Customer Online Booking Guide

Introduction
enjoyleisure is delighted to offer customers the opportunity to book fitness classes online.

You can access the online booking website via www.enjoyleisure.com

Why book online?
You can view class listings, check availability and book fitness classes 24 hours a day, 7 days a week. It’s quick, easy and available on the go!

What can I book online?
You can book all of your favourite fitness classes, AquaFit, BodyPump, Zumba, Circuits, Insanity, Pilates etc., up to 7 days in advance within each of enjoyleisure’s Sports Centres:

- Aubigny Sports Centre, Mill Wynd, Haddington, EH41 4DB 01620 820650
- Dunbar Leisure Pool, Castlepark, Dunbar, EH42 1EU 01368 866040
- Loch Centre, Well Wynd, Tranent, EH33 2JX 01875 824140
- Meadowmill Sports Centre, By Tranent, EH33 1LZ 01875 619079
- Musselburgh Sports Centre, Newbigging, Musselburgh, EH21 7AS 0131 653 5208
- North Berwick Sports Centre, Grange Road, North Berwick, EH39 4QS 01620 820730

Who can book online?
Online booking is available to all enjoyleisure customers. You need to register with us, providing your name, contact details and most importantly an email address. You will also need a 4-digit PIN which will allow you access to the booking site.

- enjoyleisure members, can view, book, cancel and manage their class bookings online.
- Pay as you go, Leisure Pass and Access to Leisure card holders can book and pay for classes online.

How do I login?
Visit www.enjoyleisure.com and click on the links for online booking. Enter your email address and 4-digit PIN. If you have forgotten your PIN, you can reset by following the instructions on screen.

How far in advance can I book a class?
Bookings can be made up to 7 days in advance at any of the enjoyleisure sports centres. Bookings (and cancellation requests for members) cease 15 mins prior to the class start time. Should you wish to book/cancel a class at this point, you will need to contact the Sports Centre directly.
1. Register Online
If you are new to enjoy leisure, but would like to book into one of our activity sessions, you can register online, which will then provide you with access to our online bookings website. You can also register in person or over the phone.

- Visit our website: [www.enjoyleisure.com](http://www.enjoyleisure.com) and click on the online booking links

- If you don’t already have an account click on the link “Sign Up Now” which will take you to our ‘Join at Home’ web pages.

- Navigate through the pages, first selecting your nearest sports centre, then completing your personal details.
  - You then have the option to register as a “Pay as you go”, which will allow you to book and pay for activities online.
  - Alternatively you can choose one of our membership options, which provide discounted admission on either an annual basis (Leisure Pass) or direct debit membership option (Fitness Plus / Fitness) membership
  - Follow the registration steps as requested on the web pages.

Once your registration is complete, you will have received an email confirming the registration process and a further email with a link for you to set a personalised 4-digit PIN.

**With these details now to hand, you can log into the online bookings website.**
2. Logging On to the Online Booking Website

Following the registration process above, you will now have a registered email and 4-digit PIN.

Navigate to the ‘Book Online’ Pages and enter your email address and PIN number as requested.

3. Changing your PIN

You can change your 4-digit PIN at any time after you have registered for online booking.

- Login to the online booking site via www.enjoyleisure.com as normal.

  Click on the “My Details” Button in the top right hand corner of the screen.

  From here you can click on the “Change my PIN” from the left-hand menu option.

At this point you can also check that we have the correct address, telephone and mobile details for you, and make any adjustments as necessary.

**Remember to click SAVE.**

You will receive an email confirmation that your PIN has changed.

NB: We will never disclose the details of your PIN number in an email or over the phone.
4. Forgotten PIN

If you have registered with us before, but have forgotten your password, you can reset this by clicking on the link below the login details page.

If you have more than one account registered with the same email address, e.g. Parent & Child both have same email address registered; you will be prompted for your unique Member ID number.

You will then be sent a personalised email link, which will allow you to reset your PIN.

Should you not have this to hand Member ID to hand please contact your local Sports Centre.

5. Account Locked

Should you submit the incorrect password more than 5 times, your account will automatically be locked.

Direct Debit Paying Members Accounts may become locked if the following occurs:

- You incur more than 3 no-show charges which have not been cleared.
- If you have defaulted on your monthly payment, and your account is in arrears.
- If you opt to suspend your membership, during your suspension your online account will be locked.

