

MEMBER GUIDANCE TO INVITE GUESTS TO A COURT BOOKING



All guests **must** have a Playtomic account to use the Hollandse Club sports facilities.

Please follow the process below to register your guest for your court booking.

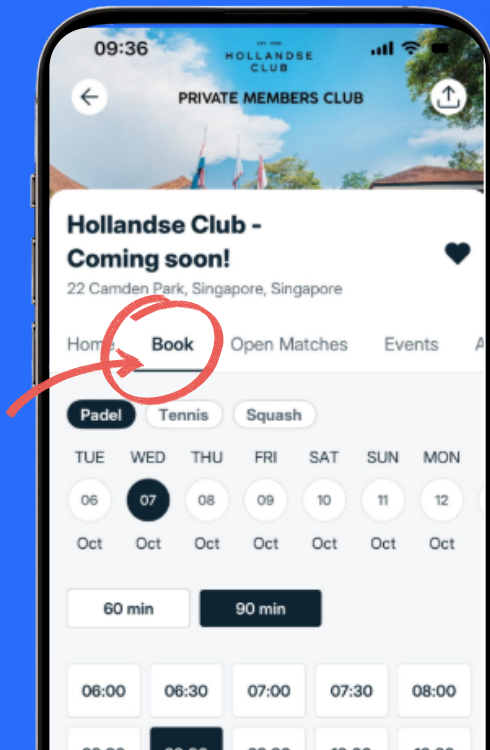
Member Responsibility & Compliance

Guests must comply with the Club's Rules and Regulations and all applicable guest policies. Members are responsible for ensuring their guests comply. Guests who do not comply will be denied entry or use of the Club's facilities by the Club Reception Team. Breaches may also result in disciplinary action against the booking Member in accordance with the Club's Rules and Regulations.

Step 1:

Book Your Court

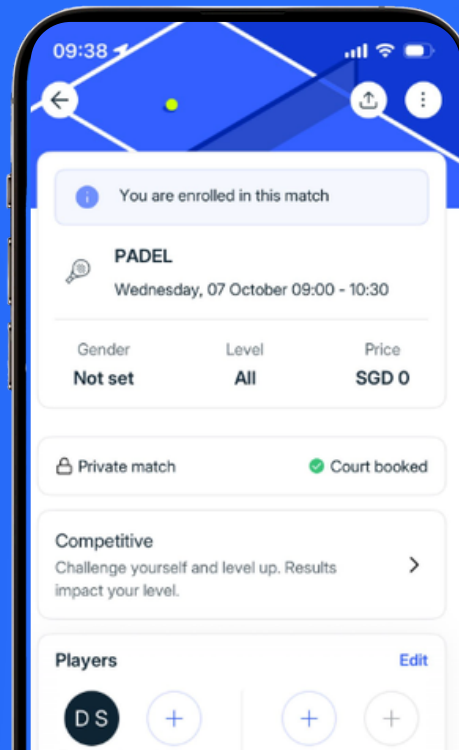
Use the **“Book a Court”** function in Playtomic to make your private court booking.



Step 2:

Open Your Booking

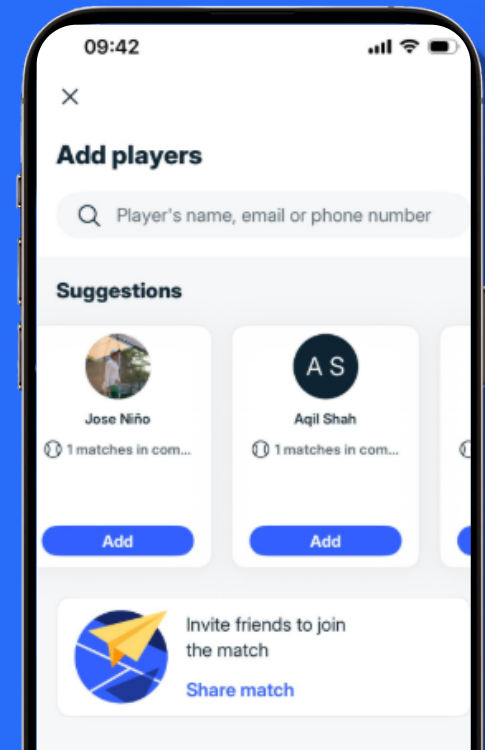
Once your court is booked, go to your booking in Playtomic.



