Getting started as a player

Mobile app and web guide

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Join a group, book your first session and prepare for play. Use one 002 account across your groups; each sets its own membership, booking and payment rules.

You can read this guide without signing in. Once signed in, the Player manual provides more detailed instructions and screenshots.

Create your account and sign in

Open the 002 mobile app or 002 website. If you already have an account, sign in with your username or email and password. Use **Forgot your password?** if needed rather than creating another account.

If you are new, choose **Sign up** and complete the registration steps, including any email verification and terms shown. Use contact details you can access for messages and login recovery.

Complete your profile through your avatar → **Edit Profile**, or **My Account → Profile** on the website. Check your mobile, date of birth and emergency contact. Add your National Member ID if required. Save your changes.

Join your club or playing group

In the app choose **Create/Join Club**. Search for your publicly discoverable club or enter the private **group code** supplied by its organiser. Check the group's name and location, then select an available membership.

Review the membership price, validity, booking allowance and session discount. Complete any required payment and check that the club appears in your account. Joining a club and booking a session are separate steps.

Ask the organiser for a private group code. A session invitation code is different. If the club arranged your membership, ask it to check your account before buying another plan.

You do not need to create a club to play with one. If you want to organise your own group, use Getting Started with your own club/playing group.

Find a suitable first session

From the app home screen choose **Play**, **Come & Try**, **Get Coaching** or **Hire a Court**. Swipe the action row sideways for more choices. Open the date filter if you need another day or format.

Tap a session and read its description, date, local start and finish time, venue, fee and eligibility requirements. Choose an induction or coaching session if that is what your club recommends for new players. A spare place does not override a membership, age, rating, waiver or general-play clearance requirement.

If a session is missing, check the selected club, date and filters. If you see **Not eligible** or a lock, read the explanation and ask the organiser about the requirement. Your own rating display preference does not remove booking restrictions.

Book and check the confirmation

1. Open the session and read its fee statement, booking rules and cancellation deadline.
2. Use the booking action. If bookings are not open, check when you can book. Enter a session invitation code only if requested.
3. Review the payment quote and complete the required steps. Your membership and available club credit can affect the amount. Some groups collect money outside the app; follow their stated arrangement.
4. Refresh and check that your name appears in **Booked in**. **Add to Calendar** creates a calendar entry; it does not reserve a place.

If a payment fails or the result is unclear, check your booking before trying again. Ask the organiser about an unresolved payment or outstanding offline charge.

Know whether you are on a waitlist

A full session may offer **Join waitlist**. Read its explanation before accepting: joining a waitlist can charge the session fee even though you do not yet have a playing place.

Check **Waitlist**, your position and the cutoff rules. Eligible players can be promoted when places open. Check your booking before travelling, and withdraw if your plans change. A waitlisted booking is not confirmed play.

Withdraw if your plans change

Open the session from **Your Bookings**, choose the withdrawal action, read the credit explanation and confirm. Check that you appear in **Withdrawn**. Sending a message to say you cannot attend does not withdraw your booking.

An eligible withdrawal may return your paid fee as **club credit**. Late withdrawal may receive no automatic credit. The rule displayed for your booking applies; different sessions can have different deadlines.

Club credit belongs to the group that issued it. It is not automatically returned to your bank card and is not automatically available at another club. Open the club card to check **Club Credit**. Contact the club's financial administrator about refunds or an unexpected balance.

Arrive and join the play

Check the venue address and session messages before leaving. Arrive in time for the organiser's instructions. Open the session during its check-in window and use a check-in action if offered, or ask the Duty Manager to check you in.

Read **Booked in** for your court, pool or player number and follow the Duty Manager's instructions. A club may use a different title for that person. Swipe the session tabs to find scores, courts and rankings where offered.

If score entry is offered, check the teams and enter the actual result before submitting. Ask the Duty Manager if you are unsure about the format or a score. Tell them immediately about an injury or session incident.

Keep in touch with your group

Use the home envelope for **Conversations**, or open **Messages** in your club or session. Check the audience before sending. Session messages are useful for questions about that particular game; messages do not book or cancel places.

Read announcements and enable useful notifications, including device permission. After signing in, open **Help → Community Channels** to learn about your club's automatic audiences and notifications.

For fuller app instructions, use the Player manual, available when signed in. Open your avatar → **Edit Preferences** to change personal preferences and save using **Update Preferences**.

Your first session checklist

Before you travel, confirm that:

- You have joined the correct group and have the membership it requires.
- Your booking appears in **Booked in**, rather than only on a waitlist or calendar.
- You know the venue, local start time and what the organiser asks you to bring.
- You have completed any payment, waiver or induction requirement.
- You understand the withdrawal deadline and have read recent session messages.

For membership, eligibility or booking questions, contact the club organiser. Ask the Duty Manager about play on the day and the club's financial administrator about credit or refunds. For a software problem, use the app's **Report a problem with 002** action or the 002 contact page, including the session, date and what happened.