

Online Booking Step-by-step guide



Online Booking: Step-by-step guide Contents Page

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Foxhills **#**

About the Members Portal

Log in as an active member to book fitness classes, adult activities, racquet clinics/mixers, junior activities, fitness classes, hotel stays, spa treatments and dinner reservations.

Things that cannot be booked: Personal training sessions, golf lessons, Farleigh golf, swimming lessons, tennis/padel/pickleball lessons, the creche, social calendar events, private functions/meetings, kids' birthday parties. Please see next page: how to book.



Visit Foxhills website www.foxhills.co.uk

Click '**Members**', taking you to page rsweb.foxhills.co.uk/#/profile OR we would recommend you bookmark.



Enter the email address you used at the time of joining Foxhills as the 'Username'.

Tip – The purple pop-up boxes will only show if your email address matches our systems as an active member. Please contact membership if your email address is not recognised as a new member, you should not need to create a profile.

If it's your first time logging in, please use temporary password set by membership team: '**Foxhills**'. Once logged in, you will be asked to reset your password to something memorable.



Where to find Member Information

How to book and find out more... Links to the below can all be found easily on our

Members' Hub Information page, via Foxhills website.

We recommend you bookmark: www.foxhills.co.uk/members

Personal Training Session

Email enquiries: <u>fitness@foxhills.co.uk</u> www.foxhills.co.uk/members/personal-training-sessions

Golf Coaching

Email enquiries: golfservices@foxhills.co.uk www.foxhills.co.uk/golf/coaching

Golf Genius for Club Competition

Must be included in membership and hold an active handicap. Email enquiries: membership@foxhills.co.uk

Farleigh Golf

Phone enquiries: 01883 627711 www.farleighfox.co.uk

Foxhills Swim School

Email enquiries: swimming@foxhills.co.uk www.foxhills.co.uk/discover/swimming#foxhills-swim-school

Racquets

Email enquiries: racquets@foxhills.co.uk www.foxhills.co.uk/discover/racquets

The Creche at Foxhills

Phone enquires: 01932 704464 www.foxhills.co.uk/discover/family#creche

Member Social Calendar

Email enquiries: <u>events@foxhills.co.uk</u> <u>www.foxhills.co.uk/media/path52w1/25-25-member-social-event-calendar.pdf</u> Or 'Book' button on Foxhills website, to purchase tickets.



Private Functions, Meetings and Events Email enquiries: <u>events@foxhills.co.uk</u> <u>www.foxhills.co.uk/meetings-events</u>

Kids' Birthday Parties Email enquiries: <u>kidsparties@foxhills.co.uk</u>



New member: Login

When logging in for the **first time**, you will be asked to reset your password to something memorable and your view should look like this... you can skip 'Update Customer Profile Information'.



Enter new password, confirm and change.

Ignore steps to update customer profile information.





Successfully logged in as active member for first time.



Foxhills

Foxhills **§** Navigating the members portal



Select Booking Summary to view all booking options



Our Services or top right 'three line' drop down for mobile device view and to view all booking options



Foxhills

Room: Hotel Stay Reservation

Member Benefit: Preferential rates on bedrooms, when member is staying in the room.

We recommend you book directly with the Reservations team to ensure you receive the best rate and offer at the time of booking

Telephone: <u>01932 872050</u> Email: <u>reservations@foxhills.co.uk</u>

Reservations office opening hours: Mon-Fri 8am-6:30pm, 9am-5:30pm on Saturday, closed on Sundays

Check availability and book online when logged into your members' portal.



Exclusive Members Offers:

Keep an eye on the club newsletter we send to members every Friday afternoon for specials or seasonal stay packages available – this may end up in your junk/spam folder, so please double check.



Spa: Booking Treatments

Member Benefit: 20% off all treatments booked in the HealthSpa.

Telephone: 01932 704555 Email: <u>relax@foxhills.co.uk</u>

Opening hours: Mon-Fri 6:30am-10pm (Gym and spa facilities close at 9.30pm), Saturday: 7am-8pm (Gym and spa facilities close at 7.30pm), Sundays & Bank Holidays: 8am-8pm (Gym and spa facilities close at 7.30pm)

Select treatment, date and time – your members' booking portal will check availability and allow you to complete reservations.



