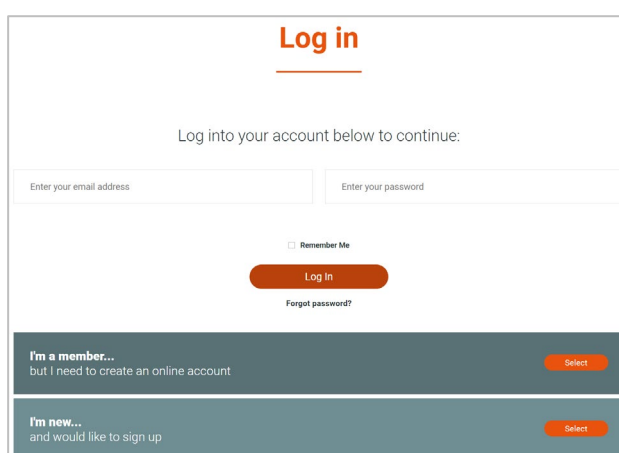

LeisureHub – user manual

Webpage: <https://leisure.wiltshire.gov.uk/LhWeb/en/Public/home>

Registration

Members and non-members need to register to use LeisureHub for online bookings and a variety of other online functionality.

People who already have a membership with us, will need to register with the same email address that they have listed in their membership account, in order for the account to match and be created.



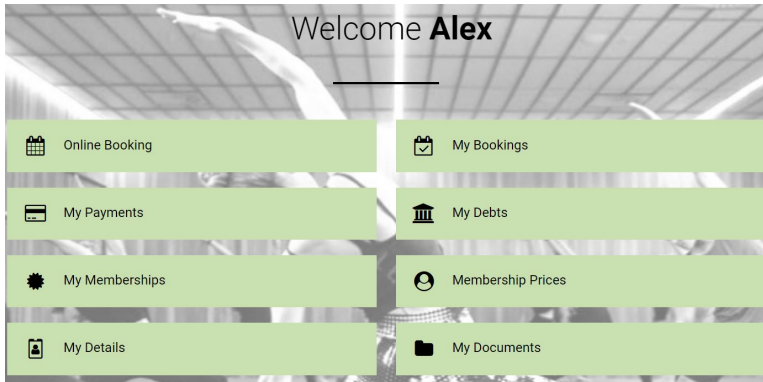
From the login page, existing registered Leisure Hub users can login, or retrieve a forgotten password.

Non-registered users have two register options:

- **I'm a member... but I need to create an online account** – This option is for existing members who do not have a Leisure Hub account. This will link their new Leisure Hub account to the leisure centre membership record
 - the information you provide for Leisure Hub will be used to match to your existing leisure membership account. Only if you enter the information exactly as it is in your membership account will you be able to link your newly registered Leisure Hub account.
- **I'm new... and would like to sign up** – This option is for customers who are non-members and new to the organisation. This option will create a Leisure Hub account that will enable online booking.

Activation emails will be automatically sent to the customer – and you must click on the activation link within 24 hours in order to activate your Leisure Hub account.

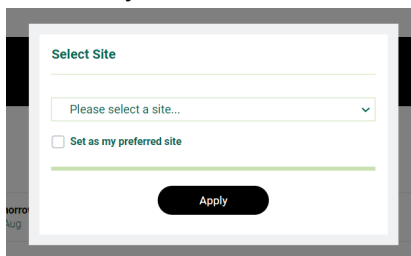
My Leisure Hub homepage



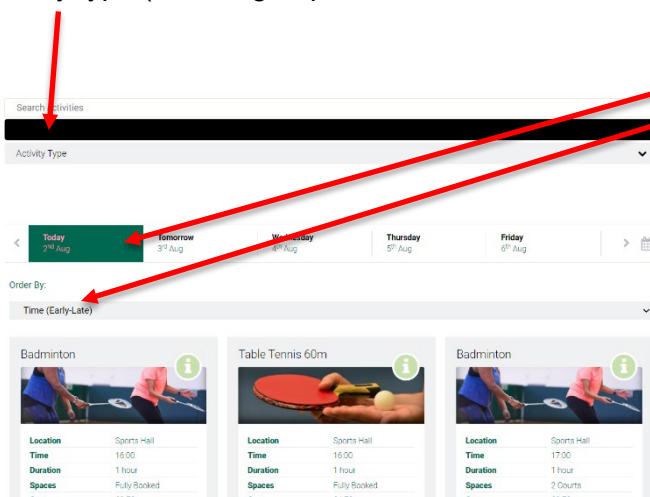
- Online booking – this is where you can complete all your bookings
- My bookings – historical and future bookings
- My Payments – all receipts from previous bookings
- My debts – any debts on your account
- My memberships – information on your current and historical membership
- Membership prices – all available memberships to take out online
- My details – your records including address
- My Documents – information on terms and conditions of membership and booking.

Online booking

Customers will need to set the site they wish to search, and can set that site as their preferred site if they wish



There are various search filters that can be used to identify specific sessions; this includes activity type (selects group exercise classes, racket sports or swimming), date and time.



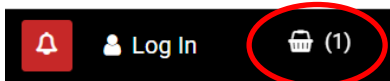
Bookable sessions are then shown with detail of location, time, duration, spaces and cost. There is also an i button that gives you more information about this session.

You can then select your activity to book:

The image shows three activity cards. Each card has a header with 'Cost' and a value. Below the header is a button. The first card is for 'Table Tennis 60m' with a cost of £9.70 and a 'Notify me of a space' button. The second card is for 'Body Pump 60m' with a cost of £4.70 and an 'Add to Basket' button. The third card is for 'Badminton' with a cost of £9.70 and a 'Select Court' button. Each card also includes a small 'i' icon in a green circle and a list of details: Location, Time, Duration, Spaces, and Cost.

