

## New online booking system – FAQs

### What is happening with online bookings?

From 12pm on Wednesday 28 June 2023, if you navigate to the '[Book a class or activity](#)' page on the North Tyneside Council website and click on the button to book, you will be directed to the new booking system landing page.

If you would like to continue to book online, please click to visit the new system and register for an account (more detail on this below).

Please note, if you have a link to the current booking system saved as a bookmark or a favourite, this will still be available until 12 July 2023.

### What do I do once I'm on the new bookings page?

The first thing you need to do is register for an account.

Scroll down the page (past the log in fields) and look for the turquoise coloured banner (pictured below). The service is for Contours members and easecard holders so even if you don't have a Contours membership, you are still considered a member to book online.



When you click on the select button you will progress to the next page where you will be asked to fill in your email address, easecard number, and date of birth before setting a password.

Please note, the email address you use must match the email address we hold on file for you.

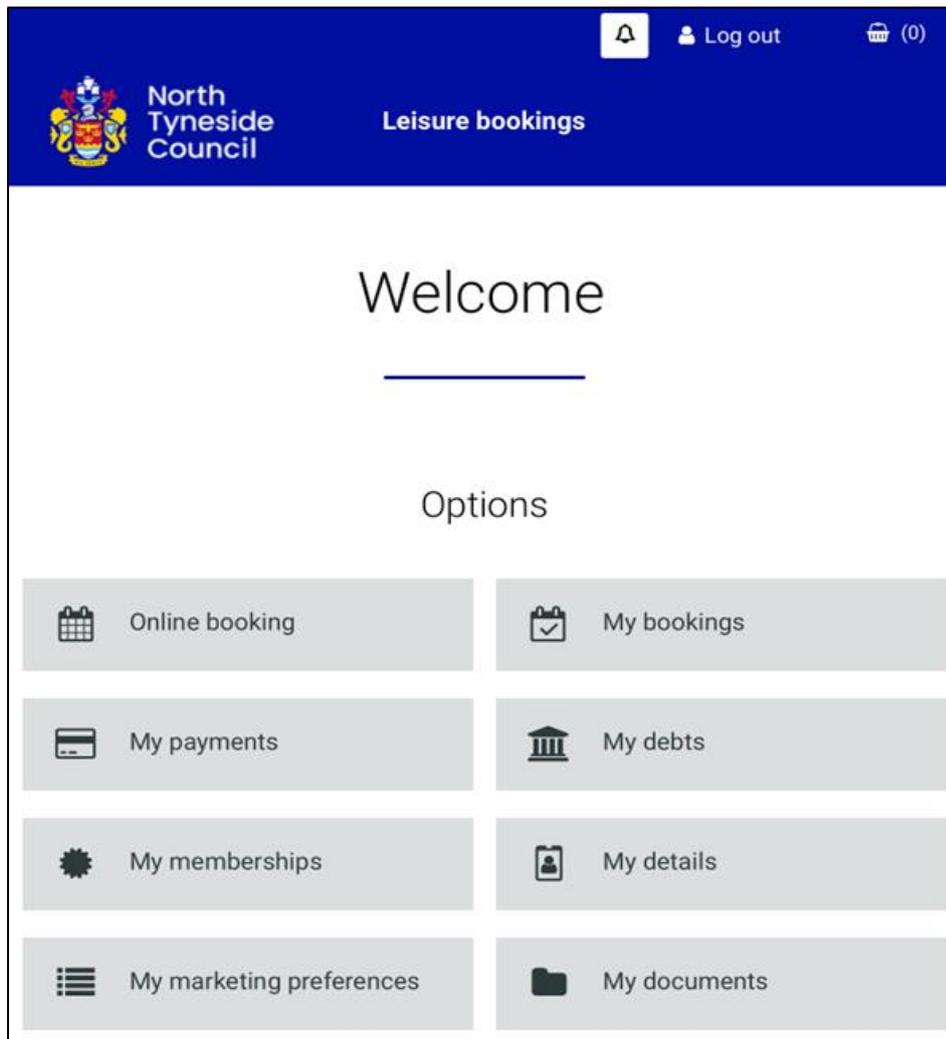
When you have completed the form, you will be sent an email to verify your address. Once verified (by clicking on the link in the email) you are fully registered and ready to go.

