

## Otago Badminton Centre User FAQs

How do I book courts at the OBC?

- You must first create a Hello Club profile - <https://booking.badmintonotago.org.nz/login>. You can then add money to your profile and book courts.
- Once you are signed up online you can also use the Hello Club touchscreen kiosk inside the OBC at book courts (log into the kiosk by entering your PIN).

How can I add money to my account?

- Via the Hello Club interface - payments can be either credit/debit card (through Stripe as a payment gateway) or via an account to account payment via POLi.
- There are surcharges when using POLi or Stripe, details provided during the payment process.

How do I access the OBC for a booking?

- Enter your personal PIN (which you should not share with others) into the keypad at the OBC door. Your PIN is listed in your 'Profile' section when you are logged in to the Hello Club booking website.
- Each booking is also issued a PIN unique to that booking. You can use this or your personal PIN to get into the front door for your booking.

What is the difference between Basic and Premium Access?

- Basic Access users can book one court at a time, while premium Access users can concurrently book all courts at the OBC.
- The court hire rates are the same.

Can I upgrade from Basic to Premium Access part way through the User year?

- You can not directly upgrade from Basic to Premium Access by paying the difference.
- You can buy a Premium Access at any stage, and if you already have a Basic Access, the system it will show as holding a Basic and Premium Access for the year.

Can I cancel my Access and get a refund for the pro rata time left to 31 March?

- No. Once you have hired a court once, the annual Access fee is non-fundable.

Will the door to the OBC be unlocked or open if I have a booking?

- For private bookings the front door will remain **locked and closed** and you need to enter your **personal PIN** on the front door PIN pad to get in. For others in your playing group that have not made the booking but have a profile in the Hello Club system - they can enter their own personalised PIN to gain access.
- **For security reasons, please do not wedge the entry door open/leave it open.**
- **Even all Casuals are assigned a personal PIN**, so encourage all players in your party to sign up and have their own PIN for ease of entry.
- If there is an Event on the front door may be unlocked (but closed).

Will the lights automatically come on at my booked time?

- Yes, the lights for your booked court will turn on automatically. There is a 15 second light turn off between bookings of different people on the same court to signal the end of a booking and start of a new booking.

I need to cancel a booking; is the court hire refunded?

- If you cancel your booking earlier than 2 hours before your booking - you will be refunded. Once within 2 hours of your booking, the court hire will be charged.

I want to play pickleball or use the courts for another exercise or activity; can I do this via signing up for Access and booking a court myself?

- **No.** Court bookings using this system are for **badminton only**, this is a condition of Access agreed to in the Terms and Conditions when using the Hello Club booking system.
- Badminton Otago welcomes inquiries about court bookings for non-badminton activities. Please email [secretary@badmintonotago.org.nz](mailto:secretary@badmintonotago.org.nz) to inquire. If approved, Badminton Otago will book courts on your behalf and issue an invoice for the court use.

I want to enter a Badminton new Zealand sanctioned tournament run by Badminton Otago, or play in a Badminton Otago rep team. Does being a Basic or Premium OBC User mean I can do this?

- **No.** You need to be a **Member** of Badminton Otago to do this. Signing up for an OBC Access plan does not mean you are a Member of badminton Otago.
- **For details on signing up as a member, and Member benefits**, refer to <https://badmintonotago.org.nz/register>

For further information on how to set up your Hello Club profile and membership, plus more details about how to book and use the system, top up etc, please refer to the following articles

Using the booking system

<https://help.helloclub.com/en/collections/2156546-using-the-booking-system>

Registration

<https://help.helloclub.com/en/collections/2156549-registration-account-management>

Making payments

<https://help.helloclub.com/en/collections/2466210-making-payments>