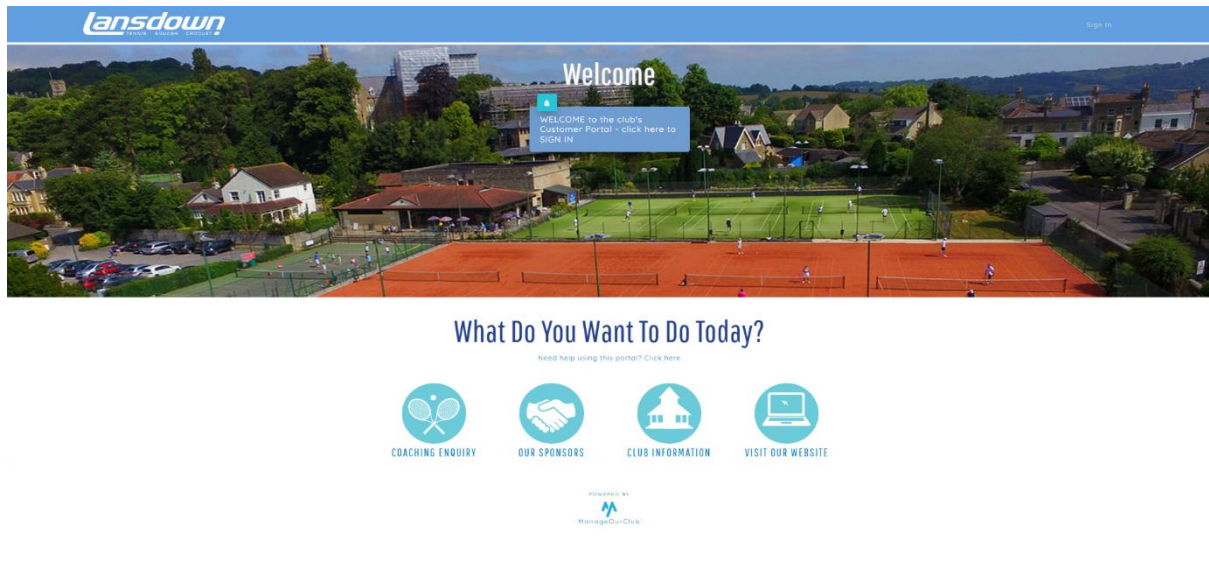


# The Lansdown Club Portal USER GUIDE

[www.mylansdownclub.co.uk](http://www.mylansdownclub.co.uk)



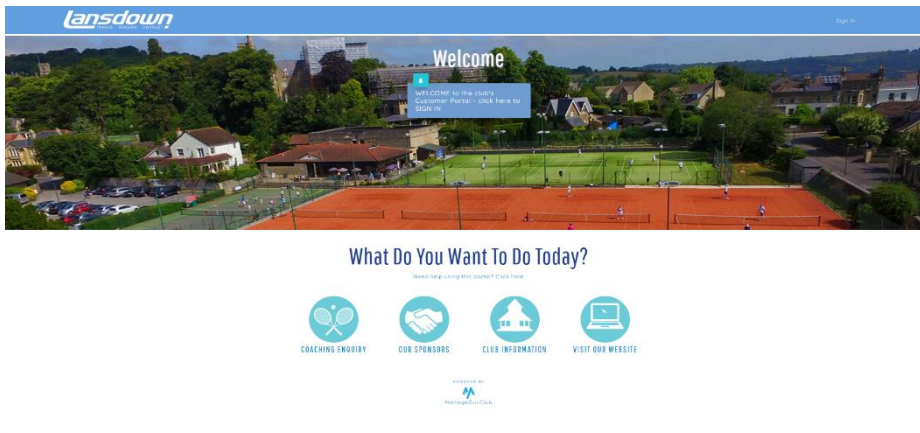
## **Contents**

<b>How to log in to the portal (members) .....</b>	<b>3</b>
<b>How to RENEW your membership .....</b>	<b>4</b>
<b>How to change your password .....</b>	<b>6</b>
<b>How to view the club calendar .....</b>	<b>6</b>
<b>How to book a court .....</b>	<b>7</b>
<b>How to cancel a court .....</b>	<b>9</b>
<b>How to transfer a booking .....</b>	<b>10</b>
<b>How to add funds to your Virtual Wallet .....</b>	<b>11</b>
<b>How to purchase items in the club your Virtual Wallet .....</b>	<b>12</b>
<b>How to update your personal details .....</b>	<b>12</b>
<b>How to register for the portal (non-members) .....</b>	<b>13</b>

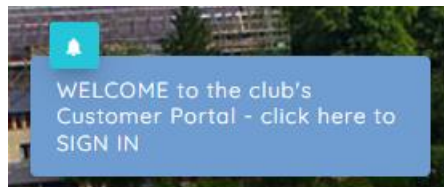
## **How to log in to the portal (members)**

As a member of the club, your username and password will be emailed to you.

