

Online Booking System Launch – FAQs

What's all this then?

We have a new booking service, allowing you to maintain greater control over your bookings, see their status in real time and make adjustments at any time up to seven days before the date you wish to hire a target/lane etc.

Who can book?

At the moment only officials from NRA Affiliated Clubs, Associations and Schools, and any Official Teams can book through this system. They can only book on behalf of those organisations too, not for their individual needs. This will certainly be the case until January 2010, when we will investigate allowing bookings from individual NRA members. We will let you know when this is due to happen.

By the way, you do not have to be an NRA member to be able to book on behalf of your club, just set up an account on the NRA website.

How do I book?

Log in to your account on the NRA website (if you don't have one, it's quick to set up), and select the 'Range Bookings' tab on your homepage. Carefully read the various terms and conditions, read and accept the disclaimer and you'll get into the booking system itself. Start to create your booking, but do make sure you begin with the range you wish to book on (Stickledown), it won't work otherwise! Hopefully the system is self-explanatory, but if you have any questions, please give the Range Office a call on 01483 797777 ext 152

It is absolutely imperative that you use the correct affiliation number for the relevant organisation you are booking for. Failure to enter the correct number will flag the booking as incorrectly booked or possibly fraudulent, and it is likely to be declined.

If you have a match against another club, who will be making their own separate booking, please make sure you indicate this is the case in either the booking title, or the comments box. This will allow the Range Office to ensure you are squadded together on the range.

If you wish to shoot all day, you will need to create one booking for the morning, and one for the afternoon. The Range Office will have a report of multiple bookings on any given day, and will automatically seek to accommodate your needs.

What priority will my booking have when you look at range space on the busier days?

We use the same priorities we always have for sorting your bookings – first come, first served - but the online system ensures that every booking is presented in order of submission, regardless of the club, organisation or school it came from. We will also prioritise safety, NRA Major Events and contractual requirements if there are any clashes.

It is impossible for me to book online on behalf of my organisation. I need a paper booking form. How do I get hold of one?

Is it really impossible? Does no-one in your management setup have access to the internet?

All clubs who do not have at least one e-mail address registered as a contact on the NRA database will automatically be sent a letter introducing them to the system, and asking if they need a paper booking form. Those organisations are more than welcome to book online (indeed, we'd prefer them to), but we want to make absolutely sure everyone is aware of the launch, or can book if they have no internet access. If there are one or more e-mail addresses logged in the NRA database, we will be sending details to the club via e-mail. You can request that paper forms be sent out to you too.

Paper booking forms will be sent on 14th September, so you may well wish to book online before then to ensure your larger bookings are prioritised.

Please be aware that, if you choose to book using the paper forms, e-mail or over the telephone, you will lose the ability to manage your bookings remotely. They will still be entered onto the system, but you will not be able to view or edit them, nor will you receive status updates of target allocation notifications.

So is it all automated now?

No. There is very much a human element to the booking process. We will still be placing all bookings on the range sheet, to ensure safety requirements are met. We will continue to do our utmost to satisfy all bookings and to let you know of any suitable alternatives if we cannot accommodate your initial requests. This online system simply means we will be able to do this more efficiently and you will be kept in the loop!

Can I change or cancel my booking at any time?

Yes – and you can do this online, as long as you give at least seven days' notice of any change and sufficient range space exists to accommodate any expansion or changes you need to make. If you wish to change your booking within seven days, please call the Range Office on 01483 797777 ext 152, or send us an e-mail and we can do it for you.

Please bear in mind that your booking will return to a 'requested' status if you edit it online, but we will know you are editing it rather than booking it afresh so you won't lose your place in the queue! In fact, if you make any change whatsoever, the Range Office will be sent a notification asking to confirm the change to your booking. This way we can ensure nothing slips through the net!

If you are planning on reducing the number of targets or markers, then please remember our refund policy for both targets and marker hire. We require a minimum of four days' notice before cancellation charges come into play. This will be applied without exception for marker hire.

How does this new system affect any club bookings I have already submitted for 2010?

Well you're clearly very eager, but don't worry! If you had already submitted paper, e-mail or telephone bookings for 2010, prior to the website announcement on 27 August 2009, they will still be honoured by the Range Office

staff entering them onto the system on your behalf. However, we would encourage you to make those bookings on the system yourself to benefit from the ongoing improvements this service will enable us to deliver. If we see identical bookings from any club on any day, we will assume the online system is the most up-to-date version unless you tell us otherwise.

So what happens if I want to make a booking within the seven-day minimum next year?

The Range Office has special system privileges to make bookings for any future day or time, even within the seven-day minimum set for every other user. Please send them a manual request (e-mail or telephone) and they will let you know whether it can be accepted or not. Please note these bookings cannot be adapted once they are confirmed. The normal cancellation charges would apply in the event you don't turn up!

I make very similar bookings every year. Do I need to book everything separately each time?

Under the old paper system...yes. With the online system...no! You can use any booking as a template, only changing what needs to be changed each time.

We are even working on allowing you to 'copy' your 2010 bookings, change the dates to match the correct day, adapt any target requirements etc, and submit them en masse for 2011. This should save you lots of time, but is not available quite yet.

How will we be making bookings by this time next year?

Hopefully you will have experienced the benefits of this system in 2010, and booking online will be an integral part of each visit, whether as an individual or as part of a club shoot. We will be opening bookings for 2011 at some point soon, but no bookings will be placed onto the range sheets until 1 October 2010. Again, the earlier you make the booking, once 2011 goes live, the more likely it is you'll get the range space you want.

What do I do if any questions I might have are not answered in these FAQs?

Give us a call in the Range Office on 01483 797777 ext 152, or e-mail range.office@nra.org.uk