- If a session is full you can choose to be notified on when a space becomes available. This will then notify all people that select this and that space will be filled on a first come first serve basis.
- Add to basket allows you to add that activity to your basket
- Select court gives people the choice of courts if they wish to choose a specific court

Add to basket



Once in the basket, you can checkout

The image is a screenshot of a 'Member Area' page. At the top, there is a green header with a white 'W' logo and the text 'Member Area'. Below the header, the page is titled 'Basket Details' and says 'This is what is in my basket:'. There is a 'Promotion Code:' field with an 'Apply Promotion Code' button. Below this is a table with one item: 'Body Pump 60m', '2 Aug 2021 17:30', 'Awdry Room', and a price of '£5.50'. A 'Total' row shows '£5.50'. At the bottom of the page, there is a 'Continue' button circled in red.

Click continue and this will take you into the payment portal.

Make a Payment

Please note - information on this page will time-out after 15 minutes of inactivity

* =Mandatory Field

Payment Amount: £5.50

Card Details

Enter card number without spaces

Expiry date (month, year)

Issue Number (Switch/Maestro Cards only)

Security Code

[Back to Top](#)

Card Account Details

Enter cardholder name and address details:
Name appearing on card *

Select address from list, and click 'Select' button. Or enter details manually below.
 [Select](#)

House number/name

Street

House number/name

Street

Area

Town

County

Postcode

[Back](#) [Submit](#) [Cancel Payment](#) [Back to Top](#)

Submit details and click submit. This will take you through to the payment confirmation page. Click confirm and this will complete payment and issue you a confirmation email – example below:

Transaction Confirmation

Thank you for your booking(s)/purchase(s) made on 07/01/2020 09:12. Your reference is 5dd2e1c1-8ef4-458d-b108-4cf533fb6086. We're happy to confirm the following:

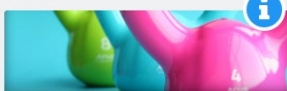
Item	Price	Qty	Item Total
Tennis At 10:15 AM on 1/7/2020 At Xn Leisure Centre Xn Outdoor Tennis Courts : Court 1	£0.00	1	£0.00
Basket Total:			£0.00

No payment was taken for this transaction.
We hope you enjoy your activities at our centre(s).
Please refer to our booking conditions in the [My Documents area](#).

Quick Booking

When Add to basket or Quick book is selected a check is made to check if there are still spaces available, if spaces are still available, the regular Add to basket or Quick book process is followed, if all spaces have been taken while the person is viewing the available bookings page then the notify me options will be presented (if activity is configured for notify me).

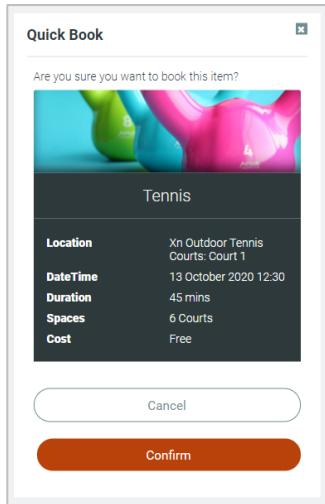
Tennis



Location Xn Outdoor Tennis Courts
Time 12:30
Duration 45 mins
Spaces 6 Courts
Cost Free

[Quick Book](#)
[Select Court](#)

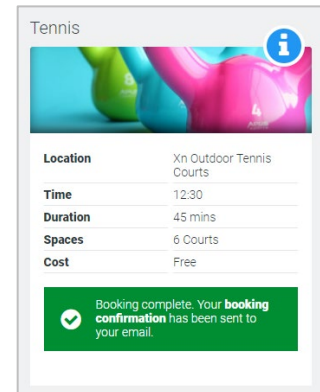
The Quick Book button will become available if the activity is free for the member and the member does not already have items in their basket. Using the Quick Book button will allow a person to book a zero-cost activity without having to go through the checkout process.



The Quick Book button will only appear to members that are logged into the Leisure Hub.

Clicking Quick Book will launch this popup

The Booking Terms and Conditions will need to be agreed to before the member can confirm the booking. The terms and conditions will only appear if the person hasn't already previously accepted this active terms and conditions. If in a scenario where the person hasn't already accepted the latest version of the Terms and Conditions, they will appear and can be viewed by selecting the hyperlink.



Selecting **Confirm** will book the activity for the member. A confirmation message will appear on the Activity Tile, confirming that the member has successfully booked this activity (a confirmation email will also be sent to the member's email address). A hyper link to the booking confirmation is also available.

Rebook or cancelling bookings

Go to My bookings on your Leisure Hub homepage where you can then cancel / rebook your activities

DESCRIPTION	ACTIVITY DATE/TIME	BOOKING MADE	LOCATION	SUB-LOCATION	SITE	DURATION	TYPE	COST	
Body Balance 60m	18 Nov 2020 18:00	16 Nov 2020	Dance Studio	-	Five Rivers Health and Wellbeing Centre	1 hour	Class	£5.50	Rebook
Gym Session	17 Nov 2020 17:15	16 Nov 2020	Gym 1	-	Five Rivers Health and Wellbeing Centre	45 mins	Class	£8.90	Rebook
Lane Swimming	16 Nov 2020 16:00	16 Nov 2020	Pool Main	-	Five Rivers Health and Wellbeing Centre	45 mins	Class	£4.50	Rebook