

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

Search

I want to book

Activities
 Classes

Site:
Olympia

Activity:
[Please select...]
[Please select...]
Badminton
Basketball Hoop
Basketball Full Court
Climbing Wall Induction
Mini Mot
Gym Induction
Squash
Table Tennis

2. Select the date you want to do it

Search

I want to book

Activities
 Classes

Site:
Olympia

Activity:
Badminton

Date:
[Please select...]

January 2018

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

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'

Search

I want to book

Activities
 Classes

Site:
Olympia

Activity:
Badminton

Date:
01/04/2018

From:
12:00 PM

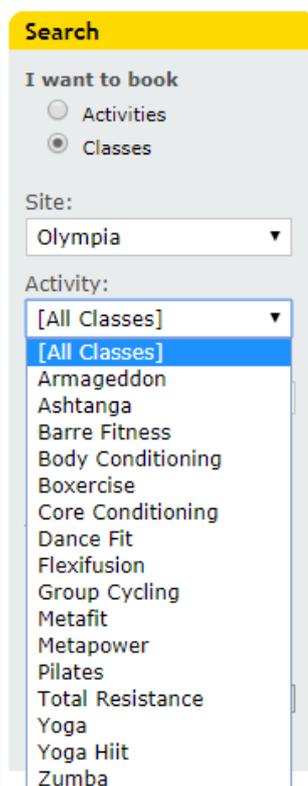
To:
1:00 PM

Duration:
60 minutes

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.



The screenshot shows a search interface with a yellow header labeled "Search". Below the header, there are two radio buttons: "Activities" (unselected) and "Classes" (selected). Underneath, there is a "Site:" dropdown menu set to "Olympia". Below that is an "Activity:" dropdown menu which is open, showing a list of class names: "[All Classes]" (highlighted), "Armageddon", "Ashtanga", "Barre Fitness", "Body Conditioning", "Boxercise", "Core Conditioning", "Dance Fit", "Flexifusion", "Group Cycling", "Metafit", "Metapower", "Pilates", "Total Resistance", "Yoga", "Yoga Hiit", and "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':



The screenshot shows the search results page for "Olympia". At the top, there is a yellow header with "Olympia" and a "Contact this site" link. Below the header is a table with four columns: "Time", "Class Name", "Cost", and an icon column. The table contains four rows of class information. A tooltip with the text "Add to basket." is positioned over the basket icon in the first row.

Time	Class Name	Cost	
7:30 AM - 8:30 AM	Metapower	£ Free	
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

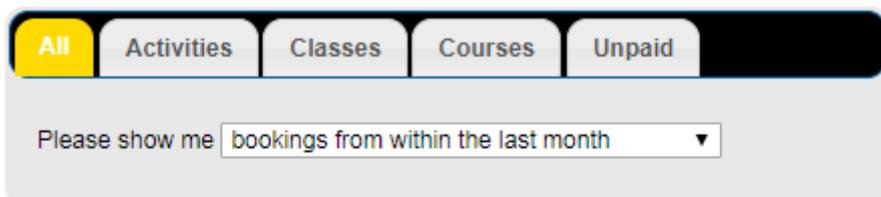
Congratulations! You have made your booking.

Cancelling a Booking

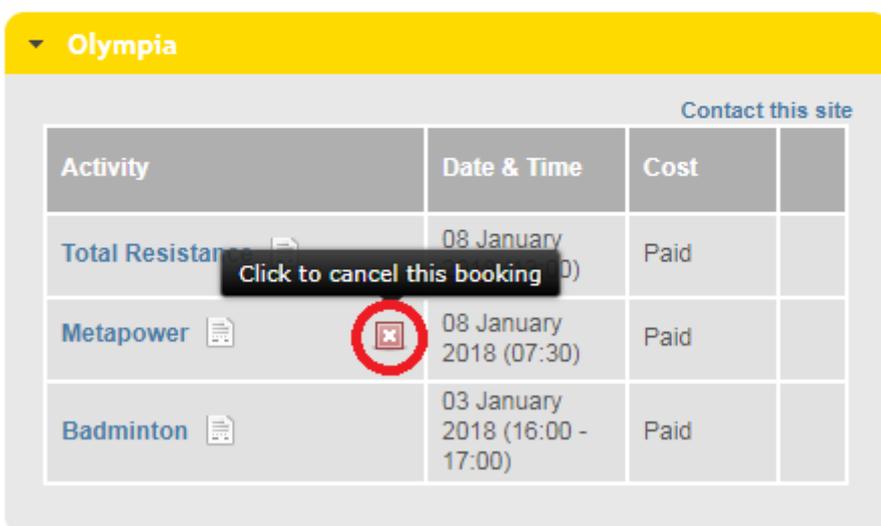
Sports bookings, gym appointments and class bookings can all be cancelled at any time prior to the booking start time.

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:

Account History



The 'Account History' section features a row of filter tabs: 'All' (highlighted in yellow), 'Activities', 'Classes', 'Courses', and 'Unpaid'. Below the tabs is a dropdown menu with the text 'Please show me bookings from within the last month' and a downward arrow.



The 'Account History' table is titled 'Olympia' and includes a 'Contact this site' link. The table has four columns: 'Activity', 'Date & Time', 'Cost', and an empty column. The first row is 'Total Resistance' on '08 January 2018 (07:30)' for 'Paid'. The second row is 'Metapower' on '08 January 2018 (07:30)' for 'Paid', with a red 'x' icon circled in red and a tooltip that says 'Click to cancel this booking'. The third row is 'Badminton' on '03 January 2018 (16:00 - 17:00)' for 'Paid'.

Activity	Date & Time	Cost	
Total Resistance	08 January 2018 (07:30)	Paid	
Metapower	08 January 2018 (07:30)	Paid	
Badminton	03 January 2018 (16:00 - 17:00)	Paid	

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.