

Playtomic Booking System at a glance

At the end of June The Tennis Club will be changing booking platforms and using the Playtomic Booking System for courts and classes, which is the Court Management system Play Padel uses for all their court and class bookings and many of you are therefore familiar with.

One Booking App:

When the system goes live, you will just need the one App for both Tennis and Padel bookings and once on Playtomic you just have to select either Abbeydale Tennis Club or Play Padel to make your court or class bookings. Working as closely as we do with Play Padel we've been able to witness first hand how the Playtomic Booking App has helped them grow their Padel Community through the App.

Easy to use:

The system is simple to use and is also excellent in helping players find new games for both either play friendly (Open) or Competitive games (where your tennis ranking goes up and down dependant on your results)

Downloading The App:

To download the Playtomic app, search for "Playtomic" on the [App Store \(for Apple devices\)](#) or Google Play Store (for Android devices) and download the app. After installation, you can create a user profile within the app.

Detailed Steps:

1. **Open the App Store or Google Play Store on your device.**
2. **Search for "Playtomic":** in the search bar.
3. **Locate the Playtomic app:** (it is described as "Playtomic" or similar)
4. **Download and install the app.**
5. **Open the Playtomic app:** after installation.
6. **Follow the on-screen instructions to create a user profile**, which may involve providing your email address, phone number, and verifying your email.
7. Search for Abbeydale Tennis Club within The App by adding your postcode
8. Book Courts & Classes

Player Ranking (Levelling System) & Match Finding

Playtomic invites all users to set up a profile and within that members will be able to access a Club 'Level' which initially helps members find games of their level and also enables The Club to more efficiently organise Coaching Classes of the standard appropriate levels. When you register with the Playtomic App you will be asked to complete a brief tennis profile and within that you are asked a series of questions about your playing experience and level. At the end of the profile The App will give you an *estimated ranking* (from the scale of 0.5 to 7.9) where there are potentially 75 levels, with a beginner maybe being awarded a 0.5 ranking and a National Standard player being a 7.5 or higher system to estimate player skill levels, allowing for balanced and competitive matches which over time will give each player an accurate player level. Each competitive match (doesn't count in

friendly matches) either increases / reduces your ranking dependant on the result and closeness of the Match and the level of your opponents and you will notice your ranking will change after each match. Each match played increases the percentage reliability of your predicted ranking and eventually you will be at the correct level, having a Level for tennis and a different one for padel, all in the same App.

Payments:

The payment methods are largely the same as now, where you pay online for the court or class and you can divide the court cost between 4 players as you do now. In a tennis doubles you can choose to pay for the whole court or just your share. There is one difference in that (like Padel bookings) the person who books the court, secures the whole booking (as an example £16.00) and then when the others in the game pay their portion, the bookers amount reduces down to their share of just £4.00. However, the one difference is that if one of the party fails to pay their share of the court online, the person who booked the court will be charged for the unpaid share.

Tennis Club Wallet

The Abbeydale Club Wallet will still exist and so members can either pay on a card each time when booking or deposit a larger amount in their Playtomic Wallet and work it off through Classes or Indoor bookings. Any credits in your Abbeydale Tennis Wallet will be automatically transferred to your Playtomic Wallet on Friday 11th July 2025, so it's seamless for members.

Open Games

This is a great facility as players can book a court and then the other members can add their name to their game as their opponents, which works really well. The levels are more important at tennis so players can restrict the levels of people who can apply, by using rating parameters.

Leagues and Ladders

The ranking of players means leagues, ladders, tournaments and games can be managed better using rankings to enable level rated players in each league / event.

Court Availability Notifications:

With Padel being very busy this feature is very useful as if a court is cancelled the App sends a note to all Members / players who have signed up for court notifications that there has been a cancellation and if you click on that link you can quickly reserve that court. Tennis doesn't currently have that demand in summer, but in Winter there will be more pressure on the indoor court bookings and therefore this facility to be able to be informed of cancellations will prove really useful. Members can choose to receive these notifications or have them turned off.

Levelled up Classes:

Getting the levels of play correct in a class is always challenging but Playtomic offers us the opportunity to restrict certain classes to any particular level, based on each players ranking. As an example is that a Beginners Class would be open to 1.5's or lower and therefore a 2.5 level couldn't book on that beginners class and equally a beginner couldn't book an advanced class, until they achieved the appropriate ranking.

Booking Courts & Cancellation Policy:

There are no changes to this policy and members may book **15 days in advance** for all courts, with full refund cancellations being available until 24 hours before the court is due to be used, at which stage the court fee can't be refunded.

Timescales

We were looking at starting with the Playtomic App on 14th July and therefore running both systems from 30th June for 2 weeks to transfer over. We realise that even minor changes can cause confusion and therefore if you need any support or have any questions, please don't hesitate to feel free to email us at Playtennis@btconnect.com - we're always happy to help.