



**Welcome to your Everybody
Leisure Hub User Guide for members
and non-members.**

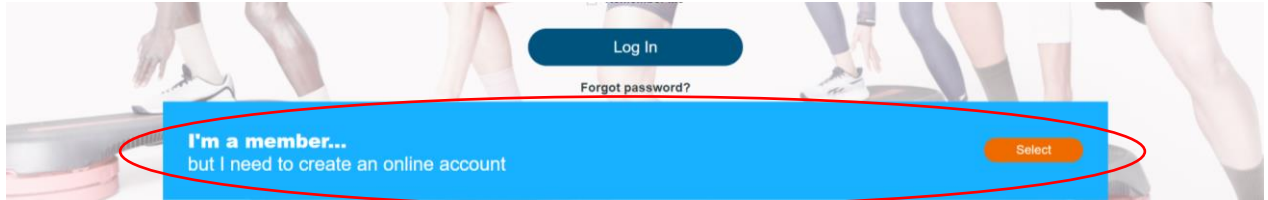
V1

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1. Registrations

All customers registering for a Leisure Hub account can do so on the following link:
<https://portal.everybody.org.uk/lhweb/>

Are you an existing member? Any customer with a current account with us and an email registered against their account must select the 'I'm a member...' option pictured below.



If you are an existing member and have any problems registering for a Leisure Hub account please contact our support team: support@everybody.freshdesk.com or a member of the reception team who will be happy to help.

Please do not register as a new user.

Are you a new member? Any customers who have not previously registered on any of our systems must create a new Leisure Hub account.

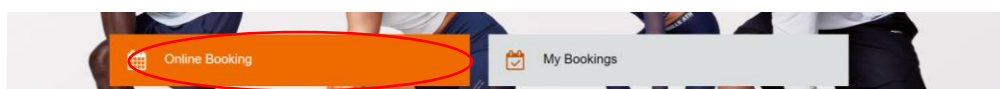
To register select 'I'm new...' option pictured below.



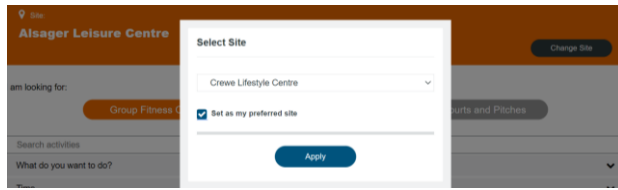
All customers will need access to the mailbox associated with their account to receive, open and verify their identity which will complete the registration before being able to log in.

2. Online Bookings for Group Fitness Classes & Sports Courts and Pitches

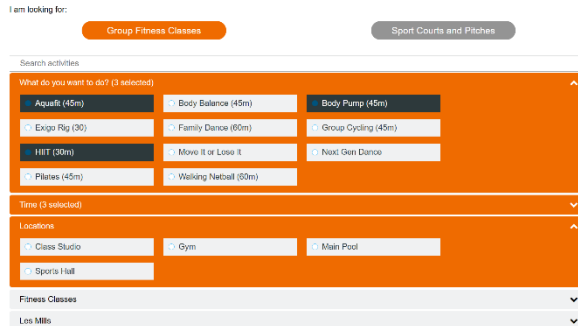
Once logged in, please click on "online bookings" to book fitness classes, sports courts and pitches:



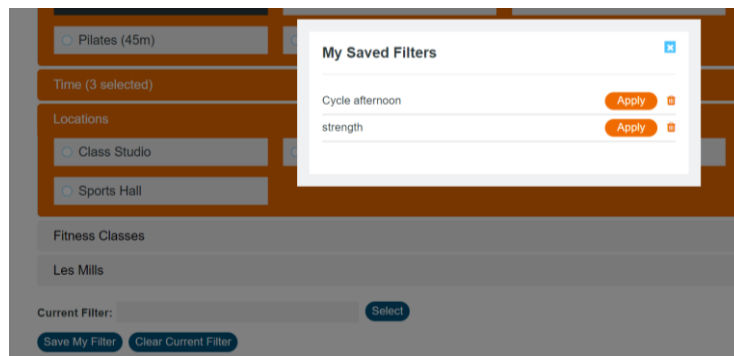
1. Select/Change Site you would like to book for
2. Select Site from Dropdown
3. Check the "set as preferred site" if you would like your bookings to default to this site automatically rather than selecting. This will also allow you to receive future notices regarding this centre.



4. Select the appropriate tab for either Group Fitness or Sports Courts and Pitches. Group Fitness will always be selected by default. To see the other Sports Court and Pitch activities available you will need to select this tab so that they appear orange and not grey.
5. Either use the search activities feature or select tags to narrow down your search results.
6. Select the day you would like to attend.