You can log in by following the link on the 'Book a class or activity' web page and use your email address and password to log in.

## How is the new system different?

The new system looks different to what you are used to and is responsive to the device you are using (this means how it looks can change to be as used friendly as possible based on the device you are using, i.e. it can look different on a phone compared to a laptop/computer).

Below is an example of your dashboard which you should see when you log in.



You can still book all your exercise classes, but the new system allows for sports hall bookings for activities such as badminton and table tennis.

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

To book something, click on the 'Online booking' option.

From here you can filter by location, by activity, or both. You can see the date options towards the bottom of the page (circled in red in the image below).

**Available bookings**

These are the bookings that are available:

Site: **Waves** [Change site](#)

I am looking for:

[Classes](#) [Courts and bookings](#)

Search activities

What do you want to do? ▼

Current filter: [Select](#)

[Save my filter](#) [Clear current filter](#)

[Today 30<sup>th</sup> May](#) [Tomorrow 31<sup>st</sup> May](#) [Thursday 1<sup>st</sup> Jun](#) [Friday 2<sup>nd</sup> Jun](#)

Order by:

If you scroll down you will see the classes and activities which are available. These are listed as tiles, and you can also see how many spaces are left (example below).

**Virtual RPM** i

**Location** Spin Studio

**Time** 12:00

**Duration** 45 mins

**Spaces** 9 Spaces

**Cost** Free

[Quick book](#)

[Add to basket](#)

**Virtual The Trip** i

**Location** Spin Studio

**Time** 13:00

**Duration** 45 mins

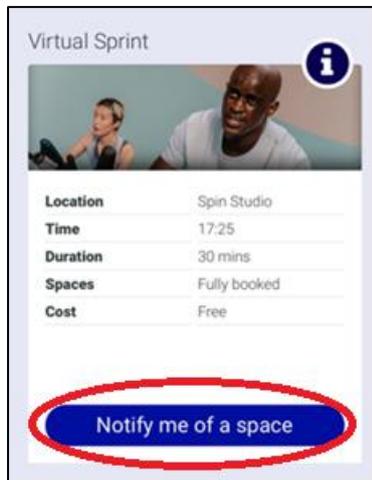
**Spaces** 8 Spaces

**Cost** Free

[Quick book](#)

[Add to basket](#)

One of the features of the system allows you to 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 so you can book on.



### **I already have classes booked, will I lose my space?**

No, don't worry, anything you already have booked will still be booked.

You can double check this in the new system too. Once you have registered and are logged in the new system, click on 'My bookings' from the dashboard when you log in. You should see something like the picture below.

In the 'Order by' section, click on the drop down arrow and select the option 'Activity date (newer-older)', you should then see all of your bookings (in date order).

**My bookings**

These are my bookings:

Site

Period (1 selected)

Order by:

Activity date (newer-older)

---

**Virtual The Trip**

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

**I have tried to register but the system says it doesn't recognise my email address, what am I doing wrong?**

The email address you use for your account must match the email address we hold on file for you.

There may be occasions, especially if you haven't booked online for 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 will be regularly monitored between 9am and 5pm Monday to Friday for the two weeks following the launch of the new system). You can also speak to a member of staff in any of our leisure centres.

**How can you have two online systems working at the same time?**

Not to get too technical but both systems look at the same database which is used to manage classes and activities. It's the database which manages the bookings which is how the new system can see and identify bookings made in the current system.



### **When will the current booking system no longer be available?**

The current system will remain available until Wednesday 12 July 2023. This is to give customers time to register on the new system preventing any periods of time where customers cannot book. From 12 July 2023, if you tried to access the current system it will automatically re-direct you to the new one.

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

You may experience this slight delay when you first visit the system to register. 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.

### **Is the book ahead policy changing?**

The book ahead policy remains the same for exercise classes. Bookings will become available to all registered members eight days in advance, in line with the start time of the class. For example, booking for a 4.30pm class on Tuesday 9 March will become available on Monday 1 March, at 4.30pm.

Online bookings will be available between 6am and 10pm daily.

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.