SKYCOURT FITNESS

Court Setup Guide

Court setup made easy

This guide will give you the information you need to setup the courts in SkyCourt to match your club's physical courts' schedules and rules. The guide will introduce you to the terminology used in SkyCourt, provide you with directions on configuring the courts and make suggestions for the rules you can put in place.

THE BASICS

In SkyCourt, courts are arranged into Court Groups. A court group is a set of courts that share a common schedule and common rules. In general, you will be interacting with court groups rather than individual courts when doing configuration work in SkyCourt. Your members will see a schedule for a court group and will be able to book an individual court.

MY CLUB ISN'T USING COURT BOOKING, DO I STILL NEED TO DEFINE COURTS?

Even if you are not using the online court booking facilities of SkyCourt, you may still want to define a set of courts in SkyCourt. If

you are using any of the scheduled leagues in SkyCourt, then you will have to define a set of courts. The scheduled leagues use the court definitions to assign courts when creating the schedule for the league. If you are defining courts solely for the purpose of scheduled leagues, then you have flexibility when defining the court schedule. You can define the schedule to match your club's court schedule, or you can define the schedule only for the day and time that the league operates.

Terminology

Before you dive into defining a set of courts in SkyCourt it is useful to understand the terminology.

COURT GROUPS

A court group is a set of courts that share a common schedule and a common set of rules. For instance, your club might have squash courts, indoor tennis courts, outdoor tennis courts and a doubles squash court.

In this case you would probably set up four (4) court groups. The doubles squash court and singles squash courts would be different groups because they support different types of use (singles vs doubles). You could choose to define a single court group for tennis courts that includes the indoor and outdoor, or you could define indoor and outdoor separately. The benefits of defining the indoor and outdoor separately include making it more obvious to your users which courts they are booking and that you could have different schedules for the outdoor courts if they close before the indoor courts each day.

COURTS

A court must belong to a court group. It represents a single physical court at your club. It can have a long name and short name. The short name will be used in places in the user interface where there is not much room, so it should be distinct and understandable. A court also has an offset (in minutes) from the court group's schedule. Figure 1 shows 4 courts, 2 of them have a 20-minute offset to the court group schedule. In the figure you can see that court 1 starts at 6 am but court 2 starts at 6:20 am. This is because court 2 (and court 4) has a 20-minute offset defined. The advantage of this type of configuration is that it provides more choice in terms of starting times for your members.

Figure 1 – Court schedule showing courts with offset start times

SCHEDULES

A schedule is a list of start and end times for each day of the week.

Schedules are used to create the main schedule for the court group, to define prime time blocks for the court group and to define when members can book courts based on their membership type.

Because the start and end times are defined per day, SkyCourt gives you the flexibility to have schedules that behave differently on different days of the week. For instance, weekends may have reduced hours of operation, or prime time may only be applicable during the week.

PRIME TIME SCHEDULE

Prime time is a block of time during the day (up to 3 times per day) that look different on the court schedule page and can have different behavior for the court booking rules.

COURT BOOKING PERIOD

This is the number of days ahead that a member can book a court. For instance, you may decide that members can book 7 days in advance. In this case, the court booking period would include today and the next 7 days. Note that court booking periods can be different for members with different membership types, see

Membership Types and Court Booking. Also, you can decide to have a different number of days ahead for prime time and non-prime time courts.

DISPLAY ORDER

When you define multiple court groups, you will likely want control over the order that the court groups are displayed. This is controlled by the Display Order value. Court groups with a lower display order value are displayed first. If there is a tie in display order, then the court groups are displayed in alphabetical order.

