

**Kings Heath Squash – online booking comparison**

	<b>Mycourts</b>	<b>Sports Booker</b>	<b>XML 2010 (Payne Automation)</b>	<b>Ebookingonline.net</b>
Description	<p>Online booking system that allows members to pay via Paypal or Sagepay. Can be synched with lights for additional cost.</p> <p>Works on blackberry, iphone and android.</p>	<p>Online booking system that uses paypal as payment system. Members don't need paypal account though.</p> <p>Booking requires an email address and member name, sends confirmation email once booking has been made.</p> <p>Site is not specifically designed for mobile but can book by phone via webpage</p>	<p>Kiosk installed in club which permits onsite and online bookings. Club must have ADSL connection.</p> <p>Kiosk is supplied by the company and has a touch screen. There is the option to have a coin feeder built into the machine so you can top up your account on site, this doesn't mean you have to book a court at the time of topping up your account with cash. Would have to have a safe area by the court for coins to drop down into, would need to be emptied on a regular basis too.</p> <p>All members have fob to access door entry system, opponent places fob on sensor by the court when they play to activate lights and share court costs (£1.50 transferred from their account to booker of the courts account).</p>	<p>Booking system accessed by online portal that club can design interface for.</p> <p>Very quick to set up and easy to add in rules about the number of courts that can be booked and time frame for booking ahead.</p> <p>Members login with user ID and pin number and can book court against other members or guests.</p> <p>Site not specifically designed for mobile.</p>
Cancellation policy	Can be set to suit club, company suggest 48 hours minimum cancellation period.	Can be set to suit requirements. Email cancellation sent to member cancelling court.	Charges can be easily made for cancellations, would be a negative payment on an individual's account.	Cancellation policy can be set dependent on clubs needs. If online payment taken then money can be fully/partially or

	<p>Cancelled court alerts can be set up to email out to members when a court is cancelled.</p> <p>Players can be made to check in on an onsite booking panel/computer to reduce the number of no shows, if members are being charged for late cancellations anyway though, this may not be needed. This would operate by them paying more than the booking fee and then being refunded once they check in.</p>	<p>Contact suggested doing tiered cancellation refunds e.g. if cancel within 5 days 100% refund, 3 days 50% refund, on the day no refund.</p> <p>Standby list that people can add themselves to, will email and text if a court become available</p>		<p>not refunded depending on cancellation time.</p> <p>If online payment not used with system then cancellations would be difficult to track.</p> <p>No payment partner is automatically set up in the system. Contact recommends using PayPal as charges the lowest fees, no charge for inactivity and members don't need a paypal account to use courts. Paypal would charge a 2-2.5% fee each time an account is topped up by a member. Some courts pass this onto members whilst others absorb it.</p>
On-site bookings	Contact believes kiosk (PC/touch screen tablet) not needed for a 2 court club. However could be introduced if desired, will install a computer if requested.	Club provides PC screen, could be a members old PC. System can be run off that.	Can be done via kiosk as mentioned above.	System can work with touchscreen interface. Company can't provide technology but recommend a hardware company that provide wall mounted PC screen with a web interface (no mouse/keyboard). Looks smart apparently.
Administration	Club committee members manage database. Email can be sent via database	Again team matches and coaching can be pre booked on the system.	Standard reports can be generated by administrators. System allows time to be booked off for	Standard reports on court utilisation and player activity can be run by anyone with

