

# ACCOUNT INFORMATION

Welcome to the Off The Zone badminton family! We are so glad to have you with us and to help you get started, we've made this guide for you to create your account with us on our customer portal. Once you've created your account, you will be able to:

- 1 View your upcoming bookings
- 2 Update your contact details and health information
- 3 Cancel a lesson and reschedule a make up class.
- 4 Set up automatic payments to save you the trouble of monthly payments

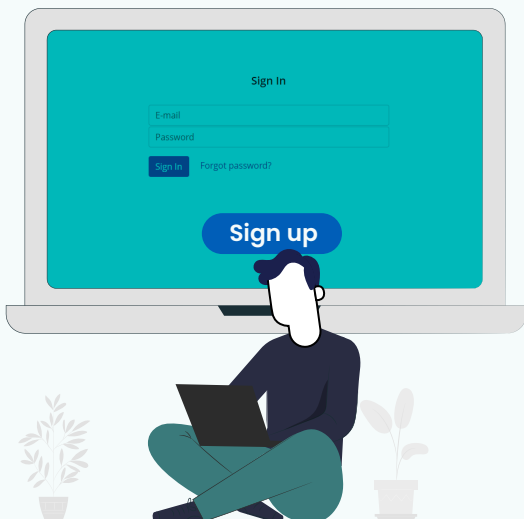
These can all be done from any mobile device, at your convenience.



## To Create an Account

- Click on the "My Account" button on our website menu, and click Sign Up.
- Complete all the fields with your information.
- Once you have created your account, click on the 'Start Enrolment' button and then 'Add Trainee' to enter trainee's names. After this please proceed to select the appropriate training type and time slot.

Please read our terms and conditions for payment, and enter your credit card details to complete the booking. Once this is done, payments will be processed approximately 4 hours later, and you will receive a payment receipt via email.



## Rescheduling / Booking a Makeup Class

As per our club's policy, each trainee is entitled to 1 make-up class per month and the voucher must be used within a month. After letting us know that you are rescheduling, proceed to the portal.

- Under 'Upcoming Bookings', click 'Unable to Attend' next to the class you wish to cancel and 'Confirm'.
- The booking will then show as cancelled for the nominated day
- Next, scroll to the voucher box on the homepage and click on 'Make Booking with Voucher'
- Select which trainee the make up is for and select the make up lesson the trainee will attend. Click 'Make booking' to confirm