Defining the courts

To define courts, you must first navigate to the Club Admin section of the application. You get there by clicking on Club Admin in the top navigation menu.
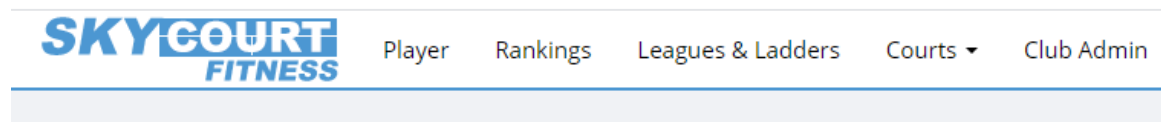
This brings you to a page with a number of tiles for configuring the settings for your club. One of those tiles is labeled "Courts".
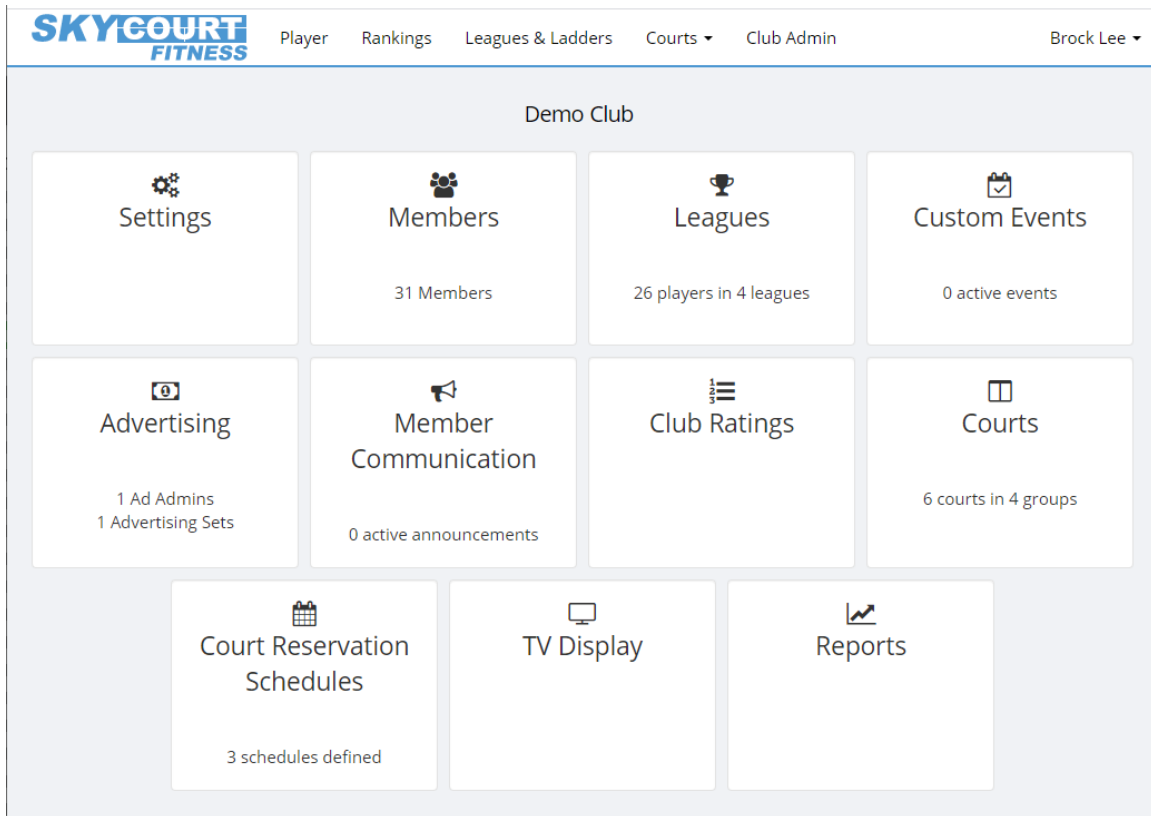
When you click on Courts and you do not yet have a court group created, you will be greeted with documentation that covers most of what is in this guide.
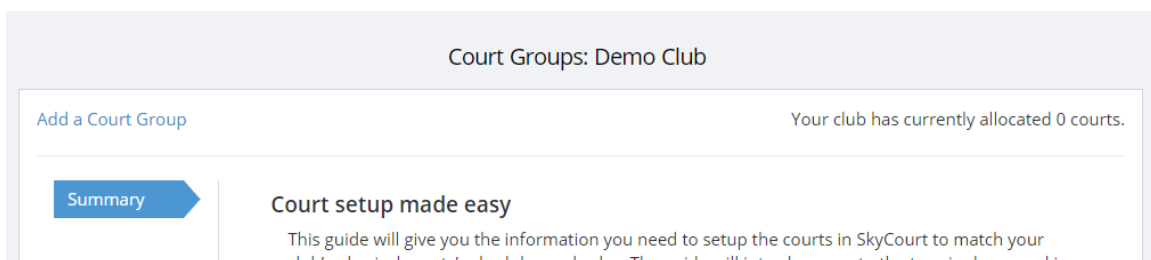
To create your first court group, click on "Add a Court Group". When you create a new court group, you will have to give the group a name and optionally a description. The description is only needed if you have multiple court groups (such as indoor tennis, outdoor tennis and