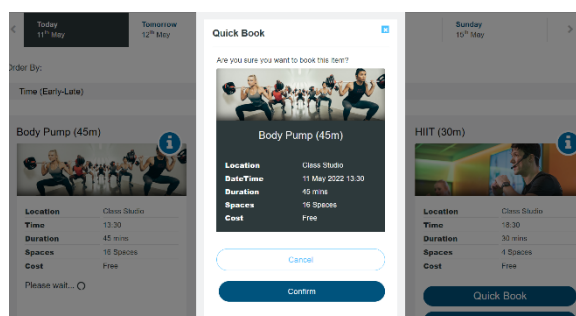


7. Use the "order by" section to suit your preferred method of viewing e.g Time (early- late)
8. Search filters can be saved by clicking on 'Save My Filter' and quickly reapplied when re-visiting by clicking on 'Select' then 'Apply' to the appropriate filter. Save you having to search each time for your favourite activities.



9. **Full Members** – When payment isn't necessary, members booking classes or courts can use the 'Quick Book' feature and then 'Confirm' button to book your space in just two clicks.

A booking completed box, highlighted in green will appear under the class booked and a confirmation email will be sent to the email registered with the account.



10. **None Members** – If you are a none member booking or a customer where a payment and checkout is required, then please click on the 'Add to Basket' button first.
11. To checkout after adding to basket, please hover over the basket icon at the top right of the page and/or click on the 'Checkout' button to then go to the 'Basket Details' page where a summary of the booking will appear.
12. If the booking appears correct then click the 'Pay Now' tab to advance to the payment page and complete the booking.
13. You will receive a confirmation email with the details of the booked class.

Basket Details

This is what is in my basket:

Promotion Code:

Apply Promotion Code

Body Pump (45m)
11 May 2022 13:30
Class Studio

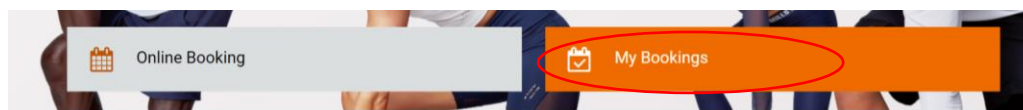
£0.00

Total

£0.00

Pay Now

3. My Bookings



The 'My Bookings' section will display an in-depth list of bookings made in the past and future.

You can customise the view to filter your bookings at specific locations, sites or over certain periods of time.

The 'My Bookings' section also provides the option to either cancel a class in the future and/or rebook a class for the same day/time.

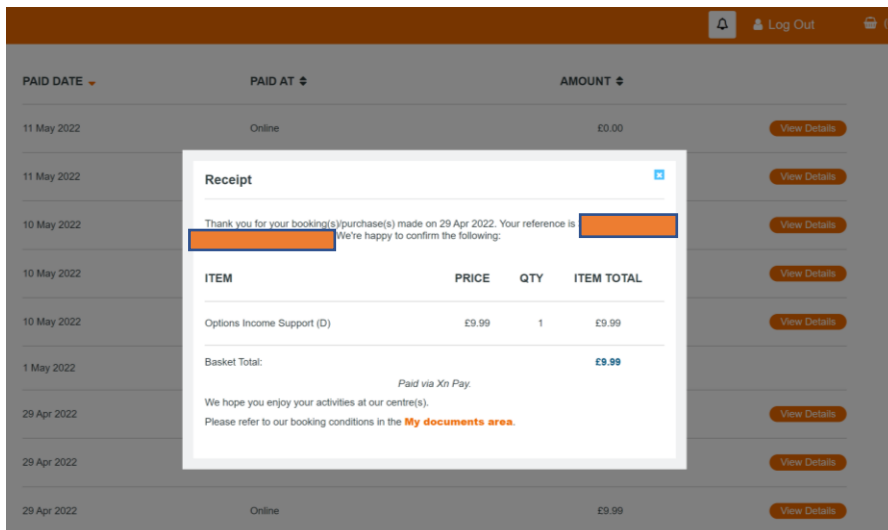
DESCRIPTION	ACTIVITY DATE/TIME	BOOKING MADE	LOCATION	SUB-LOCATION	SITE	DURATION	TYPE	COST	
HIIT (30m)	11 May 2022 18:30	11 May 2022	Class Studio	-	Crewe Lifestyle Centre	30 mins	Class	Free	Cancel Rebook
Body Pump (45m)	11 May 2022 13:30	11 May 2022	Class Studio	-	Crewe Lifestyle Centre	45 mins	Class	Free	Cancel Rebook
Dance Fit (45m)	21 Apr 2022 12:30	21 Apr 2022	Main Studio	-	Alsager Leisure Centre	45 mins	Class	Free	Rebook

4. My Payments



The 'My Payments' section will display all historic payments made, including zero cost bookings for activities along with where the payment was made ie online or at one of our leisure centres etc.