The 20% member discount is applied on check out. Example below difference. If a discount is not being applied at this point, please contact the membership team.

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Exclusive Member Weekly Offers: Keep an eye on the club newsletter we send to members every Friday afternoon for specials available – this may end up in your junk/spam folder, so please double check.



Foxhills !

Racquets: Booking a tennis, padel or pickleball court

Booking window opens from 8am two days in advance. Bookings can be made for 60, 90 or 120 mins (weekday only)

Facility opening hours: Mon-Fri 7am-9pm, Sat-Sun 7am-8.30pm Padel and Pickleball: 8am-9pm midweek, 8am-8.30pm weekends



To make the booking select 'CONFIRM' under payment due. This step must be taken. 'Start Over'. Select court type, length of booking, preferred date and time. If available complete reservation.



Once your booking is confirmed, it will show in your **Booking Summary** and you will receive a confirmation email, with the 'court number'

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Once your court is booked, email: <u>pavilion@foxhills.co.uk</u> ahead of your visit to reserve hire equipment:

You can hire a padel racket (with 1 ball) for £5 via Pavilion reception. Tubes of padel balls are available for purchase for £8. Pickleball paddles are available also for hire via Pavilion reception. A pair of padel and balls is £5. Tennis rackets are available for hire for £5, and tubes of tennis balls are available for purchase for £10 via Pavilion reception.

Members guest: Policy and Pricing

www.foxhills.co.uk/members/member-guest-policy

Racquets

Email enquiries: <u>racquets@foxhills.co.uk</u> <u>www.foxhills.co.uk/discover/racquets</u>



Foxhills Adult Activities

Current timetables are kept up to date on <u>www.foxhills.co.uk/timetables</u> Booking portal opens from 8am two days in advance

If a class is fully booked, it will disappear from the member portal – add yourself to the waitlist by emailing <u>pavilion@foxhills.co.uk</u>



Check the category view is on 'Adult Activities'. Select the activity you would like to book. Move between days with arrow.

Select 'Customer' Add Family or Group member to book associated members or guest in. Select 'Book Class'.



To make the booking, select 'CONFRIM' under payment due. This step must be taken. 'Start Over'.

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Once your booking is confirmed, it will show in your **Booking Summary** and you will receive a confirmation email.



Find out more - www.foxhills.co.uk/discover/adult-activities



Foxhills Fitness Classes

Current timetables are kept up to date on <u>www.foxhills.co.uk/timetables</u> Booking portal opens from 8am two days in advance If a class is fully booked, it will disappear from the member portal – add yourself to the waitlist by emailing <u>pavilion@foxhills.co.uk</u>

Check the category view is on. Select the class you would like to book.



Select Customer Add Family or Group member to book associated members or guest in. Select 'Book Class'.



To make the booking select 'CONFIRM' under payment due. This step must be taken. 'Start Over'.

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Once you booking is confirmed, it will show in your **Booking Summary** and you will receive a confirmation email.



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New Member Gym Induction: Email fitness@foxhills.co.uk



Foxhills Junior Activities

Current timetables are kept up to date on <u>www.foxhills.co.uk/timetables</u> Booking portal opens from 8am two days in advance If a class is fully booked, it will disappear from the member portal – add yourself to the waitlist by emailing <u>pavilion@foxhills.co.uk</u>



Check the category view is on. Select the class you would like to book.

Select Customer. Junior activities have age restrictions, please check booking the right activity for your family members. "Doesn't meet the age requirement for this class/program - age restriction"



To make the booking select 'CONFIRM' under payment due. This step must be taken. Select 'Start Over'.



Once you booking is confirmed, it will show in your **Booking Summary** and you will receive a confirmation email.



Find out more - www.foxhills.co.uk/discover/family



Golf: Booking Tee Times

Booking window opens from 7am 15 days in advance.

