

CLUB AUTOMATION GUIDE

Online Reservation (Goes “live” on Friday, June 12th, at 8:00PM)

Creating a Profile in Club Automation

For members that are **new** to Club Automation, create your online account by clicking [here](#) or going to <http://burkeclub.clubautomation.com>. On this page, click “Access my Account.” On the left (under “Create an account”), enter your first and last name. Click Next and proceed to fill out your account information.

Please email us at aplus@aplustennisva.net once you have created your profile so that we can assign your BRSC membership to your newly created online account.

Accessing an Existing Profile in Club Automation

1. For members who currently have a profile in Club Automation, you can access your online profile by clicking [here](#). On this page, click “Access my Account.”
2. On the right (under “Find my account”), enter the first and last name associated with your online account. You will receive a prompt that says “We found your account.” You will receive an email that will allow you to create your login credentials and complete your online profile.

How to Reserve a Tennis Court

1. Once you have created your account, you **MUST** email us at aplus@aplustennisva.net before making a reservation. You will receive a confirmation email to allow access to the reservation system.
2. Once you have created your account or if you already have your login credentials, log into your membership account on the [same page](#) you created your account. Enter your username and password and click **Login**.
3. On the left tab display, click “Reservations.”
4. Check the upper right corner to select the day you would like your reservation by clicking the calendar icon.
5. Click the **“Reserve a Court”** button.
6. Select the time frame you would like your court reservation on the court you want to reserve by clicking the court sheet. The court sheet is set in 15 minute increments with a minimum reservation time of 30 minutes.
7. Add in the name of your participants.
8. Click “Save Reservation.”
9. Review the “Reservation Summary” details and click “Confirm.”

Note: To find all current bookings under your account, click the “Home” tab on the left display bar. On the far right, under the heading “My Events,” you’ll see all current reservations. Reservations can be made 3 days in advance. Only one reservation is allowed per day per room. Upon completion of that reservation time, another reservation can then be booked.

10. If you have any questions or issues, please email us at aplus@aplustennisva.net and we will get back to you as soon as possible.

How to Reserve a Lap Lane

1. Once you have created your account, you MUST email us at aplus@aplustennisva.net before making a reservation. You will receive a confirmation email to allow access to the reservation system.
2. Once you have created your account or if you already have your login credentials, log into your membership account on the [same page](#) you created your account. Enter your username and password and click **Login**.
3. On the left tab display, click “Reservations.”
4. Above the grid display, click the tab labeled “**Swimming.**”
5. Check the upper right corner to select the day you would like your reservation by clicking the calendar icon.
6. Click the “**Reserve a Lane**” button.
7. Select the time frame you would like your court reservation on the court you want to reserve by clicking the court sheet. The online grid is set in 15 minute increments with a minimum reservation time of 60 minutes.
8. Click “Save Reservation.”
9. Review the “Reservation Summary” details and click “Confirm.”
Note: To find all current bookings under your account, click the “Home” tab on the left display bar. On the far right, under the heading “My Events,” you’ll see all current reservations. Reservations can be made 3 days in advance. Only one reservation is allowed per day per room. Upon completion of that reservation time, another reservation can then be booked.
10. If you have any questions or issues, please email us at aplus@aplustennisva.net and we will get back to you as soon as possible.

How to Reserve a Cardio or Weight Room Reservation

1. Once you have created your account, you MUST email us at aplus@aplustennisva.net before making a reservation. You will receive a confirmation email to allow access to the reservation system.
2. Once you have created your account or if you already have your login credentials, log into your membership account on the [same page](#) you created your account. Enter your username and password and click **Login**.

3. On the left tab display, click “Reservations.”
4. Above the grid display, click the tab labeled “**Group Ex.**”
5. Check the upper right corner to select the day you would like your reservation by clicking the calendar icon.
6. Click the “**Reserve a Room**” button.
7. Select the time frame you would like your reservation by clicking the grid. The online grid is set in 15 minute increments with a minimum reservation time of 45 minutes. Click the “**left**” and “**right**” buttons above 5AM to scroll the entire grid.
Note: There are 4 Weight Room spaces available. There are 5 Cardio Room spaces available.
8. Click “Save Reservation.”
9. Review the “Reservation Summary” details and click “Confirm.”
Note: To find all current bookings under your account, click the “Home” tab on the left display bar. On the far right, under the heading “My Events,” you’ll see all current reservations. Reservations can be made 3 days in advance. Only one reservation is allowed per day per room. Upon completion of that reservation time, another reservation can then be booked.
10. If you have any questions or issues, please email us at aplus@aplustennisva.net and we will get back to you as soon as possible.

How to Register for In-Person Group Fitness Class

1. Once you have created your account, you MUST email us at aplus@aplustennisva.net before making a reservation. You will receive a confirmation email to allow access to the reservation system.
2. Once you have created your account or if you already have your login credentials, log into your membership account on the [same page](#) you created your account. Enter your username and password and click **Login**.
3. On the left tab display click “Fitness Drop Ins.”
4. Click the name of the class you would like to register for.
5. Click the green “**Sign Up**” button for the date you would like to register for.
6. Click your name or names of the members you would like to register for the class.
7. Click “**Register**.”
8. If you have any questions or issues, please email us at aplus@aplustennisva.net and we will get back to you as soon as possible.

How to Cancel a Tennis, Swim, Cardio or Weight Room Reservation

1. On the left tab display, click “Reservations.”

2. Click your tennis, swimming, weight or cardio room reservation on the day that you would like to cancel.
3. Click "Take an Action" and click "Cancel" then "Yes."
4. You will receive a prompt that says "This reservation falls within the cancellation period and a charge may be issued. Are you sure you would like to continue?"
5. There is a 24 hour tennis cancellation policy. With limited court space available, cancelling with less than 24 hours notice will result in a 50% court fee charge.

How to Cancel a Swim, Cardio or Weight Room Reservation

1. On the left tab display, click "Reservations."
2. Click your swimming, weight or cardio room reservation on the day that you would like to cancel.
3. Click "Take an Action" and click "Cancel" then "Yes."
4. You will receive a prompt that says "This reservation falls within the cancellation period and a charge may be issued. Are you sure you would like to continue?"
5. Click "Yes." There will be no cancellation fee for swim, cardio or weight room reservations.

How to Cancel a Group Fitness Reservation

1. On the left tab display, click "Home."
2. On the right, under "My Events" click "Unregister" next to the class that you want to unregister for.
3. Confirm you want to unregister by clicking the "Unregister" pop up message.

How to Add a Credit Card for Ease and Convenience of Charging for Fee-Based Tennis, Classes, Lessons, and Pro Shop Purchases

1. On the left tab display, click "View My Info."
2. Under the heading "Billing Information," click the blue "Edit" button.
3. Next to House Charge, click the drop down so that "Credit Card" is selected.
4. On the right, enter your credit card information.
5. Click "Save Changes."