

HOW TO BOOK YOUR COURT RESERVATIONS ONLINE



Log onto the website <https://secure.ccpd.org/racquetball>
Make sure you are running the most up-to-date version of your browser.

- Prior to making your first reservation you must be registered to use the site.
 - If you do not already have an account password please call the community center to be issued one.
 - Click on **Sign In** tab on the top toolbar and enter your email address and password.
- **To make a reservation:**
 - Click on the **Availability Calendar** tab on the top toolbar
 - Choose a day of the week from the top tabs
 - Click on the **Reserve** box next to the time you would like to book
 - You will be asked if this is a Wallyball Reservation. Click Yes or No
 - You will be taken to a payment page.
 - If you would like to make another reservation click the **Add another reservation to cart** link below the red X.
 - If you would like to complete the reservation, enter your payment information in the designated area.
 - Click on the box that says "I am aware of the 48-hour cancellation policy".
 - Click on the **Complete Reservation** box
 - A receipt will pop up (pop up blockers must be off)
 - You will also be emailed a receipt confirming your court
 - You may see all your reservations and/or view receipts when you are logged in by clicking the **Reservation History** tab on the top toolbar
 - Click the Log Out tab on the top toolbar

- **To reschedule a reservation:**

You will only be permitted to re-schedule each paid reservation one time

- Log into your account by clicking the **Sign In** tab on the top toolbar
- Enter your email and password
- Click the **Reservation History** tab on the top toolbar
- If your reservation is eligible to be re-scheduled you will see a **Re-schedule** box next to the court time in your Upcoming Reservations list. Click that box.
- You will be taken to the Availability Calendar. Choose the day you would like to reschedule to from the top tabs. Once on the correct day, click the **Reserve** box next to the desired time.
- If changing to a reservation time that would require you to pay an additional fee you will be taken to the payment screen.

- **To cancel a reservation:**

- In order to cancel a court you will need to call the Thousand Oaks Community Center at (805) 381-2793
- Court fees will only be refunded if you call and make the request 48 hour prior to your reservation time.
- If fees were paid by cash or check the refund will take 2-4 weeks. A check will be mailed to the address that you have on your profile. Please make sure to keep your address on file current.
- Credit/Debit card payments are refunded within 2 days and will be at your banks discretion to post to your account.

- ✓ The day tab for the release of courts will not appear until 8:00am. If you log onto the site prior to 8:00am you will have to hit refresh for the tab to appear.
- ✓ The system has a time out feature. Once you get to the payment screen you will only have 5 minutes to complete the reservation or it will be released. You will see the counter down in red.
- ✓ Please note that a 48 hour cancellation policy has been implemented. There will be no refunds or rescheduling of courts within 48 hours of your reservation time.