To unlock your account, you will need to phone your local Sports Centre.
6. Navigating Online Bookings Website

6.1 Home
This is the entry page to Online Bookings. From the navigation menu you can:

- **Make a Booking**
- **Manage Bookings** – this enables you to view upcoming bookings, gain further information about your class booking and (members only) cancel bookings.
- **Memberships** – from here you can view your current subscription with *enjoyleisure* and identify your start date and end date. For direct debit payment members, this indicates the last and next direct debit paying dates.
- **Basket** – Any no-show charges or debts on your account will be visible on this page. If there are no no-shows on your account, the basket item will not appear.

In addition you can view and edit ‘My Details’ and ‘Logout’ in the top right hand corner.
6.2 Make a Booking

The booking process involves a 4 step process to make a booking and 5th step to make a payment, where necessary.

Step 1: Select Activity Type
- Select your chosen Site
- Choose the day you would like search for a fitness class

Step 2: Select Activity
- Select from the list of classes available.
- A short description for each class is given.

Step 3: Select Slot
- This page will indicate the current number of spaces available within the class on the right hand side of the page
- To book a place, click the green book button
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Step 4: Complete Your Booking
- The full class details will appear on screen.
- By pressing the “Book” button Your booking will be confirmed
- Direct Debit Paying Members will be directed to a “Completed Booking” Page and will receive an email confirmation of the booking
- Those who are required to pay for their booking will be directed to the payment page.

Step 5: Payment
- For those customers who require to make a payment, an ‘unpaid’ class booking will remain within the ‘Basket’ for 10mins. If payment has not been made within the time scale, your space will be released.
- Ensure that you have “selected” all of the items you wish to pay for.
- Click on Pay. You will be directed to a secure payment page. Input your card details to process the payment.
- You will be provided with a confirmation email of your booking for your records.
6.3 Manage Bookings
From this page, you can view all of your pre-booked classes in one place.

- Members can click on the blue ‘Bin’ icon to cancel a booking
- The ‘i’ icon provides further information about the class and booking

6.4 Memberships
The My Memberships page allows you to view any current subscriptions with enjoyleisure. It also indicates your start date and end date (next payment date for direct debit holders) and current status.

- Clicking on the ‘i’ information icon will provide you with further information about your subscription
- By clicking on the green “purchase a new membership” icon you will be passed through to the membership subscription web pages.
6.5 Basket

For those customers who need to make a payment to book a class, any class reservations will be held in the Basket for 10mins prior to being released.

For members, the Basket also shows any no-show booking charges incurred, and will titled “Booking Charge” £2.00

Any challenges regarding no-show booking charges, need to be made with the Sports Centre directly.

6.6 Search Function

From the Home Page, you can use the search and/or advance search function to look for activities.

Simple Search
- The simple search function on the home page allows you to search “what is on at” your chosen site
- You also have the ability to quickly view classes “today”, “tomorrow” and in “7 days time” – e.g. if today is Monday, clicking this button will show next Monday’s classes
Advanced Search

- The advanced search, allows you to look for classes at a specific site, within a specific date range.
- Select the Activity Type & Activity or leave blank to show all.
- Use the calendar function to select the date range – REMEMBER TO CHECK AVAILABILITY WITHIN A SPECIFIC TIME PERIOD or no results will be shown.
- Deselect the preferred times / days you do not wish to show. (your preferred fields should be in blue, fields in grey will not show)

6.7 Quick Book / Upcoming Bookings

From the home page, the left hand side of the pages shows a “Quick Book” function. This shows the last few bookings that you have made, and allows you to skip the search process and book these classes in a few quick steps for the upcoming repeat class.

You can also quickly view your upcoming bookings in the section highlighted.
7. Logging Out

Once you have completed making all of your bookings, ensure that you click on the “Logout” Button in the top right hand corner of the screen.

Online Booking Restrictions

Please note the following restrictions with regards to the online booking portal.

- If you enter the wrong login details more than 5 times, your online account will be locked and will need to be unlocked by contacting your local sports centre.
- Fitness Classes are available to book online up to 7 days in advance.
- Direct Debit Paying Members have the ability to book and cancel fitness classes online.
- Pay as you go, Leisure Pass & Access to Leisure customers have the opportunity to book and pay for classes online. Cancellations however must be requested in advance of the class start time via the Sports Centre directly as refunds are not available online.
- Booking opportunities & cancellation requests cease 15mins prior to the class start time. Should you wish to book/cancel into a class at this point, you will need to do so with the centre directly.
- Should you be unable to attend a fitness class, please ensure that you cancel your place either online (direct debit paying members only) or via telephone prior to the start of the class. Failure to do so will result in a £2 fine being applied to members and no refund will be given to non-members.