1. Go to the portal home page [www.mylansdownclub.co.uk](http://www.mylansdownclub.co.uk)



2. Click on '**Click here to sign in**' on the blue box in the middle of the page.



3. Enter the username and password that was emailed to you.

4. Click '**Sign in**' – you will now be on the homepage of the portal.

## How to RENEW your membership

As a member of the club, your username and password will be emailed to you.

1. Go to LINK and use the username and password that was emailed to you.

## 2. Complete the form to create your account.

Please complete the form below and then click SAVE to go to the portal homepage

**Welcome to the new Lansdown Tennis, Squash & Croquet Club member booking system.**

Booking via the new system will open on Thursday 1st May for courts from Thursday 8th May - any courts before 8th May should continue to be booked on Sportsinsights.

Before getting started, please complete the form below (you will also need to complete for any family members linked to your account).

If completing for a junior member, please ensure email and mobile number are those of the parent.

After completing the form you will be able to renew your membership for 2025/2026.

First Name John	
Surname Doe	
Date of Birth ▼	
Address Line 1	

## 3. You will then be directed to the portal home page.



## 4. Click on the RED box that is prompting you to renew your membership.

## 5. You will then need to select your TYPE of membership (non-playing or playing) and then select from the dropdown which membership category you would like.

[← Back to HOME](#)

### Your Membership Renewal for 2025/2026

It is time to renew your membership - select from the options below

**PLEASE SELECT THE TYPE AND CATEGORY OF MEMBERSHIP YOU REQUIRE FOR 2025/2026**

Membership Type Playing ▼	Membership Category Young Person ▼
------------------------------	---------------------------------------

Young Person

**PLEASE SELECT HOW YOU WOULD LIKE TO PAY FOR YOUR MEMBERSHIP**

Payment Method Please select... ▼
--------------------------------------

## 6. You will then need to select how you would like to pay for your membership (Annual Direct Debit or Monthly Flexible Direct Debit).

PLEASE SELECT HOW YOU WOULD LIKE TO PAY FOR YOUR MEMBERSHIP

Payment Method  
Please select...

Please select...  
Annual Direct Debit  
Monthly Flexible Direct Debit

ION  
the oppor

7. The amount payable will then be displayed.

PLEASE SELECT HOW YOU WOULD LIKE TO PAY FOR YOUR MEMBERSHIP

Payment Method  
Monthly Flexible Direct Debit

NAME	TYPE/CATEGORY	£ PER MONTH
John Doe	Playing/Young Person	£23.00
TOTAL FEE FOR THE YEAR		£276.00

8. Then click ‘**Renew My Membership**’ on the bottom left.

9. You will then be directed to fill out your direct debit mandate.

Set up a Direct Debit with Democlub

Your Direct Debit will be set up now. We'll confirm the amount and let you know before future payments are taken.

Pay with: £ GBP

Country of residence  
United Kingdom

Your personal details

First name  
John

Last name  
Doe

or click here to use a company name

Email address  
We'll only use this to keep you updated about your payment.  
jdoe@seesport.co.uk

Billing address line 1  
X

Billing address line 2 (optional)

10. Click ‘Continue’ and your direct debit will be set up, and your membership will now be active.

## How to change your password

1. Login to your portal home page using the instructions above.
2. Click on the **'Manage My Account'** icon.



3. Within **'Manage My Account'** click on the **'Change Password'** icon.



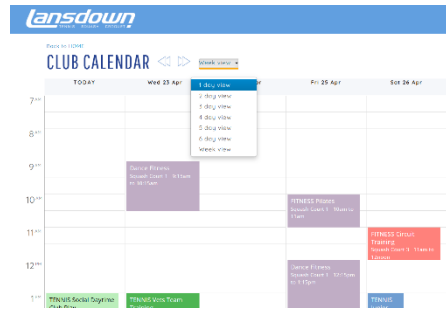
4. Change your password and click **'Change Password'** to save.