squash). Then you can start to provide values for the other aspects, such as:

- *Sport: what sport is played on these courts*
- *Singles vs Doubles: are these singles only? Doubles only? Or a mix of both*

Then under the Courts section is where you create the actual courts that belong to the court group. When you create a court you provide the following information:

- *Court Name: this is the name that will appear everywhere that references the courts*
- *Short Name: this should be 2 to 5 characters and will be used when there is a small amount of space on the screen but we still need to refer to the court*
- *Offset (mins): Some clubs might have 4 courts and may choose to start the schedule on 2 of those courts offset from the other 2 courts. For instance, if your court time is 30 minutes long, you might have 2 courts start on the hour and 2 courts start on quarter past the hour. This provides maximum starting time flexibility for your users. If you want them all to start at the same time, enter 0 for all courts.*

The "Schedule" tab is where you define the start and end time for each day of the week. The first court will start on the start time and the schedule will end on or before the end time.

This is also where you define how many minutes each booking is for.

You can also define up to 3 prime time segments. The prime-time segments (morning, noon and evening) are defined independently and can be different for each day of the week. See the rules section for the difference between prime-time and normal time for how the club member is able to book courts.

"Booking types" and "Fees" are described later in the document.

"Display" provides some settings controlling how you would like your court groups to be displayed. For instance, you can hide your court group from the UI all together by clicking on the "Hide the Court Group from the UI". This might be useful if you need to define a court group for house leagues or team leagues but don't want to show the court group because your club is doing booking in an other system.

Display order controls the order of displaying the court group in the top menu navigation. Lower numbers are displayed first.

You can specify how many days ahead to show on the schedule page. If you don't override this setting here, then the number of days shown is the number of days a member can book. But for instance, you can have one group of members who can only book 3 days ahead, while others can book 7 days ahead. You can then set this value to 7 days to ensure that everybody can see 7 days ahead on the schedule.

Finally, the number of slots for the mini schedule views controls how many court slots are shown on the Front Desk view. This view constantly scrolls to show the currently active court slots so that the front desk can quickly see which courts are available as members ask on their way into the club. You can use this value to control how far ahead in the day they can see at a glance. They can always click on the link on the Front Desk view to go to the full schedule when needed.

Click save on the bottom of the screen and you have created your first court group. Then move on to the Rules tab to follow along with the next section of the document.

Court Booking Rules

SkyCourt has a number of rules that can be enabled to control how your members can book the courts.

TIME OF DAY BOOKING STARTS

You can control the hour and minutes when members can see the newest day they can book courts. For instance, if today is Tuesday and you have setup a 7 day ahead booking schedule, the newest day members can book is next Tuesday. By default, members can start booking at midnight on Tuesday for the following Tuesday. You can change this to another time of day if you desire. For instance, you may decide that members need to wait until 6 AM to book courts. With this setting, if they logged into SkyCourt at 5:45 AM, the earliest court they could book is the last court on the following Monday. But if they came back to the site at 6 AM on Tuesday, they would be able to book all the courts that are available on the following Tuesday.

BACK TO BACK BOOKINGS

A back to back booking occurs when a member is booked in two court slots where the start of the second slot is directly after the end of the first court slot. The two bookings could be on two different courts within the same court group.

