



# Pay2Play

## SOME FREQUENTLY ASKED QUESTIONS

### **What is the Pay2Play System?**

Pay2Play allows members of the public to book and pay for courts online; and access the facility using an iSquash generated PIN code. Club members with visitors can also book and pay for courts online; and access the facility using a swipe key.

### **How does Play2Play work?**

Pay2Play combines the Online Booking and Access systems with a merchant account. Members and casual participants simply login to iSquash, choose the club and timeslot they want and provide their credit card details to make and pay for a booking.

### **Who can use Pay2Play?**

All Squash New Zealand affiliated clubs are entitled to setup and use Pay2Play.

Both members of your club and casual participants (non-members) who are registered in iSquash are able to use your Pay2Play system at times specified by the club.

### **Why should our club use Pay2Play?**

People are accessing information and purchasing online more often. Online booking and payment removes the need for someone to manually manage court bookings and it takes the hassle out of members and non-members securing a court. It also allows your club to organise activities and court availability to avoid any player disappointment.

### **What are the benefits of using Pay2Play?**

Pay2Play enables clubs to generate additional revenue by offering courts to members of the public for casual use.

### **How can Pay2Play help us get more members?**

Pay2Play collects information, including contact details, and provides accurate reports on player participation. This will allow your club to identify playing trends to tailor membership packages targeted at their particular usage and requirements, plan effective member retention strategies and make informed decision about key club activities.

### **What is needed to setup Pay2Play and is there a cost?**

Your club will need to first setup both the Online Booking and Access systems. Once these are done all that is left to do is create a merchant account\*, decide how much to charge, test the system and turn on Pay2Play for your customers.

\* Merchant accounts have monthly billing rates and transaction fees so be sure to tell both the DPS and bank you are not for profit.

### **Who should I contact to setup Pay2Play?**

Contact Squash New Zealand who will provide the necessary details.