


Boca Highland Beach Club & Marina

New Tennis Booking Website – Resident Tutorial

Updated Mar 2021

1. Home Page:

Below is the Home Page of our tennis reservation website: www.bocahighland.tennisbookings.com



Tennis Booking System

Username

Password

☐ Remember me [Forgot?](#)

LOG IN

No Account? [Create an Account](#)

☐ Use Mobile version of this site

Scroll down below for information on New User Registration and How to Create an Account

Pickleball Temporary Rules (Effective December 17, 2020)

-- All existing Tennis Rules & Regulations posted online apply to Pickleball players.
-- Pickleball can only be played on the Northeast Hard Court

Good Neighbor Reminders:

- * Use considerate voice levels.
- * Play at your own risk - Boca Highland Beach Club and Marina, Inc. assumes no responsibility for anyone.

Rules of Play:

- * **Only Foam Pickleballs may be used – Plastic Pickleballs NOT ALLOWED.**
- * Only approved USAPA Pickleball Paddles may be used.
- * **Hours of play will be limited to: Monday-Friday Only:**
Morning hours: 9:00am – 10:30am
Evening hours: 3:00pm – 5:00pm
- * **Play is limited to 4 participants at a time.**
- * Residents will be required to acknowledge receipt of and agree to rules of participation.
- * Participation is for owners, lessees and registered over-night guests.

If you are a New User, click on **Create an Account**

Tennis Booking System

Username

Password

☐ Remember me [Forgot?](#)

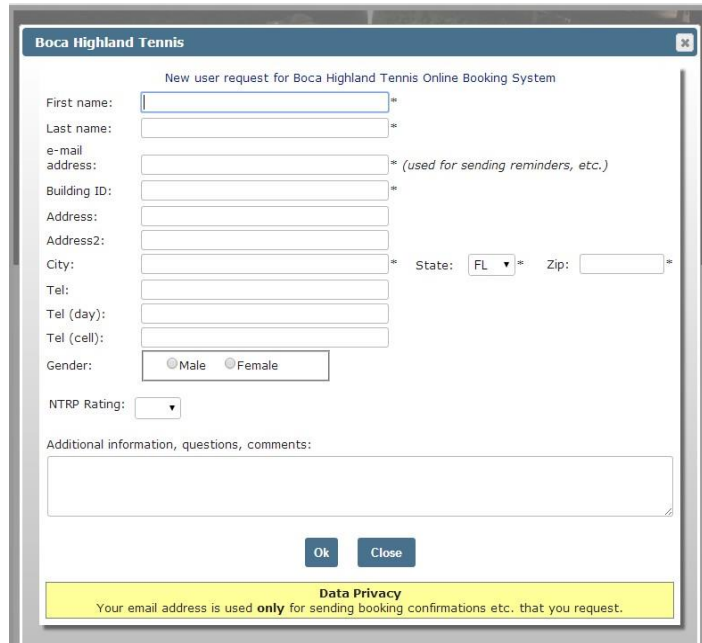
LOG IN

No Account? [Create an Account](#)

☐ Use Mobile-friendly version of this site

2. New User Request:

The following form will appear:



The screenshot shows a web form titled "Boca Highland Tennis" with a subtitle "New user request for Boca Highland Tennis Online Booking System". The form contains the following fields and controls:

- First name: *
- Last name: *
- e-mail address: * (used for sending reminders, etc.)
- Building ID: *
- Address:
- Address2:
- City: *
- State: *
- Zip: *
- Tel:
- Tel (day):
- Tel (cell):
- Gender: ☐ Male ☐ Female
- NTRP Rating:
- Additional information, questions, comments:
- Buttons: Ok, Close
- Data Privacy notice: Your email address is used **only** for sending booking confirmations etc. that you request.

Completing the New User Request form:

Enter you **first** and **last name**.

Enter your **email address**.

Enter your **Building ID**:

Your ID is based on your building's initials and your unit number:

Example: Aberdeen Arms - AA101; Braemar Isle - BI101; Carron House - CH101; Dalton Place - DP101; Grand Cay - GC101; Evanton Baye - EBTH101. If you lease your unit, please add an L after your unit number (e.g. AA101L).

