel.

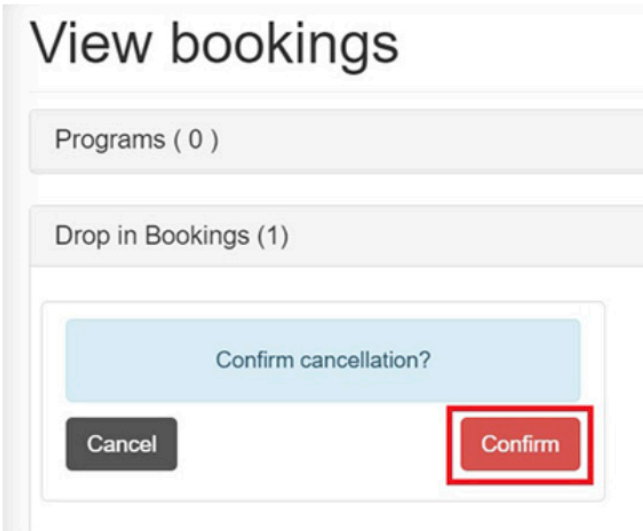


You are now on the View bookings page

- Select "Drop in Bookings"



To cancel a booking, simply select the booking time and hit the red "Cancel" button.



Confirm cancellation.