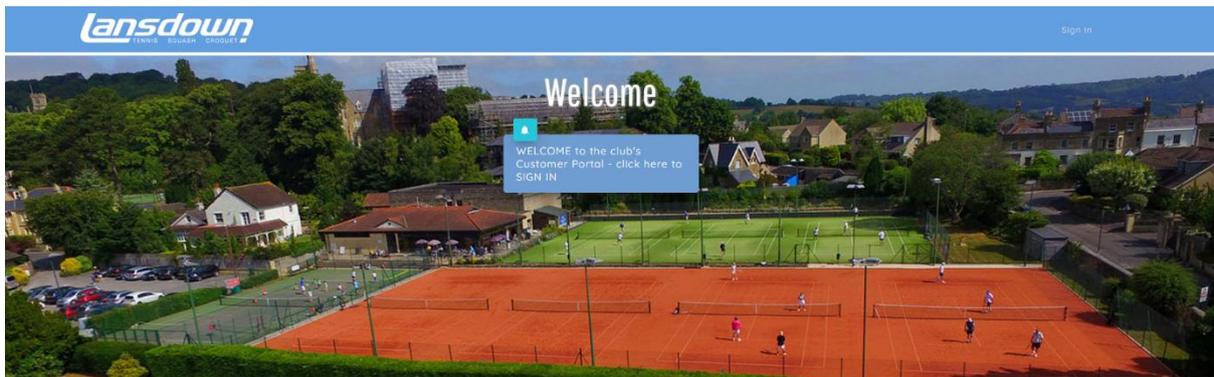


# The Lansdown Club Portal USER GUIDE

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



## What Do You Want To Do Today?

Need help using this portal? [Click here](#)



CLUB INFORMATION



VISIT OUR WEBSITE



OUR SPONSORS



COACHING ENQUIRY

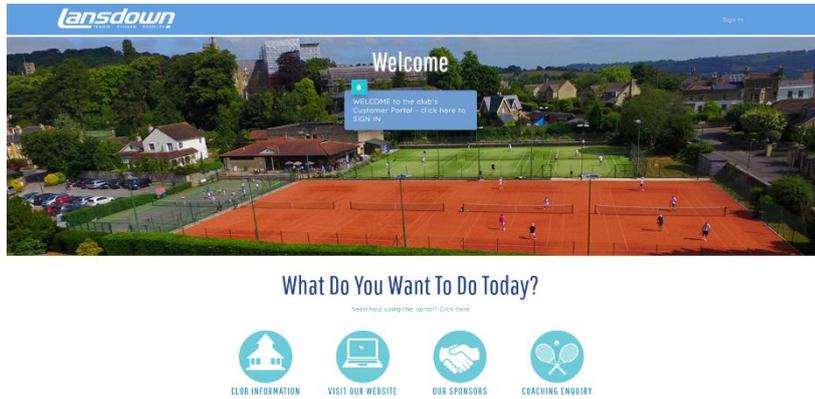
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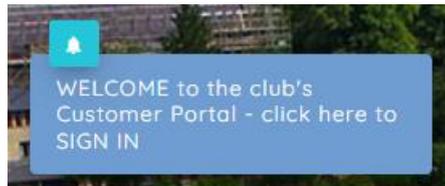
# How to log in to the portal (members)

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 home page 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 Sportsights.

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... Young Person Croquet

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

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
<b>TOTAL FEE FOR THE YEAR</b>		<b>£276.00</b>

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@serveport.co.uk

**Billing address line 1**

X

Billing address line 2 (optional)

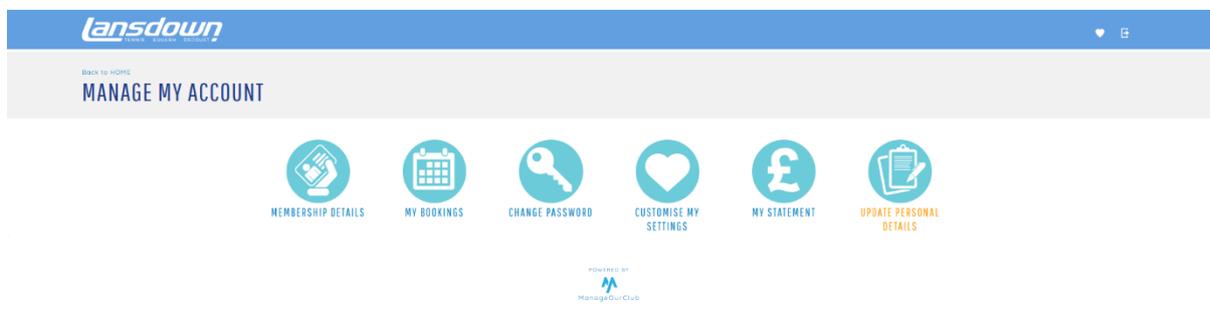
10. Click ‘Continue’ and your direct debit will be set up, and your membership will now be active.

## 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.



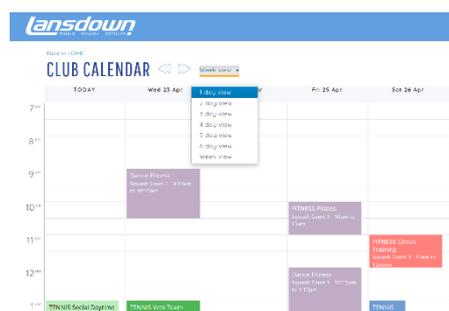
4. Change your password and click **'Change Password'** to save.