If you have any questions with respect to the correct Building ID to use, please contact the office at emily@bocahighland.com or call: (561) 391-2461.

Once you complete your request, it will be sent for approval to the BH Management Office and will be reviewed during office hours. Your Building ID and residency will be verified. Once approved, you will receive a confirmation email and will then be able to log on and make a court reservation. **Your Username will be your email address.**

A spouse/partner in the same household of a resident who already has a User Account. Resident must use the same Building ID and although the new user will be able to reserve courts in their name, the "one court reservation per day" will apply to both user owners/residents of the same unit.

3. Booking A Court:

DAILY SCHEDULES

BULLETIN BOARD

<<

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Today

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>>

Feb

March 2021

Apr

S	M	T	W	T	F	S
28	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Show:

Hard Courts

Clay Courts

☒
☒

Book...

⊕

Thursday March 18

Refresh

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Waiting List

7:30	Hard Courts - # 1 (NE)	Hard Courts - # 2 (NW)	Clay Courts - # 3 (SE)	Clay Courts - # 4 (SW)	9:00
	Available	Available	Reserved	Reserved	
9:00	Reserved	Reserved	Reserved	Reserved	9:00
10:30			Reserved	Reserved	10:30
12:00	Available	Available	Available	Available	12:00
1:30	Available	Available	Available	Available	1:30
3:00	Available	Available	Available	Available	3:00
4:30	Available	Available	Available	Available	4:30
6:00	Available	Available	Available	Available	6:00
7:30	Available	Available	Available	Available	7:30
9:00	# 1 (NE)	# 2 (NW)	# 3 (SE)	# 4 (SW)	9:00

Above is the first page you will see when you have successfully logged on. All our four courts are visible.

Court 1 is the NE court (Hard)

Court 2 is the NW court (Hard)

Court 3 is the SE court (Clay/Har-Tru)

Court 4 is the SW court (Clay/Har-Tru)

There are nine time slots (90 minutes each) where you can reserve a court. You will be able to see with one view which courts are available each day.

Reservations can be made seven days in advance, starting at midnight.

Always press the **Refresh button** to the right of the date of the schedule you are on to ensure that you see the latest version of court reservations for that day.

Scroll over the available court and time you want to reserve and click.

Then press the blue “Book” button under the calendar on the left.

Booking Details

Please review the booking details shown:

Billie Jean King

Clay Courts - # 3 (SE)

Monday January 25, 10:30 AM-12:00 PM

☒ Send me an email confirmation of this booking
☒ Send me an email reminder of this booking 12 hour(s) prior to play

Book

Cancel

If your plans change and you do not wish to use the court, please remember to cancel. Simply click on "My Bookings" and cancel the court you do not plan to use. Thank you.


Recorded time of booking will be 6:50:58

The box above will appear after you have pressed the **Book** button under the calendar so that you can first review your reservation. You can elect to receive a confirmation email upon making your reservation and you can also elect to receive a reminder email leading up to your reservation.

Click **BOOK** and you are all set. Press **CANCEL** if you want to start again or if you do not want the court.

The pop up below will appear confirming your reservation. You can forward this message to others in your group alerting them that the court has been reserved by clicking on "Email Booking".

Booking Confirmed



Thank you, the following reservation has been made. Confirmation #: 128

Billie Jean King

Clay Courts - # 3 (SE)

Monday, January 25 10:30 AM-12:00 PM

Confirmation email was sent to Billie Jean King.

If your plans change and you do not wish to use the court, please remember to cancel. Simply click on "My Bookings" on the upper right hand side of this website and cancel the court. Thank you.

Print Booking

Email Booking

Close

Your reservation be noted as **My Booking**. Other reservations will be viewed as **Reserved**.

4

DAILY SCHEDULES
BULLETIN BOARD

<<
<
Today
>
>>

Feb
March 2021
Apr

S	M	T	W	T	F	S
28	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Show:
Hard Courts ☒
Clay Courts ☒

Book...