	<p>to members. System can be used to collect annual subscriptions. Repeat bookings such as matches and coaching can be made by the administrators. Reports can be run, e.g.</p> <ul style="list-style-type: none"> <li>- Number of cancelled courts per month</li> <li>- Revenue generated per month</li> <li>- Utilisation of each court per month/week/day</li> </ul> <p>Can set limits in the system so that people can only book a certain number of courts each week and daytime members are restricted from booking evening courts, as examples.</p>	<p>Can vary access rights depending on membership levels.</p> <p>Up to 60 different reports can be run including:</p> <ul style="list-style-type: none"> <li>- Usage by member</li> <li>- Cash collection</li> <li>- Court utilisation</li> </ul> <p>Again limits can be set on the number of courts people can book in a day/week.</p> <p>Can earn additional income by advertising a business on the landing page.</p> <p>Can set system so that it doesn't show member names on booking, just that the court is booked.</p> <p>Announcements can be posted on the landing page – e.g. promotion of club competition</p> <p>If the bar were issuing</p>	<p>matches/coaching. Can differentiate bookings depending on membership type too.</p> <p>Contact again suggests using Paypal as the online payment partner for those members that are topping up online. Club set pull down options for members to top up e.g. £5, £10, £20.</p> <p>Paypal would then charge an admin fee of 2-2.5%. The club would need a Paypal account set up and would then intermittently transfer funds into the bank account. Up to club whether they pass on admin fee from Paypal.</p>	<p>administrator rights.</p>
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		tokens, but people were paying online then would need a computer behind the bar so they could check booking before issuing token. Or do a split fee as suggested by mycourts or no charge when booking online and pay at bar.		
Lights control	<p>Contact suggests still operate a token system initially and split court cost so that £1.50 is the booking fee online when reserving court and £1.50 is the token cost over the bar. If a court is cancelled within 48 hours, as an example, then whole £1.50 booking fee would be lost.</p> <p>If club did want synchronisation with lights then we would need to contact a local electrician to install.</p>	Can't do light synchronisation, clubs that they work with operate a token system usually.	Turned on via fob – integrated with system. There isn't an option for the system to be used without light sync.	<p>System can be wired up easily but would need a qualified electrician; contact has an electrician that has done this for them on numerous occasions. A computer would need to be onsite for light sync to work.</p> <p>Signals from computer sent down the wiring. Neutral charge cables needed on site. Lights turn on 3 minutes before allocated booking.</p>
Similar clubs that operate this system	Kingfisher squash club in Redditch; Warwick Boat	Cleaver, Four Oaks and Sutton	Stratford	Hampton in Arden
Contact	Miles Montelius 01892 530 100 miles@mycourts.co.uk	Richard Drinkwater 0121 3660 697 <a href="mailto:Richard@sports-">Richard@sports-</a>	John 07990 527 296 <a href="mailto:sales@booksquash.com">sales@booksquash.com</a>	01892 883 222 <a href="mailto:mail@ebookingonline.net">mail@ebookingonline.net</a>

		<a href="http://booker.com">booker.com</a>		
Cost	<p>£40 per month + VAT, additional £40 per month for light synchronisation.</p> <p>If wanted a kiosk to book on site then contact suggest buying a monitor from DABS for roughly £225 + VAT, no keyboard needed just a mouse.</p> <p>Miles can provide an onsite touch screen booking panel for a cost of £300 + £75 installation fee if required. An anti theft bracket can be provided, for the panel to work it needs to be connected to the club's ADSL router (connecting via wireless can cause interference)</p> <p>Over 3 years £2880 £1200 (3<sup>rd</sup> party panel) £300 (electrician) £3555</p>	<p>Configuration and training cost = £250 plus licence fee of £65 per month. Fixed for 5 years.</p> <p>Over 3 years £2340 £300 (electrician) £2640</p>	<p>Installation charge between £1,600 and £2,000 depending on requirements this includes all hardware/kit/relays.</p> <p>Would need someone to assist on the day with basic cabling – qualified electrician or handy club member.</p> <p>Leasing cost is then £995 per year (plus VAT). Equipment on a 10 year lease cycle but club can pull out within those 10 years.</p>	<p>£20 per month, first 3 months are free.</p> <p>Consumables e.g. PC or touch screen, need to be provided by club. Cost £200 - £500 depending on hardware.</p> <p>£10 admin fee to access remote database for advanced data reports from system</p> <p>£25 device fitted to each light fitting to sync with computer so that lights automatically come on when court is booked</p> <p>Over 3 years £660 £550 £300 (electrician) £1510</p>
August 2013 update	Following discussions with	No further contact made	Spoke to Ian Fradgley, secretary at	No further contact made

