

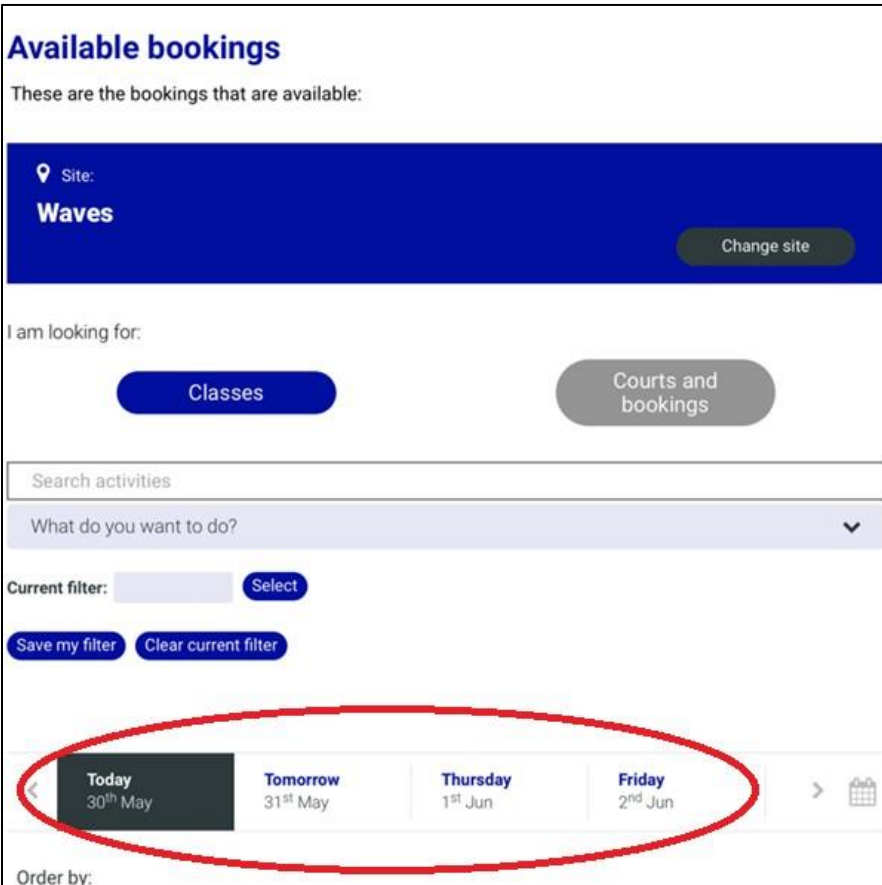
## Frequently asked questions (FAQs)

### Using the online system to book activities

#### How do I book a class or an activity?

Click the 'book a class or activity' button.

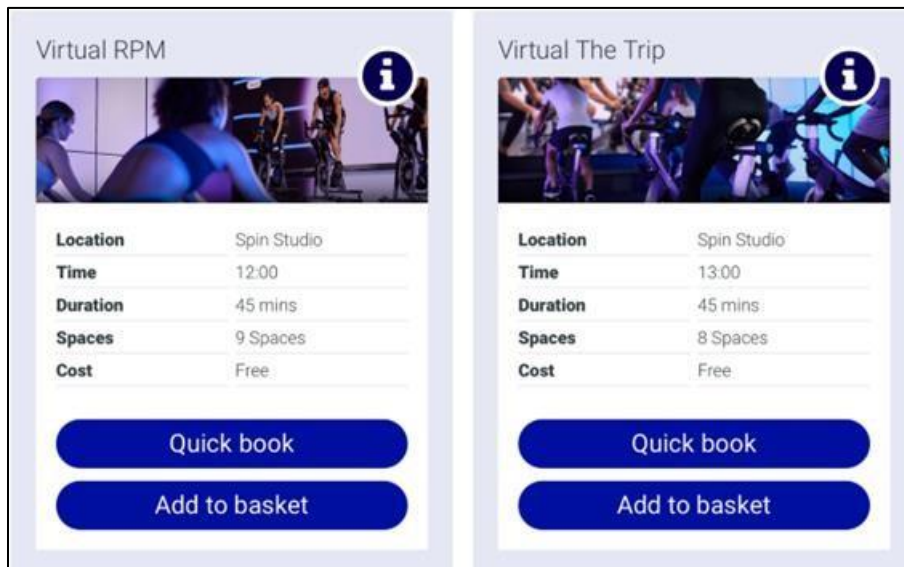
Once registered and logged in to the system, you can filter by location, activity, or both. You can see the date options towards the bottom of the page (circled in red in the image below).