You can decide if you want to allow this type of booking or not. If you choose to allow back to back bookings, you can control how many booking slots a single member can take, both on prime time and non-prime time.

Figure 2 Back to Back rule

OVERLAPPING BOOKINGS

An overlapping booking occurs when a member books two court slots where both slots occur at the same time. If you use offsets in defining your courts, this includes court slots that occur partially at the same time.

You can decide if you want to allow this type of booking or not. This can be combined with back to back bookings to control how large of a block of courts you allow any one member to occupy.

SOLO PRACTICE

A solo practice booking allows a member to book a court with less people that would otherwise be required for a normal booking on that court. For a singles court, this means that a single player can book the

court without a partner. For a doubles court, this means that one to three players can book a court without that fourth player.

The purpose of booking a solo practice court is to practice. You may choose to allow this type of booking to encourage member improvement in the sport, or you may decide to disallow this type of booking because it is a less efficient use of the courts.

You can also decide to allow solo practice during non-prime time but prevent it during prime time, when there is more demand for the courts. This option tends to be the most popular approach.

Solo practice has another setting which limits the number of solo practice bookings for a single member over the court booking period. This setting can be used to limit people from booking too many solo practices. If you don't want to worry about how many solo practices a player books, enter a large value for this setting.

You also have the ability to display a message to the user when they are booking a solo practice. This might be a message that reminds members of proper court etiquette when using the court for solo practice. Or it might be a message reminding them that they can rent practice equipment such as a ball machine.

GUEST MATCHES

A guest match booking is similar to a solo practice boking, except that the partner (or one of the partners in a doubles booking) will be a non-member. The same settings from the solo practice booking apply to the guest booking.

A great use of the message to show members for a guest match is a reminder of what the guest policy is for the club. For instance, you could state your guest fee and remind members that their guest must check-in at the front desk before entering the club.

For doubles, you have control over how many of the 4 player positions are allowed to be guests. This can be anywhere from 0 – no doubles

guests matches allowed, to 3. At least one member needs to be a guest.

Membership Types and Court Booking

SkyCourt supports having multiple court booking rules for different members of your club. To achieve this, you must first define different member types.

Once you have different member types defined, you can create a set of court booking rules for each type of member. Each of the rules previously mentioned can be different for each type of member. For instance, you may have a premium membership that can book courts 7 days ahead and a basic membership that can only book courts 3 days in advance.

Court booking per member type has been designed to allow you to more easily distinguish between different types of memberships. The different rules have been designed to give you precise control over the court booking experience for each member type.

SETTING UP FOR MULTIPLE RULES

The setup starts by defining the different member types. This can be done by clicking on Members on the Club Admin page and then Member Types in the left-hand navigation panel. Follow the instructions there to create a membership type for each type of member who needs different booking rules.

Once you have membership types created, navigate to Club Admin / Courts and select the court group that needs different rules per member type. Select the RULES tab for that court group.

Initially you will see a single set of rules. These are the rules that apply to everybody in your club. There is a link that says "Add rules for a specific membership type" If you click on that link, you will be able to select the member type to create a unique set of rules for. See Figure 3.
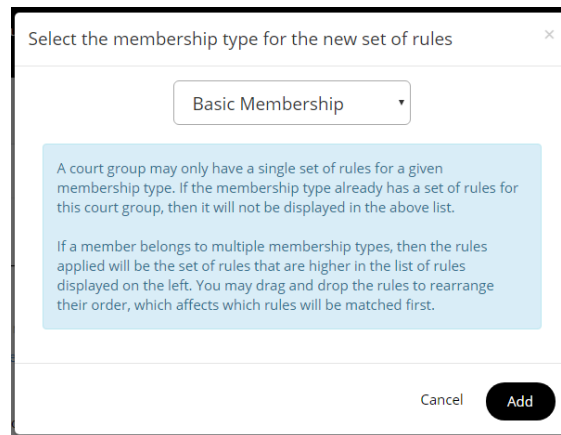

Figure 3 - Dialog to add a set of rules for a specific member type

Creating your first member type specific set of rules will make a copy of the rules that apply to everybody. This makes it easy to make changes from what you already have, rather than having to set all the rules up from scratch. At this point you can modify any of the settings for the new set of rules and members that belong to that membership

type will get those court booking rules applied to them when they book courts.

