Teesside Sport Online Booking Help Guide

Making and Cancelling Bookings

Gym appointments, sports bookings and all classes can be booked via the online site. Sports bookings and gym appointments can be booked 7 days in advance and classes 6 days in advance.

On the left hand side of the homepage, select either 'Activities' or 'Classes' depending on what you would like to book (the example below has selected 'Activities'), then follow these simple steps:

1. **Select which activity you want to do**

2. **Select the date you want to do it**

3. **The next stage is to select the time you want to book. The 'From' and 'To' fields will automatically be filled with the available times that the activity can be booked. Then click 'search'**

The search functionality for classes is the same as the above, except:

- The system will automatically default to the '(all classes)' option which is the easiest way to search. If you leave this in and select the date you want to view the classes, you will be able to see all classes on the timetable for that date.

- Alternatively, if you open the dropdown for the 'activity' box, you will be able to see every individual class that is on our class timetable. You have the option to search for a particular class if you wish.
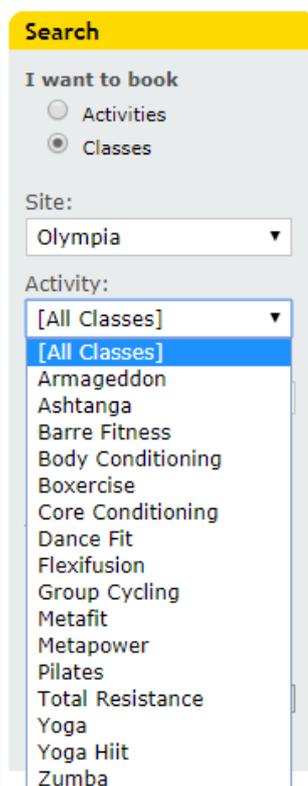
Search

I want to book
- ○ Activities
- ◉ Classes

Site:
Olympia ▼

Activity:
[All Classes] ▼

[All Classes]
Armageddon
Ashtanga
Barre Fitness
Body Conditioning
Boxercise
Core Conditioning
Dance Fit
Flexifusion
Group Cycling
Metafit
Metapower
Pilates
Total Resistance
Yoga
Yoga Hiit
Zumba

- Once the search has completed, you will see all classes/activities available on that day. Once you have made your choice of booking, you then need to click the 'add to basket icon:

▼ **Olympia**

Contact this site

Time	Class Name	Cost	
7:30 AM - 8:30 AM	Metapower	£ Free	🛒 Add to basket.
1:00 PM - 2:00 PM	Total Resistance	£ Free	🛒
5:00 PM - 6:00 PM	Pilates	£ Free	🛒
6:00 PM - 7:00 PM	Barre Fitness	£ Free	🛒

The following page will show a summary of the booking you have selected. Here you will have the option to 'empty basket' if you do not want to make the booking. If you wish to continue, you must then click 'Checkout':

Shopping Basket
You have one item in your basket   [Empty Basket 🛒]

Please review your basket's contents before proceeding to the checkout.

| Metapower , Monday, January 8, 2018 07:30 - 08:30 |
| Olympia - Studio 1   🛒 |
| £0.00 |

Checkout

Basket

1 Item

Total £0.00

View Basket

The next page will be the checkout page. You have 5 minutes to confirm the booking before your basket is emptied. To complete the booking process, you must click on 'Confirm Bookings':

Checkout

Please confirm that the details below are all correct before proceeding to payment. If there are any errors please **return to your basket**.

| Metapower , Monday, January 8, 2018 07:30 - 08:30 |
| Olympia - Studio 1 |
| £0.00 |

Total: £0.00

🕐 In order to secure your bookings, please confirm your bookings before 10:03.

Make Bookings

Basket

1 Item

Total £0.00

View Basket

The final screen will show your order confirmation. You will also receive a confirmation email with a link back to this page:

Order Confirmation

Payment Reference: 15
Print Receipt 📄
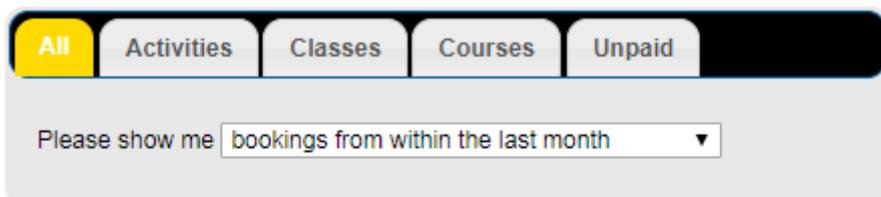
Metapower
Studio 1

Congratulations! You have made your booking.
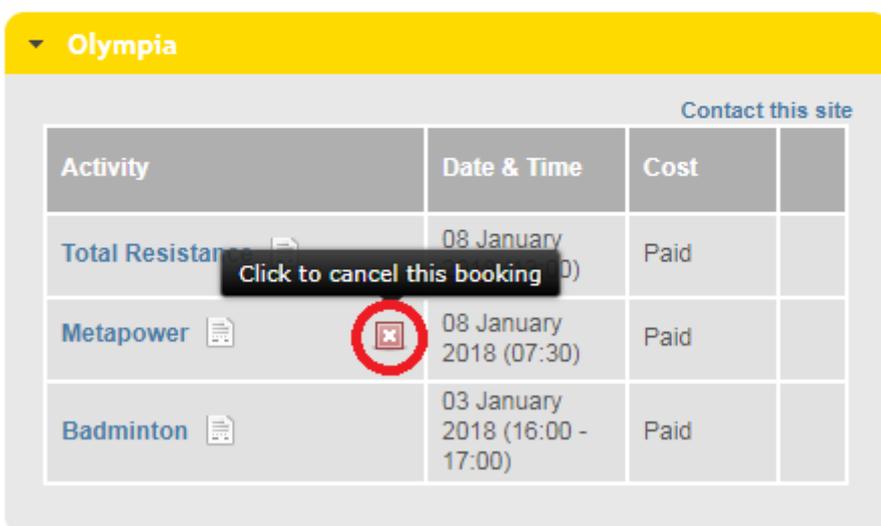
Cancelling a Booking

Sports bookings, gym appointments and class bookings can all be cancelled at any time prior to the booking start time.

To cancel a booking, you must log on and select the 'Account History' tab along the top of the homepage. Here you will be able to see all the bookings you have made within a certain timeframe (which you can change by selecting a different option from the dropdown box). By simply clicking on **the 'x' icon**, your booking will be automatically cancelled:

Please note that you must cancel bookings you are unable to attend, to allow other members the chance to make their booking. Failure to do so could result in you being unable to make future bookings.