## How to view the club calendar

1. You can view the club calendar by clicking **'Club Calendar'** on your homepage.



2. You can view the club calendar on a daily or weekly basis by clicking the below.



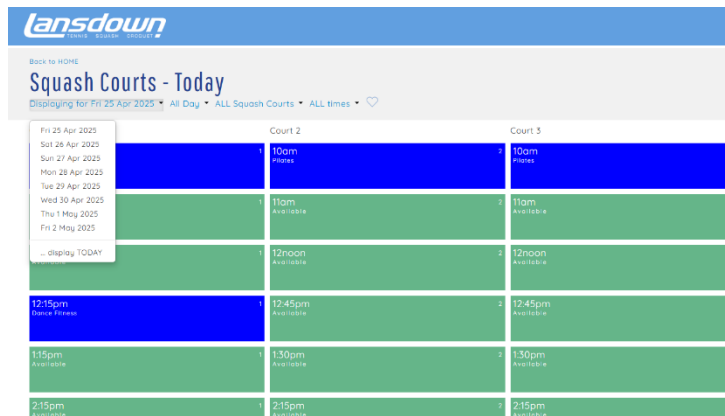
## How to book a court

1. Login to your portal home page.
2. Select the **'Book a Tennis Court'** or **'Book a Squash Court'** icon for the sport you would like to book.



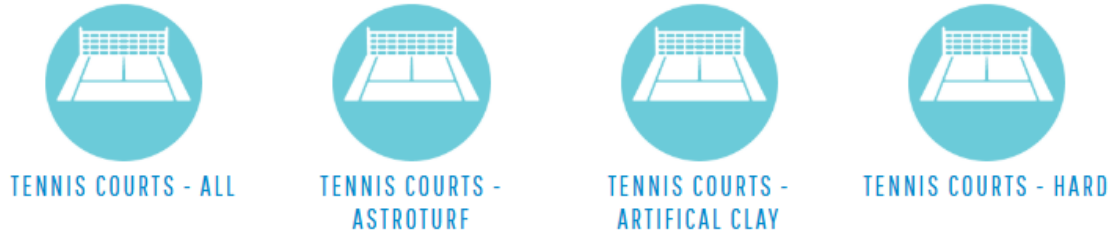
FOR SQUASH:

3. Select the date you wish to book the court from the **'Display For ...'** dropdown.



FOR TENNIS:

3. Select the court type.



4. Select the date you wish to book the court from the ‘Display For ...’ dropdown.

**Lansdown**  
TENNIS • SQUASH • CROQUET

[Back to HOME](#) • [BACK to Select Court Type](#)

## Tennis Courts - All - Today

Displaying for Wed 16 Apr 2025 ▾ All Day ▾ ALL Tennis Courts ALL ▾ All Tennis Courts ALL Types ▾ ALL times ▾

	Court 1	Court 2	Court 3	Court 4	Court 5	Court 6	Court 7
Wed 16 Apr 2025	7:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available
Thu 17 Apr 2025	7:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available
Fri 18 Apr 2025	7:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available
Sat 19 Apr 2025	7:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available
Sun 20 Apr 2025	7:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available	11:30am Available
Mon 21 Apr 2025	7:30am Available	12noon Available	12noon Available	12noon Available	12noon Available	12noon Available	12noon Available
Tue 22 Apr 2025	7:30am Available	12noon Available	12noon Available	12noon Available	12noon Available	12noon Available	12noon Available
Wed 23 Apr 2025	7:30am Available	12noon Available	12noon Available	12noon Available	12noon Available	12noon Available	12noon Available
... display TODAY	12:30pm Available	12:30pm Available	12:30pm Available	12:30pm Available	12:30pm Available	12:30pm Available	12:30pm Available

5. Select the courts and time you wish to book. Each slot is 30 minutes so if you want 60 minutes you must select two consecutive boxes.

[Back to HOME](#) • [BACK to Select Court Type](#)

## Tennis Courts - Artificial Clay - Mon 21 Apr

Displaying for Mon 21 Apr 2025 ▾ All Day ▾ ALL Artificial Clay ▾ ALL times ▾

Court 4	Court 5	Court 6
7:30am Available	7:30am Available	7:30am Available
8am RESERVED for you until 11:52	8am Available	8am Available
8:30am RESERVED for you until 11:52	8:30am Available	8:30am Available
9am Available	9am Available	9am Available

[Review Booking](#) [Cancel Booking](#)



6. Click review booking on the bottom left of the screen. 7. You can now review your booking – To add partners you must click the **‘Click Here to Add Someone to this Booking’** button.