WHICH RULES WILL BE APPLIED?

The list of membership types are displayed on the left in order that members will be matched against the types. For instance, if you have three membership types, Basic, Deluxe and Premium, you can setup rules as shown in Figure 4.

Figure 4 - Rule ordering

In Figure 4, members will first be tested for membership in the premium member type, then in the deluxe member type, then in the basic member type. If a member is a premium member, she will use the Premium Membership rules. If a member is not a member of any of these three membership types, he will use the "Rules for Everyone" set of rules.

Since the list is ordered, a member may belong to multiple membership types. The first one that matches is the one that will be used.

HOW DO I CONTROL THE ORDER OF THE RULES?

Once the different rules have been created for each of the member types, you can re-order the list of rules by dragging the rule in the list, either up or down. See Figure 5.
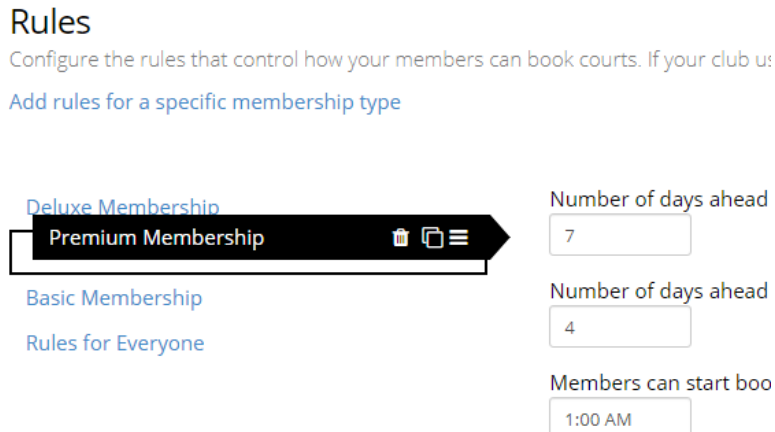

Figure 5 - reordering the list by dragging the Premium membership rules to a new location

Once you hover the mouse over one of the membership types, a set of icons will appear that allow you to control the rule set. To re-order the list, just click and drag the member type up or down in the list.

Note that you cannot put the member type below the "Rules for Everyone" item, nor can you move the "Rules for Everyone" up higher in the list.

WHAT DO THE ICONS MEAN?

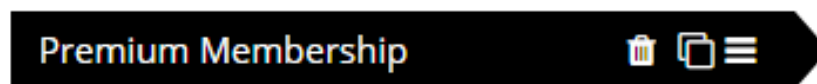Figure 6 shows the list of icons that appear on a membership type.

Figure 6 - the actions available on a member type

The trash can icon is used to delete the rule set for the member type. You will have to confirm the delete action before it takes affect.

The next icon, the two boxes, is a copy icon. Clicking on that icon will allow you to create a new set of rules for a new member type by copying the contents of the rules for this member type. This is a quick way to create a new set of rules that are exactly the same for two member types. If you do not use this copy icon, but rather click on the link "Add rules for a specific membership type", the new set of rules will be a copy of the "Rules for Everyone".

The final icon is an indicator that you can drag and drop the member type to a new location in the list. Clicking on the icon does nothing.

Court Fees

SkyCourt supports charging court fees for bookings. To support court fees, SkyCourt defines *Fee Packages*. Rather than setting a fixed fee per court slot, fee packages define a block of court minutes that are pre-purchased and then used with each subsequent court booking. If court fees are enabled and a member has insufficient court minutes purchased, she will have to purchase more court minutes before booking the court.

By default, each member pays for their own court minutes, but there is an option to allow the booking member to pay for everybody's minutes for the court. Minutes are allocated evenly to the members on the booking. For a 60 minute singles court, each member would be charged 30 minutes. For a 60 minute doubles court, each member would be charged 15 minutes.

