HOW TO BOOK YOUR COURT RESERVATIONS ONLINE

Log onto the website https://secure.crpd.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.