Back to HOME • BACK to Select Court Type

### Tennis Courts - Artificial Clay - Mon 21 Apr

**Your Reservation Details**

Please review the details of your booking and use the link below to add any playing partner details

RESERVATION	PARTNERS
Lansdown Club - Artificial Clay Court 4 from 08:00 to 08:30	<a href="#">Add Partner</a>
Lansdown Club - Artificial Clay Court 4 from 08:30 to 09:00	<a href="#">Add Partner</a>

[Click here to add someone else to this booking](#)

[Process Booking](#) [Cancel Booking](#)

7. Search for your partner by typing their name in the **‘Select your Playing Partner’** box. Once you’ve found your partner, click on their name to add them to the booking.

Back to HOME • BACK to Select Court Type

### Tennis Courts - Artificial Clay - Mon 21 Apr

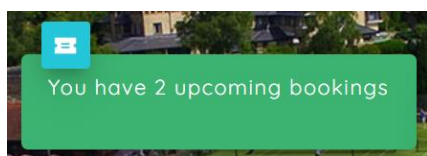
**Select Your Playing Partner**

Type in the name of your playing partner and click on the FIND PARTNER button

If you want to check the courts you have booked, you can do so anytime by clicking the **‘My Bookings’** icon via **‘Manage My Account’**.

## How to cancel a court

1. To view your booked courts, you can click the GREEN TAB on your home page to view **‘Upcoming Bookings’** or click the **‘My Bookings’** icon via **‘Manage My Account’**.



2. On your bookings, select the one you wish to cancel and click the **'Cancel'** button in blue.

[Back to HOME](#)

## My Bookings

[UPCOMING](#) [PAST](#)

DATE/TIME	TYPE	DETAILS	PARTICIPANT(S)	
Tue 22 Apr 8am to 8:30am	Tennis Courts - All	Astro Court 1	Chloe Fletcher <a href="#">Update</a>	<a href="#">Cancel</a>
Tue 22 Apr 8:30am to 9am	Tennis Courts - All	Astro Court 1	Chloe Fletcher <a href="#">Update</a>	<a href="#">Cancel</a>

3. You will then be prompted to confirm your cancellation and then will be notified when successful in green.

You will also receive an email confirming your cancellation.

**PLEASE NOTE-** If you are named as a player on a court booking you will not be able to cancel the court, **only the booker can cancel the court.**

## How to transfer a booking

1. Player makes a booking as usual – shows on my bookings page.
2. Click UPDATE in the PARTICIPANT COLUMN.

PARTICIPANT(S)
John Doe <a href="#">Update</a>

3. Then there is an option to either add new players to the booking or transfer the booking to another member.

### Your Booking

The people linked to your booking are displayed below.

[Click here to add someone new to your booking](#)

[Click here to transfer your booking to someone else](#)

4. Click **'TRANSFER YOUR BOOKING'** and then select who you are transferring it to.

5. The booking will then be moved from your account to the person you have selected, and it will be confirmed on screen.

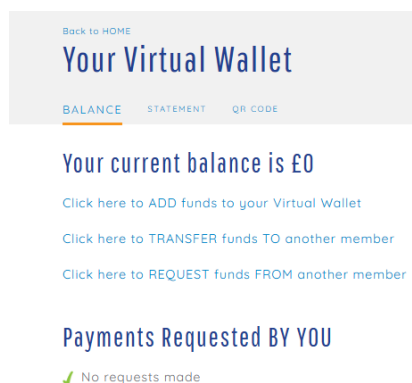
Your booking has been transferred to Matt Lynch

## How to add funds to your Virtual Wallet

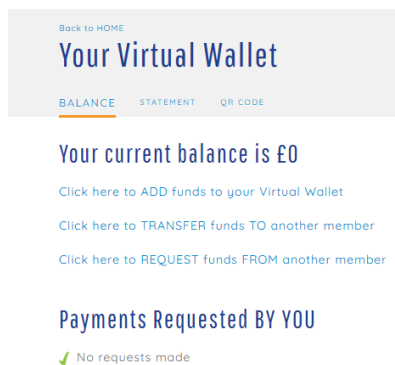
1. Login to your portal home page using the instructions on page 3.
2. Click on the **'Virtual Wallet'** icon on your homepage.



3. Select **'Click Here to Add Funds to your Virtual Wallet'**.



4. Select the amount you wish to add.



5. When you're happy, click **'Proceed to Checkout'**

Here you will be prompted to make payment via credit/debit card and the funds will be added to your Virtual Wallet.

## How to purchase items in the club your Virtual Wallet

1. To access your QR code to make payments in the club room with your Virtual Wallet, click the **'My QR Code'** icon on your homepage.