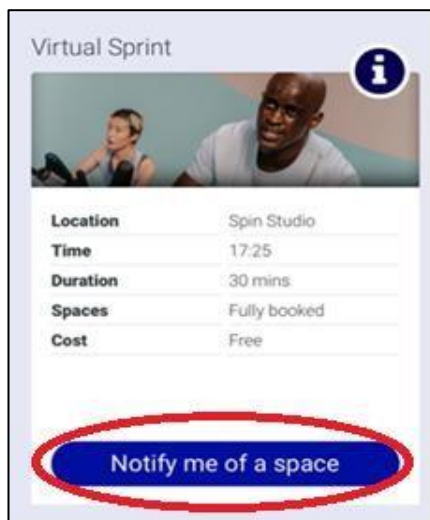
The screenshot shows the 'Available bookings' interface. At the top, it says 'These are the bookings that are available:'. Below this is a blue header bar with a location pin icon, the text 'Site: Waves', and a 'Change site' button. Underneath, it says 'I am looking for:' with two buttons: 'Classes' (highlighted in blue) and 'Courts and bookings'. There is a search bar labeled 'Search activities' and a dropdown menu 'What do you want to do?'. Below the search bar, there is a 'Current filter:' section with a 'Select' button, and two buttons: 'Save my filter' and 'Clear current filter'. At the bottom, there is a date navigation bar with buttons for 'Today 30<sup>th</sup> May', 'Tomorrow 31<sup>st</sup> May', 'Thursday 1<sup>st</sup> Jun', and 'Friday 2<sup>nd</sup> Jun'. The date navigation bar is circled in red. Below the date navigation bar, it says 'Order by:'.

If you scroll down, you will see the classes and activities which are available.

These are listed as tiles, and you can see how many spaces are left (example below).



You can ask the system to notify you if a class is full, but a space becomes available due to a cancellation. If you select this option, you will receive an email if there is a cancellation and can book the space.



You can view your existing bookings via the 'my bookings' section in the dashboard, which will look like the picture below.

Virtual The Trip	
Activity date/time	26 May 2023 11:45
Booking made	23 May 2023
Location	Spin Studio
Sub-location	-
Site	Waves

**I am already an easecard holder or a Contours member. I have tried to register but the system says it doesn't recognise my email address, what am I doing wrong?**

If you are already a member with us and are registering to use the online booking system, the email address you use for your account must match the email address we already hold on file for you.

There may be occasions, especially if you haven't booked online for a while, that you need to refresh your email address with us.

If you encounter this problem, or if you have any problems with the registration process, please e-mail [SLAdminManagers@northtyneside.gov.uk](mailto:SLAdminManagers@northtyneside.gov.uk) with your full name, current email address and easecard number and we will be happy to help.

This email address is regularly monitored between 9am and 5pm Monday to Friday. You can also speak to a member of staff in any of our leisure centres.

## **I have clicked to visit the system, but it seems to take a while to load?**

The speed at which the system will load will depend on a number of things, including the quality of the network you are using. For example, if you are on an open / public network it can impact internet speeds and therefore your experience. Please persevere and if you have any problems don't hesitate to contact us.

## **What is the book ahead policy?**

Bookings will become available to all those registered in the online system eight days in advance, in line with the start time of the class / activity. For example, booking for a 4.30pm class on Tuesday 9 March will become available on Monday 1 March, at 4.30pm.

There is a slightly different book ahead policy for sports hall bookings for things like badminton and table tennis. If you already participate in these activities, you will know that you can book up to two weeks in advance with reception. Unfortunately, if you want to use the online system to book, you will only be able to book eight days in advance. You will still be able to book up to two weeks in advance if you book via reception.

## **Can I cancel my activities online?**

If you are a Contours member, you can cancel your activities online. Please refer to the terms and conditions for online bookings for the notice required. If you are an ecard holder and have paid for your classes online, unfortunately you will need to contact us directly via reception to obtain a refund.

## **Contact us**

If you have any problems with our online system, please don't hesitate to contact your preferred site or e-mail us at [SLAdminManagers@northtyneside.gov.uk](mailto:SLAdminManagers@northtyneside.gov.uk)