See Figure 7 for a screen shot of the court fee rules.

You also have control over when the member gets charged, if the member is charged when canceling a court at the last minute and how guests are charged.

Figure 7 Court Fee Rules

COURT FEE PACKAGES

A court fee package consists of

- *A name*
- *A description that the members will see*
- *The number of minutes the member is purchasing*
- *The price*
- *An expiry date*
- *A published state*

This allows you to provide a number of court fee packages, maybe giving people a discount if they purchase larger blocks of time. It is completely up to you. You can define as many or as few packages as you need. You can publish or hide those packages as needed. And there is always a history of old packages once you "delete" the package. Deleting doesn't actually delete the package, it just hides the package and puts it into the "old packages" list.

The expiry date controls how long the member has to use the minutes before they expire. This can be left blank if they never expire. The expiry clock starts ticking as soon as the package is purchased for a member.

GIFTING COURT MINUTES

Court minutes can be purchased by the members for use by that member. They can also be purchased by a member and gifted to another member. This typically happens when a parent purchases minutes for their children.

Minutes can also be gifted from the club. These are called *bonus minutes* in SkyCourt. You can choose to give members bonus minutes by clicking on the link "Give a member bonus minutes". These minutes can also have an expiry date and they contain a note describing why you are giving a member minutes. Maybe they won a prize in a club contest, or maybe every new member gets a bonus of 120 minutes of court time to get them engaged.
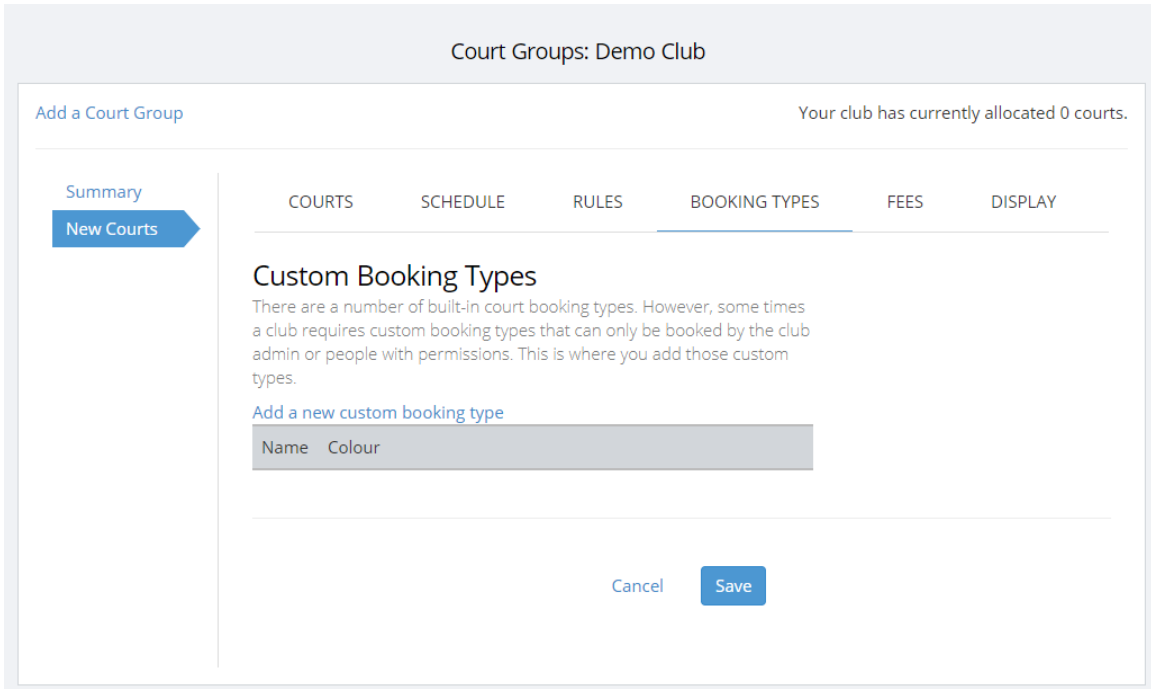
Custom Court Booking Types