2. You can then use this to purchase items in the club room by scanning the QR code at the bar.

## How to update your personal details

1. Log in to your portal home page using the instructions on page 3.
2. Select the **'Manage My Account'** icon.



MANAGE MY ACCOUNT

3. Select the **'Update Personal Details'** icon.



UPDATE PERSONAL  
DETAILS

4. Click on the blue writing to update any details.

If you have family members linked to your account, you can also update their personal details here.

## How to register for the portal (non-members)

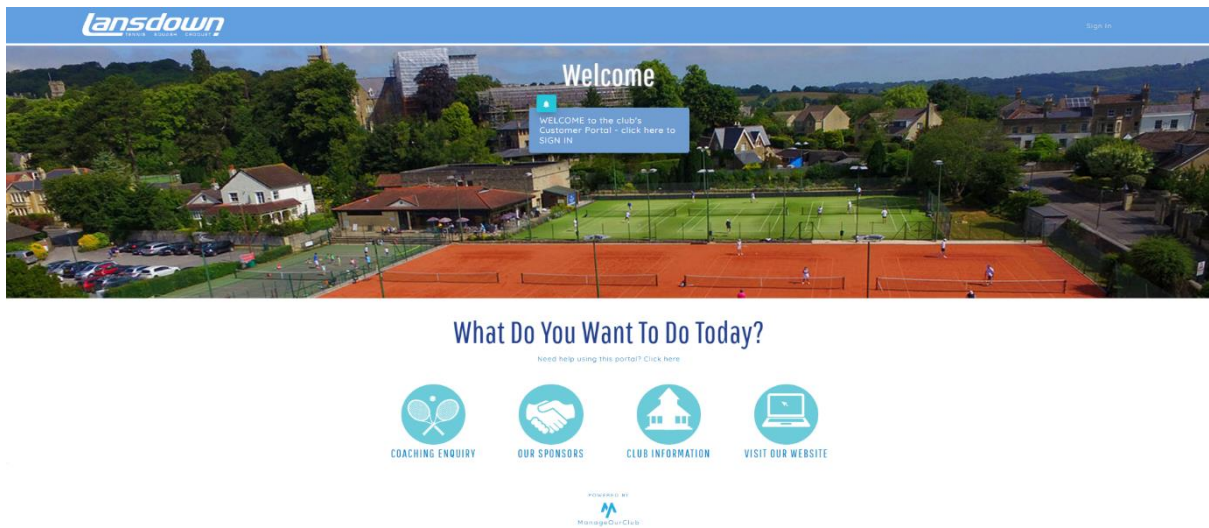
**Please note:**

**If you are a member of the club your username and password will be emailed to you.**

**You should then use these to log in via the portal home page.**

[www.mylansdownclub.co.uk](http://www.mylansdownclub.co.uk)

1. Go to [www.mylansdownclub.co.uk](http://www.mylansdownclub.co.uk)



2. If you are not yet registered on the portal, click **‘REGISTER’** in the top right corner of the page.
3. Fill out your personal details.

[Back to HOME](#)

### Register to use the Portal

Please enter your details below to register

<input type="text"/>	<input type="text"/>
<input type="text"/>	
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	

## Tennis Court Booking Rules

- **Bookings open at 8am for the same day the following week** - bookings more than 1 week in advance can only be made by designated admin users.
- Select all the slots you want before clicking “Review Booking”, rather than booking each slot separately - **you can select up to 3 consecutive slots on a single court before confirming the booking**. You cannot book different courts or non-consecutive time slots within the same booking - this can be achieved with separate bookings but no more than one court per time slot per member. You can also **add other players** to your booking, who will each be notified of the booking via email and can **transfer your booking** to another member if you can no longer play, all under the "My Bookings" section.
- **You cannot book more than 3 slots per day NOR hold more than 9 future slot bookings a week** EXCEPT when making same day bookings.
- **Bookings on the day are unlimited** but where that takes you over your weekly limit, you will not be able to book any slots for after the day until the start time for any excess court slots has passed.

PLEASE DO NOT USE ANY COURT THAT IS MARKED AS 'CLOSED'. There will be a reason for this, e.g. for Centre Court early morning play is not allowed under an agreement with an overlooking neighbour and planning permission curtails the lights at 9pm. The Clubhouse is closed from 8pm on weekends and Bank Holidays.

## Squash Court Booking Rules

- **Bookings open at 8am for the same day the following week** - bookings more than 1 week in advance can only be made by designated admin users.
- You cannot book consecutive slots.

PLEASE NOTE: you must wear CLEAN, NON-MARKING shoes when using any of our squash courts.