## 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. Log in 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.

Back to HOME	Squash Courts - Today	
	Displaying for: Fri 25 Apr 2025   All Day   ALL Squash Courts   ALL times	
Fri 25 Apr 2025	Court 2	Court 5
Sat 26 Apr 2025	10am Booked	10am Booked
Sun 27 Apr 2025	10am Booked	10am Booked
Mon 28 Apr 2025	10am Booked	10am Booked
Tue 29 Apr 2025	11am Available	11am Available
Wed 30 Apr 2025	11am Available	11am Available
Thu 1 May 2025	11am Available	11am Available
Fri 2 May 2025	11am Available	11am Available
... display TODAY	12noon Available	12noon Available
	12:15pm Dance Fitness	12:45pm Available
	1:15pm Available	1:30pm Available
	2:15pm Available	2:15pm Available

## FOR TENNIS:

3. Select the court type.



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

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 ▾

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

Lansdown Club - Artificial Clay Court 4 from 08:30 to 09:00

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

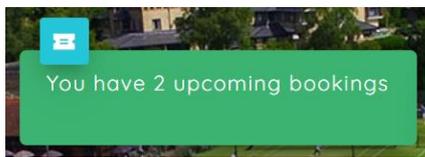
Select Your Playing Partner

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 Update	Cancel
Tue 22 Apr 8:30am to 9am	Tennis Courts - All	Astro Court 1	Chloe Fletcher Update	Cancel

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.

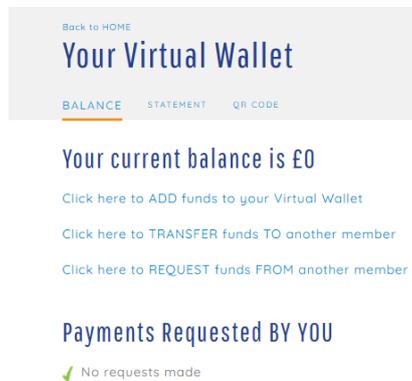
**PLEASE NOTE-** If you are named as a player on a court booking you will not be able to cancel the court, **only the booker can cancel the court.**

# How to add funds to your Virtual Wallet

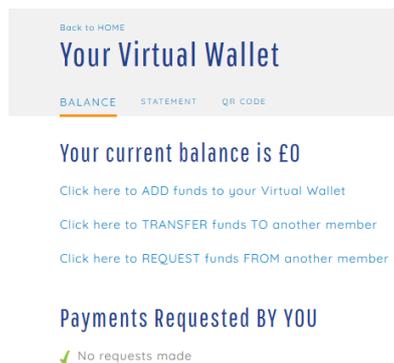
1. Log in to your portal home page using the instructions on page 3.
2. Click on the **'Virtual Wallet'** icon on your homepage.



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 with 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.



MY QR CODE

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)

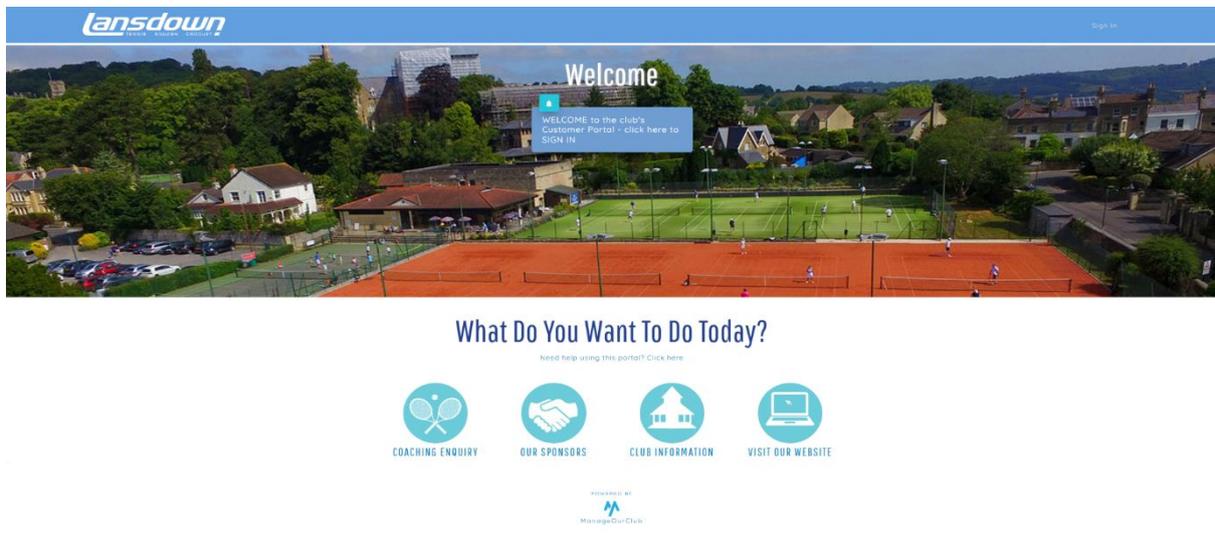
Please note:

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

First Name *	Surname *
<input type="text"/>	<input type="text"/>
Contact Number *	
<input type="text"/>	
Date of Birth *	Gender *
<input type="text"/>	Please select...
Your Email Address *	
<input type="text"/>	
Confirm Email *	
<input type="text"/>	
Use Email As Username?	
<input type="checkbox"/>	