If golf is <u>not</u> included in your membership, to reserve a tee time you will need to pay the total before checking out. Green Fee: <u>www.foxhills.co.uk/golf/green-fees</u>

> Equipment hire or amendments, please contact golf Telephone 01932 704465 Email: <u>golfservices@foxhills.co.uk</u> Opening hours: Mon-Sun 7am-7pm

Select Location: Foxhills and your preferred date to play.



Select course you'd like to play and select tee time, number of players. Once you made the booking the tee time is yours to amend, name and player via golf shop.

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Once you booking is confirmed, it will show in your **Booking Summary** and you will receive a confirmation email.



FOXHILLS COLLECTION

We are delighted to confirm your booking

Type: Foshills Date: Monday, September 16, 2024 Starts: 09:46 AM Datalis: 9 Day Member Bernard Hu

Totali & 0.00 Type: Foshills Date: Monday, September 46, 2014

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Find out more - www.foxhills.co.uk/golf



Foxhills Dine: Make a Reservation

Find out more - <u>www.foxhills.co.uk/dine</u>

Contact Reservation Team

Telephone 01932 872050 Email: <u>reservations@foxhills.co.uk</u> Opening hours: Mon-Fri 8am-6:30pm, 9am-5:30pm on Saturday, closed on Sundays.



The Fox dining rooms

Mon - Sun	18:00 - 21:00
Service	Breakfast, afternoon tea & dinner

Nineteen

7:00 - 22:00 (kitchen closes at 20:30)

Breakfast, lunch and dinner

Mon - Sun

Service



The Manor Lounge

Mon - Sun	8:00 - Late
Service	Afternoon tea, lunch and cocktail bar



Mon - Sun

8:30 - 19:00

Service

Breakfast and lunch

Make a Booking

Members receive 15% off all food and drink across our resort. Please show your valid membership card at to the restaurant staff at the time of ordering for them to apply the discount to the table bill.



Foxhills Cancellations

Once logged in, you can cancel upcoming bookings under 'Booking Summary' or 'Future Bookings'.

If you can no longer attend a session, please cancel your bookings. This opens the space up to another member who may not otherwise be able to join due to the popularity of many classes on our timetables and waiting lists in place.

Step one: Log on https://rsweb.foxhills.co.uk/#/profile
Step two: Booking Summary or Future Bookings
Step three: 'Cancel Spa/Golf Booking'
Step four: 'Are you sure' 'Yes'
Step five: 'Cancellation Successful'

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<section-header></section-header>	Your Booking Summary We want the the the the the the the the the th	Spaltem cancelled for: Membership . Cancelled Item: Aqua Location: Fitness Total Amount: £0.00 Date: Wednesday, September 04, 2024 Time: 7:30 PM - 8:15 PM
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Golf tee times: If looking to make amendments to the number of players or names, please contact golf team at <u>golfservices@foxhills.co.uk</u>

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COPYRIGHT 2024	TERMS AND CONDITIONS	COPYRIGHT 2004	TENER AND CONCISIONS

Once your booking has been successfully cancelled you will no longer see it on your booking summary or under future bookings.

No-shows are recorded against membership. Please make sure you cancel all bookings.



Contact us and help section

If you have any outstanding questions, please contact the Foxhills membership team

Telephone: 01932 704450 Email: <u>membership@foxhills.co.uk</u> Opening hours: Mon-Fri 9am-5pm, Sat 9am-1pm

When booking regularly with a mobile device, if you find a lag or pop-up to say 'Session Timed Out' we would recommend you try the steps below; this should refresh your portal view and allow any lags to be fixed.

> 1.Settings 2.Browser (either Safari or Chrome) 3.Clear History and Website Data

If you are logged in and under booking summary can only view Room, Spa, Golf or Dine, however, your membership includes fitness and activities, then the account details are not matching our member profile for you and you will need to contact membership@foxhills.co.uk who will refresh and correct any errors.

If the WebServer is down, we will be working to fix it and will communicate updates with members as soon as we've had time to investigate and fix. In the interim for urgent matters, please contact the department directly, details and facility/office opening hours can be viewed;

www.foxhills.co.uk/contact-us

