

WELCOME LETTER OCTOBER 2017

Here you go! Club Automation sign up

Hello Minnetonka Tennis Club Clients!

We're pleased to offer you access to our new software program, "Club Automation". This platform is dedicated to class and team exploration, adult and junior program registration and communication and payment processing with you, our valued clients.

Attached is a resource guide for you to get started using our on line services. While the Club Automation System commonly uses the word "member" portal -in this case, "member" refers to ALL clients at MTC. Members, non-members and parents of juniors have been included in our client database. Parents, you should be "linked" to your junior's portal.

ADULTS: If you are an adult who has participated in optional drills with us, you will now sign up for classes through our "Club Automation" platform instead of Schedulicity. Members may register for optional drills as early as 21 days prior to each drill. We respectfully request that Non-Members do not register more than 7 days prior to drill date. Registration will close 24 hours prior to the drill. If you are NOT a member, you will be prompted to pay for your drill at the time of registration. If you are a member, you will have the privilege of charging your drill fee to your house account. The same cancellation terms apply. If you cancel out of an event in less than 24 hours of the event start time the fee will be charged to your member account.

JUNIORS: BIG news for parents registering your children in our junior program. Beginning with **Session #2(10/23-12/17/17)** you will be able to REGISTER ON LINE! If you are a member, you will be able to pre-register for sessions 2 through 5 from Sept 20 through Oct. 3. A \$25 pre-registration fee will be charged to your member account to hold the class spot for your child in those sessions beyond a "current" session.

After Oct. 3, 2017, you will only be able to register for Session #2. Pre-registration for future sessions will open again on Nov. 15th. Non-Members currently participating in our junior program can begin registering on October 4th. We're also extremely excited that this program will allow us

to send out reminders to you when our registration dates are coming up!

Now, you'll be able to enjoy all of the benefits of Club Automation. So, go ahead and explore what it has to offer.

If you have difficulty in accessing club automation, please contact us so that we might assist you with the process. The most common reason first time users cannot access their account is due to a non-match in email addresses that we have already uploaded from your past history. So, if you have multiple addresses, give them each a try to see if you can achieve access to our site before reaching out to us. A complete user guide is also attached as a resource for your use.

We look forward to an always exciting new indoor season with all of you and appreciate your patience as we transition through both a new automation system and our ceiling and lights construction project. See you here soon under the new ceiling and lights!

Thank you.

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