Monday March 22
Refresh
Waiting List

	Hard Courts - # 1 (NE)	Hard Courts - # 2 (NW)	Clay Courts - # 3 (SE)	Clay Courts - # 4 (SW)	
7:30	Available	Available	Reserved	Reserved	
9:00	Available	Available	Reserved	Reserved	9:00
10:30	Available	Available	My Booking	Reserved	10:30
12:00	Available	Available	Reserved	Available	12:00
1:30	Available	Available	Available	Available	1:30
3:00	Available	Available	Available	Available	3:00
4:30	Available	Available	Available	Available	4:30
6:00	Available	Available	Available	Available	6:00
7:30	Available	Available	Available	Available	7:30
9:00	Available	Available	Available	Available	9:00
	# 1 (NE)	# 2 (NW)	# 3 (SE)	# 4 (SW)	

If you click on **My Booking** on the schedule, the following message will pop up. This is where you can cancel the court if you do not plan to use it. You can up to the time of your reservation but we ask that you cancel as soon as you know you won't be using the court to enable others to play.

My Bookings

Show All My Bookings

Selected Booking for Billie Jean King at Boca Highland Tennis:

Tuesday, January 26 (10:30 AM - 12:00 PM)
Clay Courts - # 3 (SE)
Confirmation #: 132

Print
Email
Cancel

Players:

#1 Billie Jean King

Close

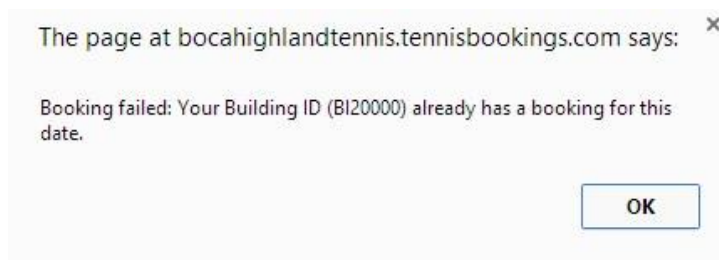
If you try to book another court on the same day, the pop up below will appear.

The page at bocahighlandtennis.tennisbookings.com says:

Sorry, this booking is not allowed: You can only have 1 booking per day

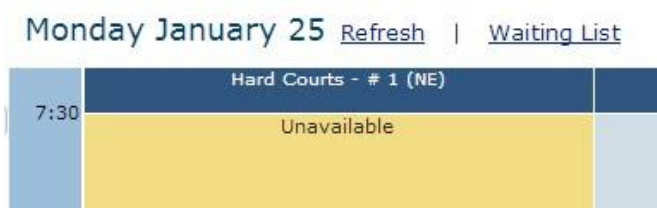
OK

If two people in your unit or residence have a User Account, the one court booking per unit rule applies. If the second user tries to book a court, the message below will appear:



4. Using the Waiting List:

If you are unable to reserve a court type (Hard or Clay/Har-Tru) for the time you would like, you can make a Waiting List submission by clicking on **Waiting List** on the schedule page of the date you are interested in.



Simply note the time you are interested in on the Submission for below. You can specify one 90-minute period or a range of time.

A "Waiting List Submission" form with a title bar. The form contains the following fields and options:

- Date: Monday January 25 (To select a different date you must first view that date's schedule on the previous screen)
- Earliest Starting Time: 7:30 AM (dropdown menu)
- Latest Ending Time: 9:00 AM (dropdown menu)
- Minimum Duration (mins.): 90 (dropdown menu)
- Hard Courts: ☐
- Clay Courts: ☒

Below the form is a note: "If a matching opening becomes available, a notification email will be sent to you at GrandSlam@tennis.com. **You must then return to this site in order to make the booking.** New openings become available to all on a first come first served basis." At the bottom are "Ok" and "Close" buttons.

