



COVID-19 SAFETY INFORMATION

HOW TO MAKE AN ONLINE BOOKING

- Ensure you have registered and have your Login ID and Password (members can email Di@rslonline.co.uk to request this, non-members can register at <https://rslonline.leisurecloud.net/Join/MemberRegistration.aspx>)
- Visit <https://rslonline.leisurecloud.net/Connect/MRMLLogin.aspx> and log in using the details above
- Select the activity you wish to book and click on the blue tab, then filter through to the date and time of booking you wish to make (only green slots are available to book)
- Confirm you have made the correct selection and if playing Racket Sports, add the name of your opponent in the additional information box (so that we can cross-check with their opponent booking later)
- Click on Add additional booking (to make more bookings) or Book and Checkout to pay now, then click Pay with Card and follow the instructions to process the payment
- Your share of the booking is now complete but if playing Racket Sports, the remainder of the court must be booked and paid for prior to play
- Ask your playing partner to log into to Online Bookings as above
- Once logged in, they can use the search box to find the correct date for your booking, then select the relevant Opponent Booking timeslot, click Book and then Book & Checkout by making the relevant payment.
- You have nothing further to pay upon arrival, but please check-in at Reception when you arrive at the start of your booking
- If you wish to cancel a booking, you need to either email Di@rslonline.co.uk or call 020 8498 1010 as paid bookings cannot be cancelled online. Your payment can be refunded or transferred to another timeslot as long as all normal bookings terms and conditions have been followed. These are available via URL link when making your booking.