



Online Booking System Frequently Asked Questions

How do I make a booking?

See the separate instructions on the Pelican Bowls Club Website on how to make a booking.

You can use either your computer at home or your smart phone / tablet to book on the website (<https://pelicanbowls.com/online-bookings/>). Or you can download the Acuity App on your smart phone to make a booking.

What if I don't have a computer or tablet at home or a smartphone?

You can ask your partner to make the booking for you, or there is a tablet at the games office that you can use to make a booking or see another member to make the booking for you.

What information do I need to provide to make a booking?

You will need to add your name, email address and phone number so the Games Office know who made the booking and can contact you if necessary, and so the system can send you a confirmation email. You will also need to provide the names of your team members.

When do games open so I can make a booking for my next game?

Each game will open at the time of the game, 6 days in advance. So, Monday Twilight Bowls will open at 3pm each Tuesday for the game the following week, Wednesday games will open at 1pm each Thursday, Thursday afternoon games will open at 1pm each Friday for the game the following week, and so on.

When do games close and I can no longer register online?

All afternoon games close 7.5 hours before the game. Morning games close at 3.30pm the day before the game.

If the game is closed online and you would like a game, please call the games office on 07 5492 1032 to see if there is a chance of playing. The Games Office will do what they can.

Will there be any bowls sheets?

There will be no paper bowls sheets anymore for regular Social Games. You will be able to check your nomination and others nominated to play on the online bowls sheets on the Club Web Site.

<https://pelicanbowls.com/online-bookings/>

My name does not appear on the online bowls sheet immediately. Does this mean my booking is not confirmed?

When you make a booking, you will receive an instant confirmation of your booking by email, so you are guaranteed of your booking (note only the person making the booking receives the email). There can be up to a 5 minute delay for the bowls sheets to update. Just check back again in a short while.

I made a booking but did not get an email?

Please first check that the email did not go to your spam or junk folder.

It is possible that your email address might have been entered incorrectly. Just check the online bowls sheets to check your nomination. You can also contact the Games Office.

I don't have a partner, will I be able to make a booking?

Yes. Just register yourself on the online "Spares Sheet" and other players looking for a partner can look at the Spares Sheet and call you to see if you want a game. The Games Office will endeavour to give people on the Spares Sheet a game if there are spare spots.

We ask members not to make a booking for a game if you do not have a full team.

I am nominating for a team event, (eg, Pairs or Triples) do all players need to make a booking?

No, only one team member is required to make the booking for the whole team.

Can I cancel or change my booking?

Yes, but only the person who made the booking can cancel or amend it. Just click the "Cancel" link or "Edit" link on the confirmation email you received when you created the booking.

Can I put my name down on someone else's booking?

No. You will need to contact the person who made the booking.

Is there a QR Code so I can quickly link the Acuity App?

Yes.



When do I pay for my game?

We are not taking payment online. Please pay for your game at the Games Office when you arrive at the club to play your game.

Help!!! Who can I talk to if I need help?

Just see someone in the Games Office. If they can't help, they will point you in the direction of someone.