

COMPREHENSIVE SELF-SERVICE GUIDE

This guide is for use with our self-service website: triangletabletennis.ezfacility.com
Some users have experienced issues using this website with Internet Explorer, if you are experiencing issues we recommend using Google Chrome or another browser.

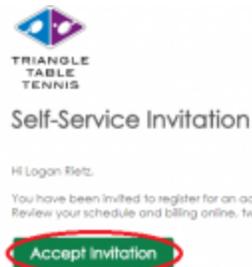
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1. Creating an account on our self-service website

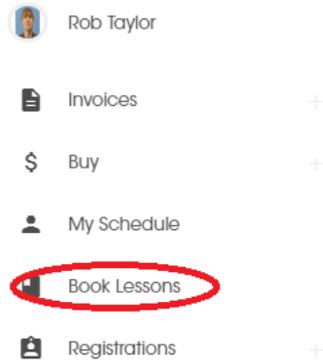
If you have already used our facility and are a client in our system, follow the “Existing Customers” instructions. Otherwise, follow the “New Customers” instructions.

For Existing Customers: To make sure the account you create on our self-service website is synced with your account in our system, you must request an invitation at the front desk. Once requested, we will send an email inviting you to create an account. Click “Accept invitation” and create your username and password



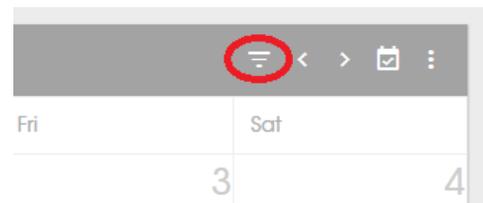
For New Customers: in a web browser, visit triangletabletennis.ezfacility.com. Click the login button on the left side of the screen, then in the pop up window, click register and fill in your name, username and password.

2. Viewing court and lesson availability



Viewing the calendar: Click on “Book Lessons” on the left hand side of the screen to view a calendar of bookable courts and lessons. To see the full list of packages we offer on any given day click on the “View More” button in its box in the calendar.

Filtering the results: We have 5 coaches, 2 robots, and 2 Pickleball courts, each with different availability throughout the week. In order to filter the results in the calendar so you only see what you are interested in, click on the first button on the top right of the calendar.



A Pop up window should appear with the following filter options:

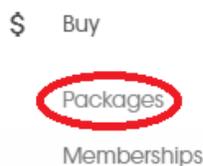


The first icon lets you filter by family member if you have a family membership.
The second icon lets you filter by venue (we have only one, Triangle Table Tennis).
The third option lets you filter by time (e.g. mornings, 10am to 12pm)
The fourth option lets you filter by program (e.g. beginner group lesson, Pickleball crt #1 etc.)
The fifth option lets you filter by resource (e.g. Alec Carney, Brian Pace, Pickleball crt #2 etc.)

Select your desired filter options and click the blue filter button.

3. Purchasing and booking lessons and Pickleball courts

Purchasing and booking is a two step process: you must first purchase the appropriate packages, and then using those packages you must book the time on the calendar.



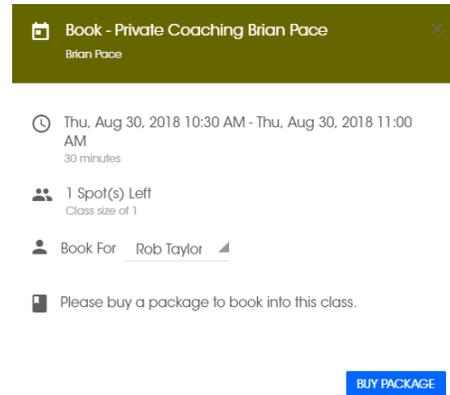
Buying Packages: Click on “Buy” -> “Packages” on the left hand side of your screen. This will take you to a listing of all of our available reservation types.

To filter the results by reservation type, click the drop down box labeled “All” at the top.



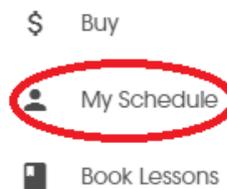
Booking Programs: Once you have purchased packages, follow step 2 to view the filtered calendar. Each colored box represents a half hour increment for private lesson and court rentals, or 1 class period for group lessons.

Clicking on a box brings up a pop up window with information and the options to purchase/book the program. If you do not have the required package for the program, there will be no book option, only buy package.



4. Viewing your reservations

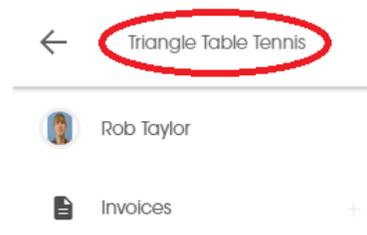
My Schedule: On the left side of your screen, click "My Schedule" to view a calendar with only the reservations that you have already booked.



Canceling Reservations: We have a 24 hour cancellation policy for all of our lessons and court rentals. As long as it is at least 24 hours before your reservation start time, you can cancel by clicking the box on "My Schedule" and then clicking the cancel button. The package automatically goes back on your account for you to book at your convenience.

5. Entering Leagues and Camps

Click on "Triangle Table Tennis" in the top left hand corner of the self-service website to bring up a list of leagues and camp offerings. In order to get the correct discount for a league as a member (more than 5% or 10%) we ask that you sign up at the front desk or over the phone. Anyone else may register online via these links.



6. Registering for Membership

Once you have created an account with our self-service website and logged in, (Step 1), you can register for membership by clicking “Buy” -> “Memberships.” Remember, we offer special promotions for “Early Decision” or “Good Neighbor” memberships, so check our website before signing up!