SkyCourt gives you the ability to customize the types of bookings that Administrators and Front Desk people can use when booking single or blocks of courts.
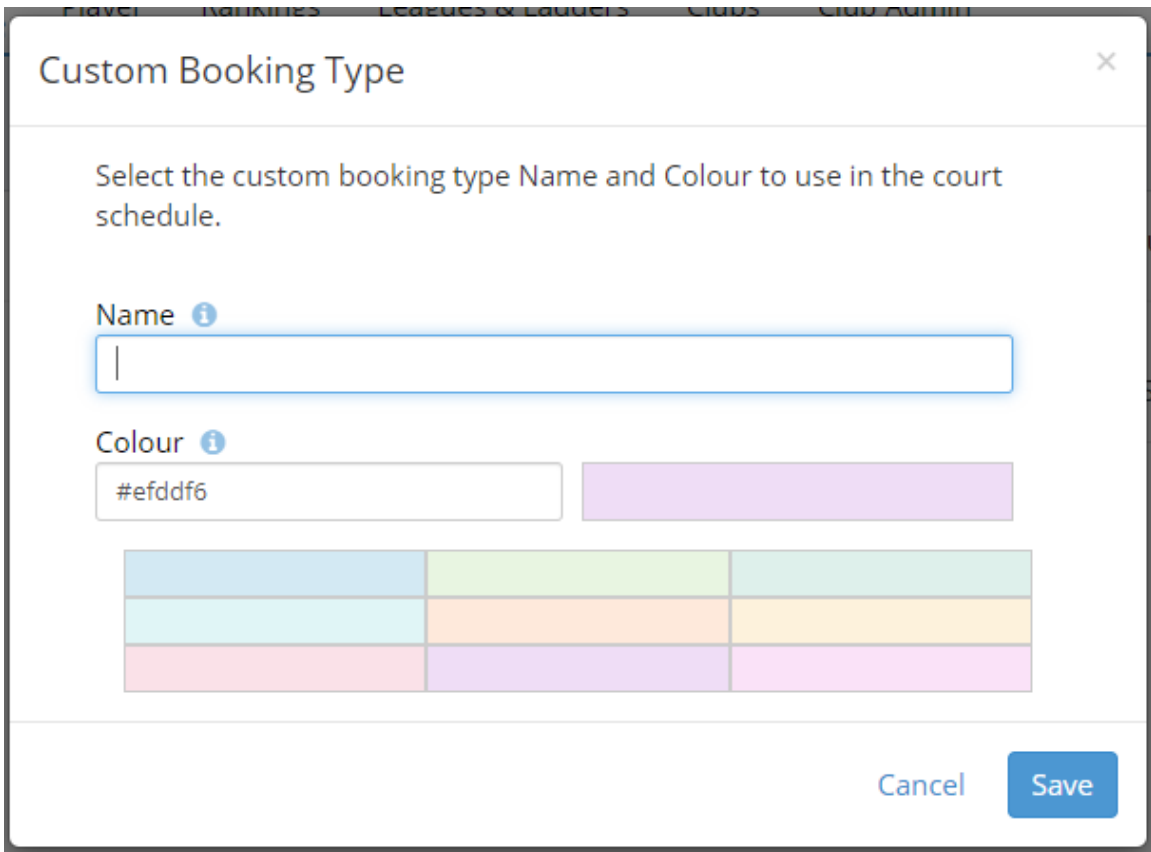
WHY DO I NEED CUSTOM TYPES?

Custom booking types can be useful if you have an event that you run regularly at your club. For instance, you might run free form round robins every Thursday at your club that you have branded Thursday Night Round Robins. If you want to book courts for that even every Thursday and you want them to show up in a unique colour on the schedule, then you can create a custom booking type to accomplish this.

DEFINING THE CUSTOM BOOKING TYPES

To define the custom booking types, click on the "Booking Types" tab of the court group. You will see this view:

Court Groups: Demo Club

Add a Court Group   Your club has currently allocated 0 courts.

