

# SWIM LANE ONLINE RESERVATION INSTRUCTIONS

## ONLINE POLICIES

Each time slot is for ½ hour. You may reserve up to 1 hour per day (Basic swim members can reserve a total of 4 hours per week. Premium swim members can reserve a total of 7 hours per week).

Swim reservations must be canceled 4 hours in advance - if not, a \$10 fee will be charged per half hour.

One swimmer per lane.

You may reserve up to 7 days in advance. When making a reservation, the "day" begins at 8:00 AM each morning.

**Example:** If you go online at 8:00 AM or later on a Monday you may reserve any open lane through the next Monday at 9 PM when the club closes.

**\*\* Note: There is no advantage to call or stop by before \*8:00 AM \*\***

**Example:** If you call or stop by for a lane reservation before 8:00 AM on a Monday you cannot reserve a lane for the following Monday but you may reserve any open lane through the next Sunday.

**To reserve online you must set up your profile (this means get a username and password)**

## HOW TO SET UP YOUR PROFILE

To get a username and password:

1. Log into the website: <https://www.10sportal.com/club/login/ashland-tennis-and-fitness-club/index.html>
2. Select "forgot password" (in blue box).
3. On the "Reset Form," in the "account email box:"
  - . first enter the email address the club has for you,
  - . next, where prompted, enter your first and last name
  - . then, click "reset password"
4. Go to your inbox and open the email from "10sportal" and click on "change password" (Be sure to check your spam/junk mail folder).

**Important: You will see your user ID and password. Make a note of both of them. You will need both of them each time you login** (If in the past you chose to unsubscribe from our emails you will need to re-subscribe).

5. Enter the password you selected and click "reset password".
6. Your profile is now set up. Click on "go to login" to reserve a swim lane.

## MAKING THE ONLINE SWIM RESERVATION

1. Log into the website: <https://www.10sportal.com/club/login/ashland-tennis-and-fitness-club/index.html>
2. Click the "Court sheet" tab (It's near the top of the page.) Just under the date you will see all the way on the right "Swim Lane 1" and "Swim Lane 2."

**Note:** Available swim lanes will be in yellow....do not be concerned that in the yellow box it says "reserved." (If it's a yellow box, that time slot is available)

**Note:** The software was designed for reserving tennis courts so don't be confused when it says, "Court sheet" (or you see references in other places that make you think you are reserving a court)

3. Put in the date you want to reserve by clicking into the date field (the date field is a small box and, until you change it, shows today's date. It's near the top center of the screen just above where today's date appears in bold).
4. Click on the time you want (in any yellow box).
5. On the next screen click "book court" (or it may simply say "book").
6. On the next screen click "save." You should now see your lane reservation in a grey box with your name on it.
7. You are now done unless you want to book the lane for a full hour. To book for a full hour you will need to repeat steps 4 through 6.

**Note:** To delete, cancel or change a swim lane reservation you must contact the club or do so in person.

If you need help, please call the club 541-482-4073 or stop by. The front desk staff desk will be able to help you. If you still need help, please email Valerie at [billing.atfc@mind.net](mailto:billing.atfc@mind.net).