Booking pegs

1. **How do I get on the system?** Members will be able to log on using their name and email address.
2. **How do I book a swim?** Members will book on and choose from a list of lakes. Once you have done that you can input your start date & time and then your finish date & time. Once you have done this, all available pegs in the time slot will be available to log in the drop down list.
3. **How will i know it’s gone through?** The system will generate an email and send you confirmation of your booking. Members can print the permit and bring it with them, save an electronic copy or screenshot / photograph it to show to a bailiff if challenged at the lakes.
4. **What if i get to the lake and the wind has changed and i don’t fancy the peg I’ve booked?** You can log back on the system and cancel the swim you’ve booked and instantly rebook another available swim.
5. **What if there is no signal?** There is signal at all of our lakes! Some better than others but it’s easy enough to find it if you really need to. For example Cadover main lake is patchy but most of the back bank is fine or if over the road side you can get good signal at the main gate.
6. **What if i do not have internet at home or on my phone?** Most people these days have at least some access to the internet whether through friends or family or work, but for those who do not there is a list of committee members who will access the system for you and book your peg and then text or call you with the details.
7. **Is the iBook system live and continually updated?** Yes the iBook system is live and will update as people sign in to book.
8. **How will i know what pegs are available?** All pegs for each lake will be shown and the available pegs as well as the booked ones will be clearly visible.
9. **What if the system crashes and we can’t get on to book?** This is a tried and tested system so that would be unlikely but in the event the committee would temporarily revert back to the old manual system used prior to ibook. Members would be informed via the clubs media.
10. **What if I do not receive the expected confirmation email?** Check your spam / junk mailbox to see if it is in there, if there, move into your inbox or mark it as not spam / junk.
11. **How many days in advance can I book a peg and why?** The committee have currently decided to set the system so that bookings up to 14 days in advance can be made. This is to reduce individuals block booking pegs and try and prevent individuals booking pegs but not showing up, thus reducing the availability for others.
12. **What is the maximum length of session?** The committee have decided to make the maximum booking currently 36hrs.
13. **Can my children / grandchildren use my email address to book their own peg(s)?** No, all online members must have their own unique email address.

Memberships and day/guest tickets

1. **Will I now be able to join online using the iBook app?** Yes
2. **Will I be able to purchase a guest ticket for a friend?** Yes you will, all normal rules will still apply and when you get confirmation they will be included.
3. **Will Filham day tickets still be available?** Yes they will.
4. **How do i join the club online?** You will be able to go right to the iBook website and click a link or alternatively you can go onto PADCAC’s website (padcac.co.uk) and click a link.
5. **How easy is it?** It is extremely easy, when you click the link just follow the prompts as you would on any other online transaction.
6. **How will I pay?** Payment options will be PayPal or for those without PayPal a debit/credit card option.
7. **What if i don’t have online access?** Most people these days have at least some access to the internet whether through friends or family or work, but for those of you who do not, you will still be able to join manually through the tackle shops or through the Treasurer or Secretary. There will come a time within a few years that the percentage of uptake online will make it necessary to withdraw the tackle shop option but the Secretary and Treasurer Option will always be possible.