When clicking on the 'View Details' tab a receipt for the transaction will be displayed.



5. Outstanding Payments



The 'Outstanding Payments' section will display a list of outstanding or rejected payments associated with your membership account.

To clear any debts or outstanding payments you must click on the 'Pay Now' button and continue through to the payment page to complete payment.

Completing payment will clear the debts and lift any access or booking restrictions placed on your account.

Outstanding Payments

These are the debts that I currently owe:

Total amount due: **£28.00**

TYPE	DESCRIPTION	SITE	DUE DATE	ACCRUED BY	PAID SO FAR	AMOUNT DUE	
Session	21/08 15:00 - Gym Session 1530	Alsager Leisure Centre	21 Aug 2020	Toby Tiger	£0.00	£7.50	Pay Now
Session	24/08 14:00 - Gym Session 1400	Alsager Leisure Centre	24 Aug 2020	Tess Tiger	£0.00	£6.50	Pay Now
Session	27/09 09:00 - Gym Session 0900	Alsager Leisure Centre	27 Sep 2020	Tess Tiger	£0.00	£6.50	Pay Now
Session	09/07 11:00 - Gym Session 1100	Holmes Chapel Community Centre	9 Jul 2021	Todd Tiger	£0.00	£7.50	Pay Now
Total value:					£28.00		Pay All Now

6. My Memberships



The 'My memberships' section will display a list of memberships that are either currently live and/or cancelled/expired memberships associated with your account.

You can view a copy of Everybody Health and Leisure's Direct Debit Guarantee, that was visible to you when you signed up. Click on the 'View Direct Debit Guarantee' button.

When memberships have expired you are able to renew your membership up to 14 days after the expiry date. An option next to this category will appear in orange.

My Memberships

These are my memberships:

MEMBERSHIP NAME	START DATE	EXPIRY DATE	STATUS
EB1 Wild Card	11 May 2022	05 May 2022	LIVE

Renewal Available

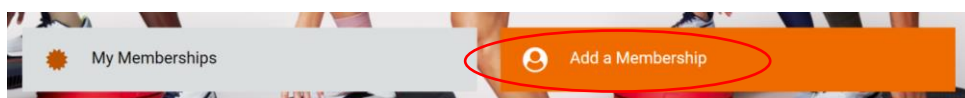
If a renewal is not available, you can click on the 'view all memberships we sell' button at the bottom of the page and follow the 'Add a Membership' instruction in section 7.

EB1 12M Single DD	01 Nov 2019	03 Nov 2021	CANCELLED
LTSS Junior DD	02 Nov 2021	01 Nov 2021	CANCELLED

View Direct Debit guarantee

View all memberships we sell

7. Add a Membership



1. Select/Change Site
2. Select site from the dropdown
3. Check the "set as preferred site" if you would like bookings to default to this site automatically rather than selecting each time and to receive future notices regarding this centre.