	<p>Bill/Chris, I rang Miles back to ask about the over the counter paper vouchers operated at Solihull Arden and Warwick Boat.</p> <p>Top up vouchers can be printed from any computer by a system administrator; they are sequentially numbered and are all for the same value e.g. £3.</p> <p>The vouchers are not linked to the lights in any way but get around paying over 3% of the court booking fee to PayPal/another online booking intermediary. Roughly 6/8 vouchers fit to an A4 page, these then need to be cut out with scissors. Clubs usually print 50/100 vouchers at a time and report the whole process may take 20 minutes to administer a month.</p> <p>Players log into touch screen or computer to top</p>		<p>Stratford Squash club:</p> <p>He reports that the system has been in place for 6/7 years at the club and operations have been fine during that period. Occasionally there is a technical glitch but a system reboot is usually the answer which can be done on site.</p> <p>Stratford has a kiosk at the courts and the processor is underneath this in a small box. A BT line and internet connect is required at the courts for the system to operate.</p> <p>At Stratford they can top up via the kiosk (coins) or by giving Ian cash or cheque or by paying BACS into the club bank account (this gets around the issue of paying an admin fee to PayPal). Ian then credits their account accordingly, he doesn't think this is time consuming to manage. Account statements can be printed off the system for users where necessary.</p> <p>The club have a new Chairman, who has requested that PayPal also be used as a method of payments from this Autumn. Stratford has estimated the cost of running this</p>	
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	<p>up account with voucher number(s). They can be sold in denominations of £3 - £9, £12 etc...An audit trail would also be needed as to who the vouchers have been issued to. Though the system does notify you when a user has used a voucher number to top up their account.</p> <p><b><u>Light synchronisation</u></b></p> <p>Miles has recently done a fully integrated light synch installation for a 2 court club with 100 members in York recently (Stillington). I asked him about this to gauge suitability for Kings Heath.</p> <p>Miles said there had been a few teething issues at the club with electrical interference which had caused problems with the lights turning on. As such he has outsourced the construction of the electrical control panel that administers the</p>		<p>facility, based on a 3% admin fee for each booking to be £350 per annum.</p> <p>Each member has to have a fob, fobs get issued upon installation, if you have to order any extra then they are £2 each if ordered in bulk (50 or 100). Members can check their account by placing fob on kiosk at the club; the fob is also used for door entry. As mentioned in the description above the person booking the court will have £3 debited from their account upon booking, when they turn up to play the opponent must fob in so that £1.50 is credited back to the original booker and £1.50 is debited from the opponents account. If the booker fobs in then the system assumes they are playing a guest and charges them the guest player fee.</p> <p>Ian reports that the website is easy to use and can be access from any computer/phone. Members seem to love it. He has not done any analysis on usage statistics since installing the system as it was so long ago.</p>	
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	<p>system to a 3<sup>rd</sup> party. They will build and supply the panel for £1,200 (this is separate to any onscreen touch screen panel, its small in size 1ft x 1ft x 8 inches). The monthly cost of administering the system then jumps to £80/month.</p>		<p>Upon installation, membership list is sent to Payne Automation to upload and set up the individual accounts; the club don't need to do this.</p> <p>Stratford have set up rules in the system for the following – full charge if court cancelled within 48 hours and not rebooked, courts blocked off for matches and junior coaching, peak and off peak rates set. Ian also mentioned that a specific time can be programmed in for the lights to come on for court cleaning purposes e.g. half an hour in the morning every month.</p> <p>Messages can also be added to kiosk to advertise events to members, notify them of important announcements.</p> <p>Neil Shorter is their contact at Payne Automation and is helpful.</p>	
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<http://www.globusdata.co.uk/home/default.asp?p=10&ID=3>

