

MindBody – Polo Farms new booking system.

<https://clients.mindbodyonline.com>

On the first time of entering this website you will need to Search for Polo Farm. Subsequent visits will have Polo Farm on your first screen.

Sign in

(Make sure you are at the Member login (the “staff sign in” can come up first))

Username: your email address

Password: obtain from the office and amend if required

My Info Tab

- This contains all your profile information. **PLEASE CHECK THIS.** You can edit this information and also choose how to receive notifications of bookings between text and email.
- Change your password using the Edit button if required
- Payment details can be added here so that when you book courts or pay for courses it will use your Debit or Credit card.
- Family members can be added here to show family connections between parent and children.

Club Sessions

To book club sessions you should click on CLUB SESSIONS from the tabs at the top of the page. Find the date of the desired session and click “sign up now”. Each session has been assigned a number of slots. You can also sign up other members. To cancel a court or session – click on the MY INFO tab, choose “My Schedule” from the row below and choose “cancel”.

Outdoor Courts Tab & Grass Courts Tab

- Browse Appointments Screen – Use the Calendar (top right) to search for the date you want to book
- Bookings can be made up to 2 weeks in advance.
- Available times will be shown
- Unavailable times will be shown in Green, and Courses and Schools will be shown in grey.
- Click on the start time of the session you require
- Appointment details screen
 - Instructor – This is the court you have chosen
 - Duration – use the drop down arrow to choose 30/60/90/120 mins
 - Start time – This is what you chose but can be altered using drop down arrow.
 - Notes – These will only be seen by the office
 - Click Book Appointment
- This takes you to My Schedule where you can see all courts booked. You can cancel from this screen as well.

Indoor Court Tab

- Browse Appointments Screen – Use the Calendar (top right) to search for the date you want to book
- Bookings can be made up to 2 weeks in advance.
- Available times will be shown with the price bracket (see below)
- Unavailable times will be shown in Green, and Courses and Schools will be shown in grey.
- Click on the start time of the session you require

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- Appointment details screen
 - Instructor – This is the court you have chosen
 - Duration – use the drop down arrow to choose 30/60/90/120 mins
 - Start time – This is what you chose but can be altered using drop down arrow.
 - Notes – These will only be seen by the office
 - Click Book Appointment
- Takes you to a Shopping Cart and Click Check Out
- If you have already put in your billing information on the 'My Info' tab then it will give you the option to use this information or you put in new card information.
- Place Order
- An email confirmation should be received.

Cancellation

- You can cancel indoor courts up to 24hrs before the booking without being charged.
- Outdoor courts and club sessions can be cancelled at any time – as a courtesy to other members please do this as soon as possible.
- Go to 'My Info' then click My Schedule and click cancel against the session.
- This refund will go on your account to be used for your next booking unless you call the office in which case we can refund your card.

Facilities Schedule Tab

- This is for information only. It shows all the facilities for hire at Polo Farm. These must all be booked for through the office.

HELP Tab

- This gives some simple instructions for the basic operations.