



# FAQ

**COURT RESERVE TRANSITION  
FREQUENTLY ASKED QUESTIONS  
PLEASE CLICK ALL BLUE LINKS FOR DEMO'S**

# FAQ

Q

If I am a member of Spearman Clubs, do I need to use and download Court Reserve?

A

Yes. This software will be our new club management software. We previously used Club Automation and now it will be Court Reserve

Q

When setting up your account, do I need to Opt in for text messages?

A

Yes, if you want to receive confirmation notifications and club communication. You can opt out of marketing messages.

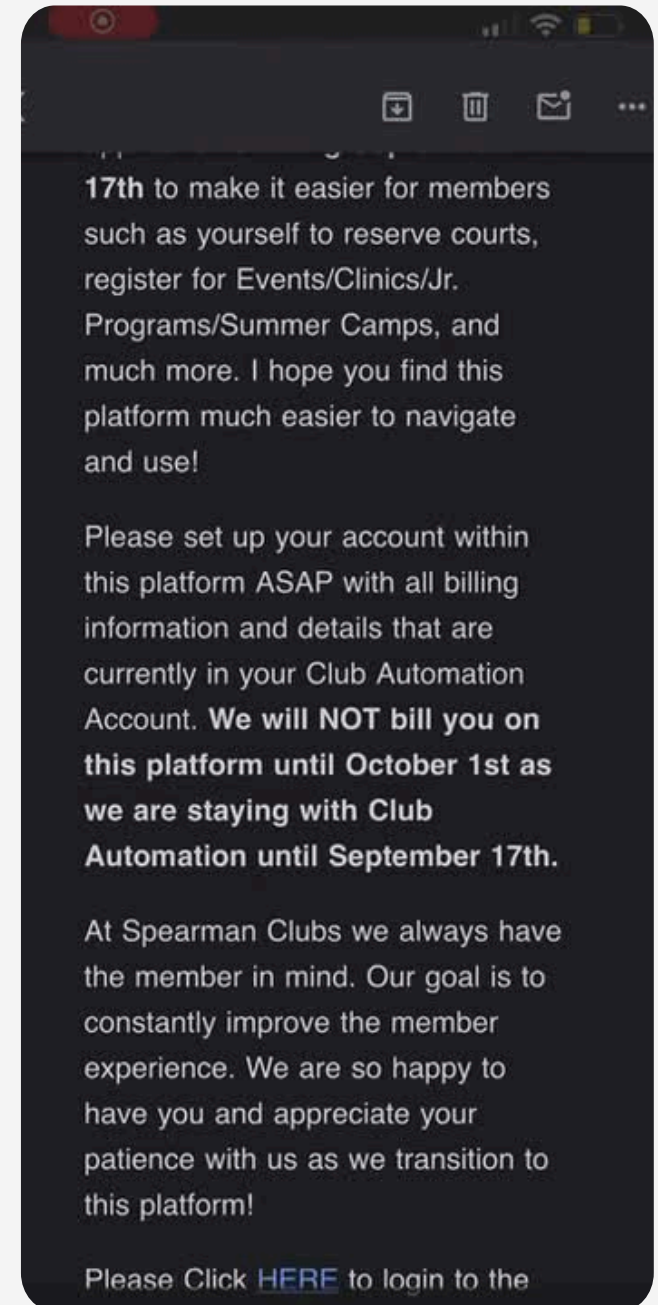
Q

Do I need to sign the waiver and add a payment profile??

A

Yes. Even if you signed it previously and added payment profile previously, it needs to be signed and added again on Court Reserve

## Finish setting up your Account from Welcome Email Demo



# FAQ

Q

What does the Web member portal look like?

A

[Member Portal Demo](#)

Q

How do I book a court?

A

[Click here for a demo](#)

Q

How do I book a fitness or tennis and live drill class/clinic?