Step 3:

Invite Your Guest

Tap **“Invite”**, enter your guest's full name and tap **“Add”**, or scroll down and tap **“Share”** to invite via WhatsApp.



Step 4: Ask Your Guest NOT To Pay Yet

Your guest will have been added to the match on their Playtomic account. Please ask them not to make payment at this stage, as Playtomic does not yet recognise them as a guest of the Hollandse Club and will therefore not show the correct guest fee. Until the Sports Team registers your guest as a Hollandse Club guest, Playtomic may show the standard public rate of S\$70–S\$125 per person, depending on the time slot. Please contact the Sports Team at least 24 hours via WhatsApp on +65 8751 0316 before your booking to have the correct guest rate applied. We cannot guarantee adjustments requested within 24 hours.

Step 5:

Contact Sports Team



Send a WhatsApp message on **+65 8751 0316** with:

- Your name, Playtomic email address and Club membership number
- The date and time of your booking
- Your guest's full name(s), Playtomic email address, and Playtomic name if different

Step 6:

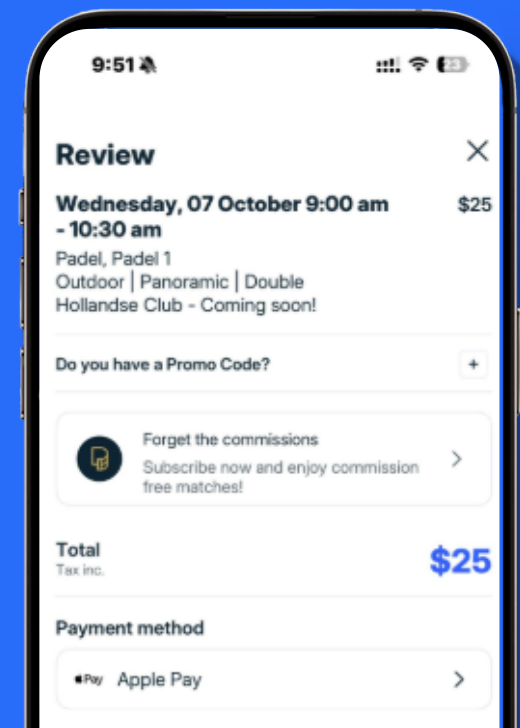
Sports Team Will Update The Price

The Sports Team will adjust the guest's price in Playtomic and confirm once this is done. The adjusted price will include the court fee and guest fee (e.g. S\$10 court fee + S\$15 guest fee during peak hours).

Step 7:

Guests Makes Payment

Once the Sports Team has confirmed the adjustment, ask your guest to complete their payment through Playtomic. The final price will include the guest fee and court fee.



Step 8: Guest Registration Is Complete ✓

Once your guest has paid through Playtomic, they are officially registered to use the court.

ON THE DAY OF YOUR BOOKING

Step 9:

Accompany Your Guest

Your guest must be accompanied by you while at the Club.

This includes accompanying your guest to Reception upon arrival.

Step 10:

Guest Must Show Photo ID

Your guest must show valid photo ID at Reception. The name on their photo ID must match the name you have provided. Guests who cannot provide matching photo ID will not be permitted to enter the Club or use the sports facilities.

Step 11:

One Visit Per Month

Guests may use the Club's sports facilities as a guest once per calendar month and will not be permitted to enter as a guest again that month. The full guest policy can be found in the **Club's by-laws**.

Step 12:

Changing A Guest More Than 24 Hours Before The Booking

If you need to change the guest registered for your booking:

- Ask the original guest to cancel their Playtomic booking.
- They will then receive their refund.
- Complete the guest registration process again for the new guest.

Step 13:

Changing A Guest Within 24 hours

If you need to change your guest within 24 hours of the booking date and time, please contact the Sports Team directly. They will process the cancellation and guest change manually in the system.

Please ensure your guest has completed the Playtomic registration and payment process before arriving at the Club.