Select Site

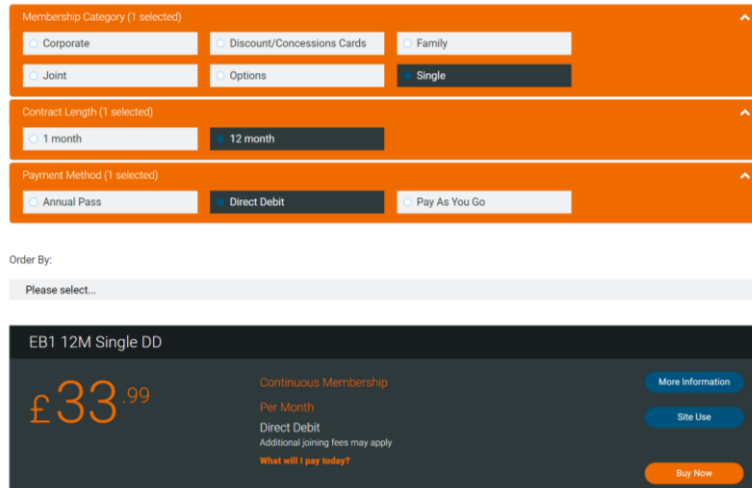
Crewe Lifestyle Centre

Set as my preferred site

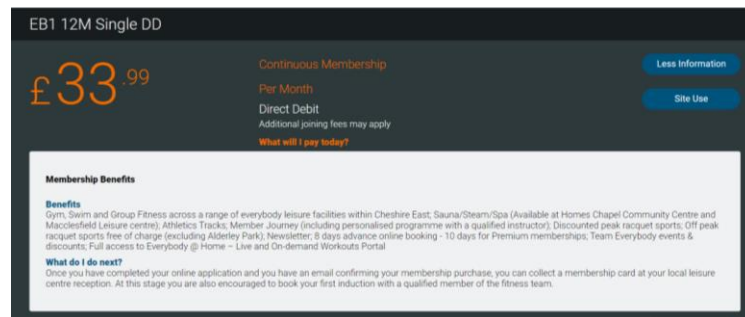
Apply

4. Use the search activities feature or select tags to filter out the most appropriate membership categories.

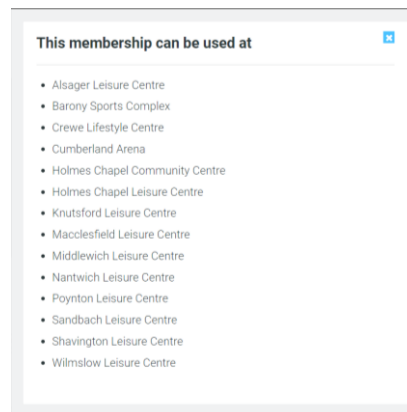
- All available membership categories will be listed below in the order applied in the 'Order By' preference selected.



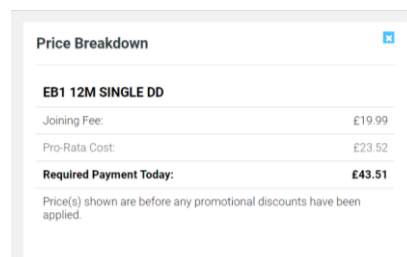
- The 'More Information' button will display a detailed summary of what is included within the membership.



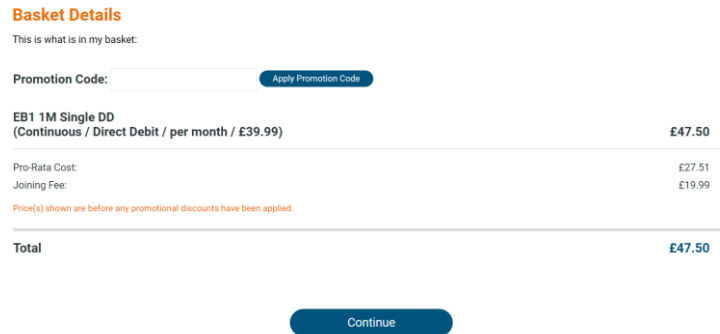
- The 'Site Use' button will display all of the centres where the membership can be used.



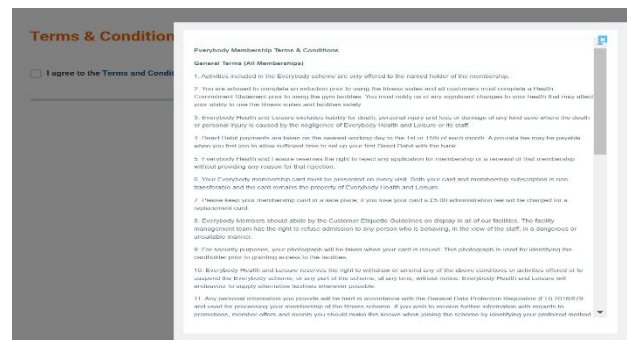
- When clicking on the 'What will I pay today?' text, a pop-up message will display a breakdown of the payment required in advance of the payment being taken at the checkout stage.



- To checkout after adding a membership to basket, hover over the basket icon at the top right of the page and/or click on the 'Checkout' button to then go to the 'Basket Details' page where a summary of the membership will appear.
- At this stage if the membership is correct for casual discount and annual pass members click the 'Continue' button to advance.



- The next page will display the terms and conditions to the agreement in a pop up when clicked on. These must be agreed to before proceeding to the payment page and a document containing the full terms and conditions will also be added and appear in the 'My Details' section.



- For direct debit members, bank account details including account number and sort code must also be provided before proceeding to the final payment page, to pay the joining and pro-rata fees.
- You will receive a confirmation email with the details of the membership category.

8. My Details



The 'My Details' page provides the option for you to amend your personal details in the following fields:

- Email Address
- Title
- Gender
- Contact Number
- Postcode
- Address

The following fields are not available to edit or amend, please contact us for further information:

- First/Last Name
- Date of Birth

Customers who select the 'Use Two Factor Authentication for Login' option at the bottom of the page will also need to use a unique code sent to your registered email every time you login to your Leisure Hub account.

Use Two Factor Authentication for Login 

Save Details

9. My Documents



The 'My Documents' section includes a list of all terms and/or policies where you have ticked a box to agree, before committing and completing a transaction for the required activity, service or membership package.

There is also another option at the bottom for you to click on and view our Direct Debit guarantee.

