

MTC Court Booking FAQ

1. What are the court times?
> 7:00 am – 11:00 pm, 7 days a week
2. How long can courts be booked for and what are the times?
> 1 hour for Singles & 2 hours for Doubles (if not in Prime time)
3. How many days in advance can I book a court?
> 7 days for Non-Prime time
> 4 days for Prime time
4. What are Prime time hours (which is shown in **RED** font on the booking screen):
> 8am-10am Mon-Sun; 6pm-8pm Mon-Thu
5. What are the maximum “active” bookings I can have at any one time (where “active” means the court booking time is in the future)?
> One court per day, for the 4 day (Prime time) and 7 day (Non-Prime time) horizon.
6. Should I cancel my court if I am not going to use it?
> Yes. As a courtesy to members please cancel unneeded courts.
> Court no shows will be tracked and could result in the loss of booking privileges.
7. Can I book courts using my Mobile phone?
> Yes
8. Should I book the court in the system even if no one is on it?
> Yes. There is a PC at the club house for this. By booking the court then someone can check from remote and see if there are any courts free.

Other Online System FAQs

1. What is the “Non-Member” registration category for?
> 2 reasons: (a) To allow Non-Members, e.g. Adults/Guardians to sign up Juniors, who cannot sign up on their own. (b) To allow non-members to sign up for certain activities where an MTC membership is not required, e.g. Junior Camps.
2. What is the definition of a “Family” membership?
> Anyone who resides at the same address.
3. The system shows options like “Tennis Ladders” and “Club Connect”. Are these working?
> They will eventually be configured.
4. Can members send me emails from the system? Can they see my email address?
> Yes they can send emails from the system.
> No they cannot see your email address. This and other personal information are kept private and cannot be seen by members. MTC does not give your private information to any other parties.