Summary
New Courts

COURTS   SCHEDULE   RULES   **BOOKING TYPES**   FEES   DISPLAY

Custom Booking Types

There are a number of built-in court booking types. However, some times a club requires custom booking types that can only be booked by the club admin or people with permissions. This is where you add those custom types.

Add a new custom booking type

Name   Colour

Cancel   **Save**

Then click on the "Add a new custom booking type" link to bring up the dialog to create or edit a custom type.

Custom Booking Type   ×

Select the custom booking type Name and Colour to use in the court schedule.

Name ⓘ

Colour ⓘ

#efddf6

Cancel   **Save**

On this dialog, you can give the custom booking type a name. This name will show up in the legend on the court schedule page and it will often show up on the schedule itself when you book courts of this type.

Also select a colour for the custom type. This is the background colour of the schedule court slot when a slot is booked with this custom type. The colour entry field takes any type of web definition of a colour, but we have also provided some pre-defined colours that might work well for you. The colour swatch to the right of the input field shows you the colour that is currently selected. If this goes white and you haven't selected white, it means that the colour you have entered is not understood by the system and won't work. If you click on one of the colour swatches below the colour entry field, then the entry field will change to that colour.

Once you save the custom type, it will show up in the list.

| COURTS | SCHEDULE | RULES | BOOKING TYPES | FEES | DISPLAY | › |

Custom Booking Types

There are a number of built-in court booking types. However, some times a club requires custom booking types that can only be booked by the club admin or people with permissions. This is where you add those custom types.

Add a new custom booking type

Name	Colour		
Round Robins		✏	🗑

Show deleted booking types

You can click on the pencil icon to edit the custom type. Or you can click on the trash can to delete the custom type. Custom types never really get deleted, they just get deactivated.

Custom Booking Types

There are a number of built-in court booking types. However, some times a club requires custom booking types that can only be booked by the club admin or people with permissions. This is where you add those custom types.

Add a new custom booking type

Name	Colour
Round Robins	

Hide deleted booking types

Name	Colour	
Thunder Thursday		↩🗑

Here Thunder Thursday is deactivated. That means you won't be able to book any new courts with that type, but existing bookings of that type may still exist. You can reactivate the type by clicking on the trashcan with the green arrow. That will move the custom type back into the active types list above.

BOOKING COURTS WITH A CUSTOM TYPE

Now that you have a custom court type defined, the court booking dialog will show a new court type: custom.

When you click on the "Custom" booking type, you will see the fields defined in the figure above.

- *Booking Owner: this is generally you, but since you are the administrator, you can change this to be another member of your club. Or you can remove the user from this field and leave it blank. If there is a user listed in this field, the user's name will be shown on the schedule so that your members know who the court belongs to, or who to talk to if the booking conflicts with something else. If you leave this field blank, then no member name will be shown on the schedule*

- *Type: this is a drop down of all the custom types that you might have defined for this court group. Here we only have a single type selected*
- *Notes: This is a free form entry field that will be displayed on the court schedule for the booking. You can leave it blank if you want the custom type's name to be displayed on the schedule. Or you can put a short message here and that message will be displayed on the schedule instead of the custom type name.*

Here is what the court booking slot will look like in the various situations.

A booking owner was specified but now message was specified:

| Round Robins | 1:00 |
| Brock Lee | ⭐ |

Notice that the orange start is present because the booking owner was retained and we are logged in as that user. The orange start indicates this booking belongs to the logged in user. Notice that the name of the custom type is displayed as the booking note because no booking note was specified.

This next example specified the booking owner and a specific booking note:

| Thursday Round Robins | 1:00 |
| Brock Lee | ⭐ |
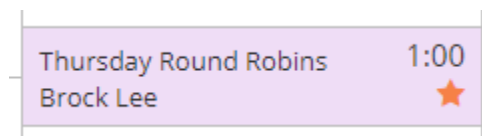
This is shows the same information, except instead of showing the custom type's name, it now shows the contents of the booking note.

This next example cleared the booking owner field and cleared the booking note field.

	1:00
Round Robins	

By choosing the combination of input values you can get whatever display you would like for these custom booking types.