
Quick Guide: Booking & Paying to Play

1. Booking via the App

- Download “**Spaces by Wix**”.
- Enter the **code: QETEOC**.
- Create your account (one-time setup).
- Tap **Book Now** → choose **Direct Debit Member Play**.
- You’ll receive a **confirmation email** when your place is booked.
- To book more sessions: tap **Schedule**, scroll to the date, and book individually.
- If a session is full, it will show as **Unavailable** — join the **waiting list**.
- **New players** must set up a direct debit (and pay any joining fee) *before* booking.
- **Booking rules:**
 - Monday DD members → Monday only
 - Wednesday DD members → Wednesday only
 - Both-night DD members → either session

2. Booking & Cancelling

- You are responsible for booking and cancelling your own session.
- To cancel: open the app → tap your **Booked** session → select **Cancel Booking**.
- You’ll receive a **cancellation email**.
- If you cannot access the app, contact the club and we’ll cancel it for you.
- Cancelling a paid session does **not** guarantee a refund — ask the club for details.
- New players can find required documents under **Documents** on the website.

3. Payment (Direct Debit Only)

- Members must pay via **direct debit** — no pay-per-session option.
- Direct debit must be set up on the **website**.

How to Set Up Direct Debit

- Go to **Booking Online** → click the “**click here**” link for Ways to Pay
OR
Use **Booking** → **Ways to Pay**.

- Choose **Monday, Wednesday, or Both**.
- Scroll to the correct service and click the link.
- You'll be redirected to **GoCardless**.
- Enter your details → click **Continue** → confirm with your bank.
- You'll receive GoCardless confirmation emails.

Direct Debit Details

- Payments are taken **around 3 days** after purchase (sometimes slightly longer).
- Joining fees:
 - **£10** for yearly plans
 - **£30** for monthly plans

Need Help?

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