

GENERAL FAQs

Racquet Sports

How do I book a court?

To book a court, start by clicking the provided link to access the [ucfit - Client Portal](#); once there, you must either **create a new account** or **log in** to your existing one. After logging in, navigate to the "**Facility Bookings**" option, which is usually located in the top menu bar, and then **change the default selection to your desired sport** (like basketball, tennis, or squash) to view the schedule. Finally, simply look through the available dates and times, and **click the "Book" button** next to the time slot you want to reserve to complete your reservation.

How many courts can I book, and for how many hours per day?

You are limited to the following maximums per day:

- **Courts:** You can book a maximum of **2 courts** per day.
- **Hours:** You can book a maximum of **4 hours** total per day.

How far in advance can I make a booking?

You can book a maximum of 7 Days in advance.

How do I pay for a court booking?

All court booking payments are done online through our Client Portal and must be completed when you book your court to finalize the reservation.

What is the cancellation and rescheduling policy?

You have the flexibility to cancel your court booking for a **full refund** as long as you do so **at least 6 hours** before your scheduled start time.

- **To get a full refund:** Please cancel through the Client Portal **more than 6 hours** before your booking begins.

We understand that unexpected things happen! If you have a legitimate or genuine reason for needing to cancel within that final 6-hour period, please send an email to ucfit@canberra.edu.au to discuss your situation.



If I purchased visit passes previously how will they work in the new system?

Your existing hours or value will be transferred so you won't lose the credit you already paid for!

Do I need to check in before playing? If so, where should I do that?

Yes, **you need to check in before playing** your sport. You can do this at the gym reception in Building 29.

How many courts can I book in one transaction?

You can reserve courts far into the future (up to 14 courts total) in one online session, but you can only play on 2 of those courts on any given day.

General Enquiries

I'm a member of the gym, how does this change affect me?

The introduction of the new system does **not inherently change** your status as a gym member, but it does significantly enhance your **convenience and control** through the new **Client Portal**.

Essentially, the portal serves as a central hub that now gives you the power to manage all aspects of your relationship with the facility online:

- **Adjust Your Membership:** You can now easily **view and manage** your existing gym membership details.
- **Book Classes:** You have the ability to **book group fitness classes** directly through the portal.
- **Book Facilities:** Crucially, this is the system you will use to **book and pay for court facilities** (as discussed in your previous questions).

In summary, the change gives you more **self-service options** and simplifies the management of all your activities in one place.

Do I need to make an account?

For Existing Gym Members:

You do not need to create a new account. Your details from before the new system have already been transferred.

Action Required: To access your existing account for the first time in the new portal, you will simply need to **reset your password** through the Client Portal link.



For new users / Court bookings only

You must have an account to book a court. If you are not an existing gym member, you will need to **create an account** through the Client Portal before you can proceed with any bookings.

How do I renew my membership?

You can renew your membership directly through the **Client Portal**, and you will be sent a **10% discount code** to use prior to finalizing your renewal payment.

How do I cancel/suspend my membership?

The process for ending your membership differs based on whether you want a temporary pause or a full cancellation: you can **suspend/freeze** your membership yourself through the **Client Portal** by navigating to the **Accounts – Contact details** section, but to officially **cancel** your membership, you must send an email directly to **UCFITX** (ucfit@canberra.edu.au).

Does anything change with my Direct Debit Payments?

No, nothing has changed regarding your Direct Debit Payments; they will continue as before.

Memberships

Can I arrange a membership in person?

Yes, you can absolutely arrange a membership **in person**, just as you could before, and any **specialty memberships** will still need to be processed directly on-site (in-house).