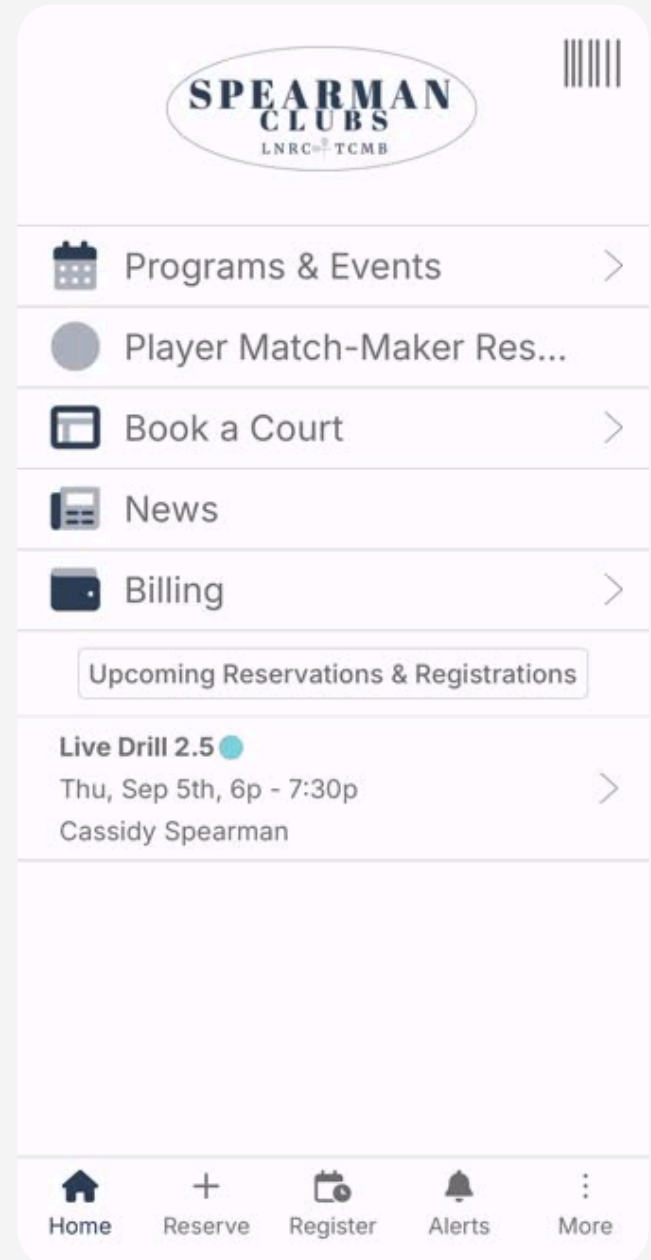
A

[Click here for a demo.](#)

Add your payment profile DEMO:

[Mobile Demo](#)

[Desktop/Web Demo](#)



# FAQ

Q

Do I need this app if I am only a fitness member?

A

Yes. This is a club and member management software despite the name Court Reserve.

Q

What does Court Reserve do?

A

This website and app will be how all members sign up for fitness and tennis classes, social events, check into the club, pay your bills, review statements, book courts, update payment profiles an more

