

## **MindBody – Polo Farms new booking system.**

<https://clients.mindbodyonline.com>

On the first time of entering this website you will need to Search for Polo Farm. Subsequent visits will have Polo Farm on your first screen.

### **Sign in**

Username: your email address

Password: obtain from the office and amend if required

### **My Info Tab**

- This contains all your profile information. **PLEASE CHECK THIS.** You can edit this information and also choose how to receive notifications of bookings between text and email.
- Change your password using the Edit button if required
- Payment details can be added here so that when you book courts or pay for courses it will use your Debit or Credit card.
- Family members can be added here to show family connections between parent and children.

### **Outdoor Courts Tab & Grass Courts Tab**

Outdoor members only can book courts. There is no cost as it is included in your membership

- Browse Appointments Screen – Use the Calendar (top right) to search for the date you want to book
- Bookings can be made up to 2 weeks in advance.
- Available times will be shown
- Unavailable times will be shown in Green, and Courses and Schools will be shown in grey.
- Click on the start time of the session you require
- Appointment details screen
  - Instructor – This is the court you have chosen
  - Duration – use the drop down arrow to choose 30/60/90/120 mins
  - Start time – This is what you chose but can be altered using drop down arrow.
  - Notes – These will only be seen by the office
  - Click Book Appointment
- This takes you to My Schedule where you can see all courts booked. You can cancel from this screen as well.

### **Indoor Court Tab**

- Browse Appointments Screen – Use the Calendar (top right) to search for the date you want to book
- Bookings can be made up to 2 weeks in advance.
- Available times will be shown with the price bracket (see below)
- Unavailable times will be shown in Green, and Courses and Schools will be shown in grey.
- Click on the start time of the session you require
- Appointment details screen
  - Instructor – This is the court you have chosen
  - Duration – use the drop down arrow to choose 30/60/90/120 mins
  - Start time – This is what you chose but can be altered using drop down arrow.
  - Notes – These will only be seen by the office
  - Click Book Appointment
- Takes you to a Shopping Cart and Click Check Out

## **MindBody – Polo Farms new booking system.**

- If you have already put in your billing information on the 'My Info' tab then it will give you the option to use this information or you put in new card information.
- Place Order
- An email confirmation should be received.

### **Cancellation**

- You can cancel courts up to 24hrs before the booking.
- Go to 'My Info' then click My Schedule and click cancel against the session.
- This refund will go on your account to be used for your next booking unless you call the office in which case we can refund your card.

### **Facilities Schedule Tab**

- This is for information only. It shows all the facilities for hire at Polo Farm. These must all be booked for through the office.

### **HELP Tab**

- This gives some simple instructions for the basic operations.

### **Indoor Court Prices**

	Weekdays per hour	Weekends per hour
6am-8am	£10	£10
8am-7pm	£16	£16
7pm-8.30pm	£20	£12
8.30pm-11pm	£12	£12

### **Payment**

Log in  
My Info Tab  
Account Tab  
Scroll to bottom and you can confirm how much you owe

Online Store tab  
Accounts payment (at top)  
Put amount in  
Make Payment  
Check out  
Put in card details.

### **Or Payment by BACS**

Junior:                    30-64-57            36198960  
Adults and Indoor    30-64-57            50642360

**MindBody – Polo Farms new booking system.**

**Course Bookings**

All Junior Course bookings are for the whole term. You cannot cancel individual dates.

Adult courses allow you to edit those dates that you cannot attend. Visit 'My Schedule' and early cancel the sessions you are not available. Please use this option prior to the commencement of the course. After the course has started please notify the office if you need to cancel any session.