

We hope you are enjoying our new online reservation system. We are working hard to make continuous improvements as we hear back from our members. No matter how much information you put out there, questions will always remain. We compiled a list of some of the most frequently asked questions. We are looking forward to helping you out. If you have any issues please continue to reach out so that we can provide the best experience for our members.

### **Frequently Asked Questions:**

**1. I can't find out where to sign up for the LJTC Club online reservation system to book a court**

Go to <https://app.courtreserve.com/Portal/La Jolla Tennis Club> or download the app CourtReserve on your smartphone.

**2. I set up my account, but I'm having trouble signing in**

Call the Pro Shop at (858) 454-4434 to confirm your current email address. Your login email address is the one the club has on file.

**3. I'm am trying to book a court and can't find my friend's name on the drop down**

There are some common names out there. For example, we have a lot of members who share the name Tom. If you search for Tom and his last name is Allen, he will be at the top of the list. If you search for Tom Vance, then his name won't immediately be listed because the drop down box only lists the first 8 Toms in alphabetical order. You will need to scroll down or you can search by last name.

Another common issue is when your friend is not a current member and therefore not in our system. You can add your friend to the reservation as a guest. A \$5 guest fee will apply to either a member on the reservation or the guest.

**4. I tried to book a court but there is an error message that says "validation error" "you have reached max number of courts allowed to reserve per day"**

Either you or your friend have already made a reservation for the day you are trying to book. Only one reservation per person is allowed per day.

**5. It's Monday and I'm trying to book a court for Thursday, but I don't see the court schedule and can't book my court.**

Try closing the App and reopening it or refreshing the page on your computer and try booking it again.

Courts can be booked 3 days in advance starting at 9am. If it's 8:59am or before on Monday you will be able to book a court for Monday, Tuesday, and Wednesday. You will not be able to book a court for Thursday until 9am.

**6. I'm having trouble booking a court for doubles**

You need to list all 4 players, otherwise you will receive a "validation error".