If a court for the specified time (or time range) becomes available, you will receive an email (sample below) advising you to log on and book the court. A new court is not being reserved or held for you. You need to log on and reserve it. If you have already booked a court for a different time that day, you need to first cancel the original court before booking the desired court/time as you may only reserve one court per day.

From: <noreply@mail.tennisbookings.com>

Date: Monday, January 24, 2016

Subject: Waiting List Notification

To: grandslam@tennis.com

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Hello Billie Jean King:

An opening matching your specified requirements for Clay Courts on Jan 25, 2016 has become available.

Note: You must go to bocahighland.tennisbookings.com to check on current availability and make a booking.
New openings are available to all on a 'first-come, first-served' basis.

Schedules available at bocahighland.tennisbookings.com.

5. Upper Right-Hand Side Navigation:

[My Bookings \(1\)](#) [My Profile](#) [My Messages](#) [Policies](#) [Contact us](#) [Log out](#)

# 2 (NW)	Clay Courts - # 3 (SE)	Clay Courts - # 4 (SW)	
Available	Available	Available	

- a. **My Bookings:** a summary of all your court reservations can be found in this section and you can elect to print the information, email it or cancel the court.

My Bookings

Future Bookings for Billie Jean King at Boca Highland Tennis:

Tuesday, January 26 (10:30 AM - 12:00 PM)
Clay Courts - # 3 (SE)
Confirmation #: 132

Print Email Cancel

Players:
#1 Billie Jean King

Wednesday, January 27 (12:00 PM - 1:30 PM)
Clay Courts - # 3 (SE)
Confirmation #: 131

Print Email Cancel

Players:
#1 Billie Jean King

Friday, January 29 (9:00 AM - 10:30 AM)
Clay Courts - # 3 (SE)
Confirmation #: 130

Print Email Cancel

Players:
#1 Billie Jean King

Close

- b. **My Profile:** your User Profile can be found enabling you to update information in the white fields. If any of the other information needs to be updated, please advise the BH Office.

The screenshot shows a web browser window titled "My Profile" with a close button (X) in the top right corner. The page content includes a header bar with the title and a note: "You are logged in as Billie Jean King. Update your profile as needed using the fields below. Note: some fields may be locked to prevent changes. Contact your facility directly if any such locked data is incorrect." Below the note are two main sections: "User Account:" and "Personal Info:". The "User Account:" section contains fields for "Username:" (GrandSlam@tennis.com) and "Password:" (masked with asterisks). The "Personal Info:" section contains fields for "Building ID:" (BI20000), "First Name:" (Billie Jean), "Last Name:" (King), "Email Address:" (GrandSlam@tennis.com), "Address1:", "Address2:", "City:" (Boca Highland), "State:" (FL), "Zip:" (33487), "Tel:" (561-123-4567), "Tel (day):", "Tel (cell):", "Gender:" (radio buttons for Male and Female, with Female selected), and "NTRP Rating:". At the bottom of the form are "Ok" and "Close" buttons. A yellow banner at the very bottom contains the text: "Data Privacy Your email address is used **only** for sending booking confirmations etc. that you request."

- c. **My Messages:** notifications are placed in this section. Old messages will disappear in about 30 days.

The screenshot shows a web browser window titled "Boca Highland Tennis" with a close button (X) in the top right corner. The page content includes a header bar with the title and a message: "Messages for Billie Jean King at Boca Highland Tennis:". Below the message are two buttons: "Print" and "Delete". The message text reads: "Booking Deletion Confirmation Jan 22, 7:05 PM You have successfully deleted the following booking: Booking #128 for Jan 25 2016 - 10:30 AM." At the bottom of the message area is a "Close" button.

- d. **Policies:** the current tennis rules can be found in this section.

The screenshot shows a web browser window titled "Policies". The main heading is "Boca Highland Tennis - Policies". Below the heading is a note: "Updated December 17, 2020. Please see below for updated, temporary Pickleball Rules." followed by a numbered list of 14 rules. The rules cover topics such as court hours, attire, reservations, and guest policies.

Policies

Boca Highland Tennis - Policies

Updated December 17, 2020. Please see below for updated, temporary Pickleball Rules.

