

HOLLANDSE CLUB

FREQUENTLY ASKED QUESTIONS

GENERAL INFORMATION

Which facilities can be booked online?

- Gym
- Swimming Pools (Main, Instruction, Toddler)
- Multi-purpose Court
- Squash Courts
- Tennis Courts
- WorkSpot
- WorkSpot Meeting Room
- Kids' Club
- Games Room (Table Tennis)

Can I book classes or events?

- Yes. Classes and events can now be booked via Game Time.
- Simply login and click on the Classes and Events tab.

What about tennis lessons?

- Tennis lessons can only be booked by a tennis coach. This is to ensure that a coach is available for the time requested.

For family memberships, who can make bookings?

- Both the principal & spouse can create accounts and make bookings in their own name.

How far in advance can I book?

- Members can book up to 8 days in advance
- The booking window opens daily at 10.00pm

Can I book last minute?

- Members may book an available facility up to 30 minutes into the current timeslot. For example, you may book the 11.00am timeslot up to 11.30am.

Is there a limit to the number of bookings that can be made?

- Each adult cardholder (principal & spouse) may have up to four bookings per facility in the system at any one time.
- A maximum of 2 consecutive bookings will be allowed per adult member. Please be considerate to other members; facilities should not be used for more than two hours per membership during peak periods.
- Swimming pool bookings will be restricted to 1 booking per day per adult member.

Do I need to name all participants in a booking?

- Yes. Whilst the current COVID restrictions remain in place, each booking must contain the names of all participants. For tennis and squash bookings a minimum of 2 names is required to complete the booking.

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How do I change or cancel a booking?

- You can change or cancel a booking yourself via the Dashboard, providing you do so at least **12 hours in advance**. Simply select your booking and click Edit or Cancel.
- To change a booking within 12 hours please contact Reception.
- To cancel a booking within 12 hours please contact Reception - this will incur a \$5.00 late cancellation charge.

Do I have to 'check-in' for each of my bookings?

- Yes, you must check-in at Reception prior to each booking.
- Check-in opens 2 hours prior to your allotted time.
- Note: Failure to check-in for each booked session will result in your booking being cancelled and a 'no-show' fee of \$15.00 per session being charged.

Do normal court/room hire fees apply?

- Yes - normal court hire and room hire fees apply. These will be automatically charged to your membership account.

Are there any additional fees I need to be aware of?

- A late cancellation fee of \$5.00 will be charged for any cancellations made within 12 hours of your allotted time.
- Failure to check-in for each booked session will result in a 'no-show' fee of \$15.00 per session being charged.
- These will be automatically charged to your membership account.

Can I include Guests in my booking?

- Guests can be added to a booking by selecting the Guest check-box and entering their name(s).
- A maximum of 4 adults and 3 children may be signed in as guests (per membership) at any one time.
- All standard Guest rules and fees apply.
- Guest fees must be paid at Reception upon entering the Club and before using the facilities.

Will I receive a booking confirmation?

- All bookings/changes/cancellations will receive an email confirmation.
- A booking reminder is sent 24 hours prior to every booking.
- Please check your email junk/spam folder.

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QUERIES

I cannot see where to log in as a first-time user.

- First-time users need to log in using a **Computer** OR select the **Desktop Site** if using a tablet/mobile.
- You will then see the First Time User Tab.
- Login using your Surname and Membership Number.
- Subsequently you may log in using any device.

The system does not recognise my Membership Number.

- Membership Numbers must be entered in the following format:
M9999P - Lifetime Principal
M9999S - Lifetime Spouse
SM8888 - Social Principal
SM8888S - Social Spouse
If your membership number only has three numerals please add a 0 in front to make four numerals (ie; SM888 becomes SM0888).

The system will not allow me to make a booking.

- Please check if your booking is within the booking window (10.00pm daily up to 8 days in advance).
- Please check if you have exceeded your maximum number of bookings per facility.
- Please check if you have complied with all booking rules (consecutive sessions, pool bookings, etc).

I cannot get the time/court I would like, is there a waitlist?

- No. Currently we do not have a waitlist facility. We hope to introduce this function in Phase 2.

I am not receiving any confirmation emails, what should I do?

- All confirmation emails are sent to the email address linked to your membership account. Please check this is correct by going to My Account/Profile. If you need to change your email address please contact membership@hollandseclub.org.sg immediately. Alternatively you can edit in Gametime and insert your email address.
- Also check your junk/spam folder.

I urgently need assistance as the booking system is not working.

- For urgent requests only, contact Reception on Tel: +65 6464 5225

I would like to make some recommendations to improve the system.

- All feedback is gratefully received. There will invariably be some changes as the system settles in. Please email your suggestions, with your membership number to: suggestions@hollandseclub.org.sg.