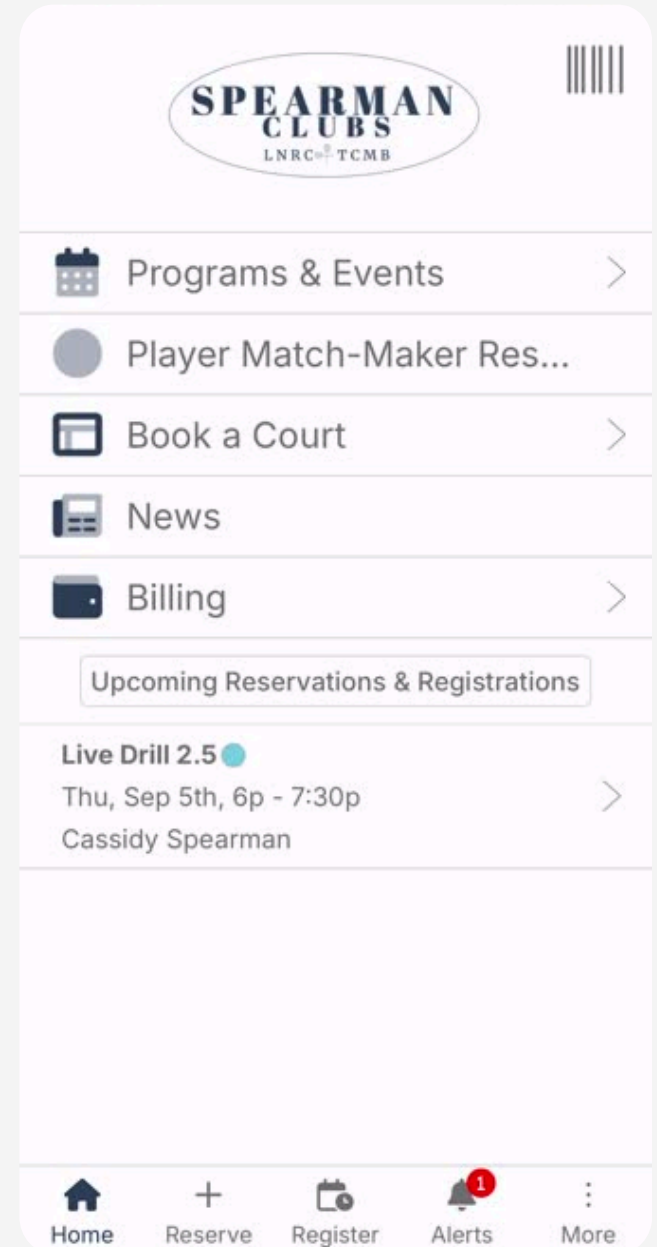
Q

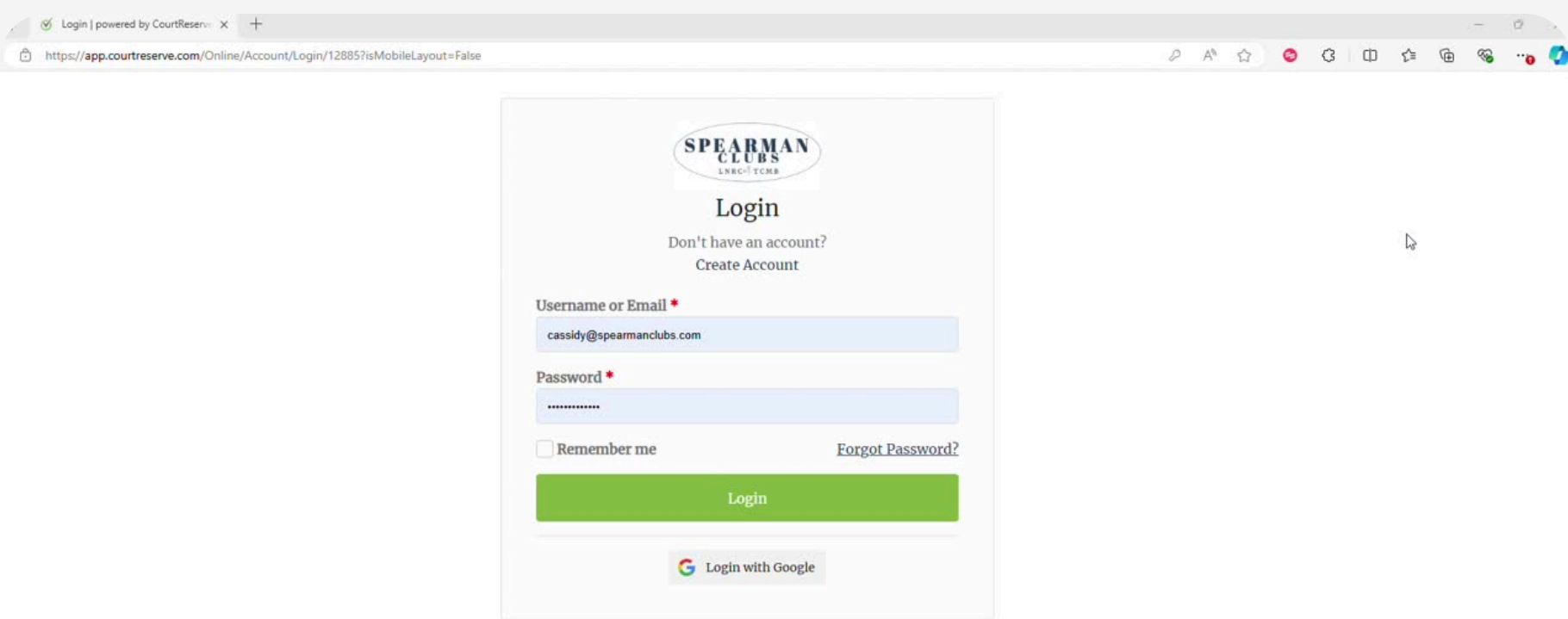
Will there be other tennis features releasing besides court and clinic bookings?

A

YES. IE: ladders, open reservations for members to connect for singles or drilling, stringing drop offs, leagues, tracking and more.

## Mobile Overview Demo





## Member Portal Demo

# FAQ

Q

Will this be a positive change?

A

Yes! It is much more user friendly with enhanced features and easier access//visibility for our members, IE. Billing!!

Q

Will i be able to pay with credit card still?

A

Yes, however, there will be a 2.5% service charge when processing. If you would like to avoid this fee,you can set up ACH.