1. **All four tennis courts are open for play between 7:30am and 9:00pm daily.** The blue key fob is required for entry to the courts.
2. Proper tennis attire and footwear is required at all times. Only tennis shoes with non-marking soles are permitted on the hard courts.
3. **Prime Time is between 7:30am – 12:00pm and 4:30pm – 7:30pm daily.**
4. Only ONE on-line court reservation may be made each day by a person or group. Additional play per day may only be done on a walk-on basis if a court is available.
5. The last reservation time available on any day is 7:30pm. Play ends at 9:00pm.
6. When courts are not playable due to inclement weather, poor court conditions or court maintenance, full or partial forfeiture of those court reservations will occur. The start and stop time for every existing court reservation will be honored when the courts are playable.
7. Court reservations are to be made on-line at www.bocahighland.tennisbookings.com and can be reserved up to seven days in advance starting at midnight.
8. Please cancel your reservation on-line if you are unable to play.
9. Play must start within 10 minutes of reservation time or the court will be forfeited to the next player waiting at the court.
10. All reservations are for 90 minutes.
11. Guests MUST park at the building of the owner they are playing with, NOT at the tennis court parking area.
12. A minimum of 50% of players on court are to be Boca Highland residents on the Har-Tru courts during Prime Time.
13. The same guest can only play tennis on site a total of two days per week, even if playing with different residents on separate days.
14. Daily guests are not permitted use of the courts unless accompanied by a Boca Highland resident or registered guest.

- e. **Contact us:** use this form as needed.

Please only send emails to Boca Highland Tennis (first check box only). We will communicate any technical issues to the web master.

The screenshot shows a web browser window titled "Boca Highland Tennis". It contains a contact form with a "To:" section with two checkboxes, a "Message:" text area, a "Your email address:" text field, and "Ok" and "Close" buttons.

Boca Highland Tennis

To:

- ☐ Boca Highland Tennis (for all issues relating to user-accounts, bookings, etc.)
- ☐ Website Technical Support (for technical issues, problem reports, suggestions, etc.)

Message:

Your email address:

GrandSlam@tennis.com


If you would like a response please be sure to include your email address.

Ok Close

6. Bulletin Board:

The tab on the upper left side next to "Daily Schedules" which reads **Bulletin Board** has our **Game Finder** page. This is a great way to meet other tennis players living in our community. Simply email bocahitennis@gmail.com with the information and we will update the form.





GAME FINDER

To be added to this list, please email bocahitennis@gmail.com
(Updated Feb 5, 2021)

NAME	INTERESTED IN SINGLES	INTERESTED IN DOUBLES	LEVEL OR NTPR RATING	CONTACT INFO PREFERENCE: EMAIL ADDRESS OR PHONE #	COMMENTS
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7. Mobile Version:

All functions are available on the Boca Highland Tennis Booking System when you log on from your smartphone. Some of the pages look slightly different on the site's mobile version:

Tennis Booking System

Username

Password

☒ Remember me [Forgot?](#)

No Account?
[Create an Account](#)

☒ Use Mobile-friendly version of this site

Daily Schedules

Bulletin Board

My Bookings (3)

My Profile

My Messages (0)

Policies

Contact us

Log out

[Switch to Desktop Version of This Site](#)

<<

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Today

>

>>

Dec

January 2016

Feb

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Show:

Hard Courts

Clay Courts

☒
☒

Show Schedule

Menu

<

Tue Jan 26

>

Book...

Help

	Courts - # 1 (NE)	Hard Courts - # 2 (NW)	Clay Courts - # 3 (SE)	Clay Courts - # 4 (SW)
7:30	Available	Available	Available	Available
9:00	Available	Available	Available	Available
10:30	Available	Available	My Booking	Available
12:00	Available	Available	Available	Available
1:30	Available	Available	Available	Available
3:00	Available	Available	Available	Available
4:30	Available	Available	Available	Available
6:00	Available	Available	Available	Available
7:30	Available	Available	Available	Available