

Gippsland Regional Cricket Centre – Booking Process

Ted Summerton Reserve, Vale Street Moe



HOW TO BOOK THE GRCC

Logging in to the Client Portal

If you have attended Latrobe Leisure before (at any time for any program, membership or visit passes previously), please follow the below steps:

- Go to the Leisure website (<https://www.latrobe.vic.gov.au/leisure>)
- Select “Log In or Join” from the top banner > Click “Log In or Join” button
- If you remember your password, log in. Otherwise, click ‘Forgot password’ if you need to re-set your password.
- Enter your email address > submit.
- You will be sent an email titled “reset password” with a link to re-set your password
- Follow link to create password – this will be password for all future logins to the online customer portal for all Leisure services.

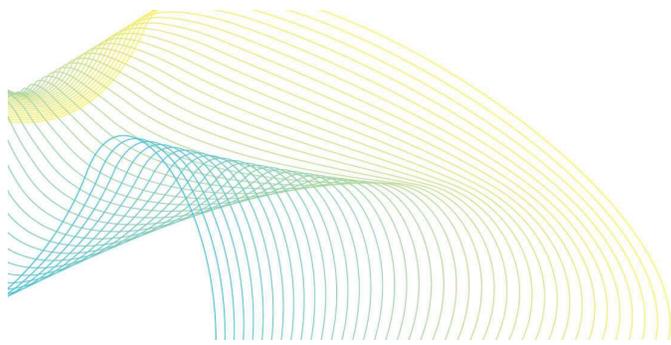
If you need to set up a new Guest account or have been set up with a guest account by our team, please follow the below steps:

- Go to the Leisure website (<https://www.latrobe.vic.gov.au/leisure>)
- Select “Log In or Join” from the top banner > Click “Log In or Join” button
- Click “Join now” > Choose location > Gippsland Regional Cricket Centre
- Scroll to the bottom of the page
- Create a free/guardian account > click next
- Complete parent / guardian details and ensure to add your mobile number and DOB
- Click “go to your client portal”

Booking a lane at the GRCC

From the Client Portal (Log In on the Leisure website <https://www.latrobe.vic.gov.au/leisure>)

1. Select “Book” > “Facility Bookings” from the top banner
2. Select club – Gippsland Regional Cricket Centre
3. Select ‘Facility type’: Cricket Lane OR Bowling Machine (this includes the lane hire)
4. Select day, time. Click “Book now” (Image 1 below)



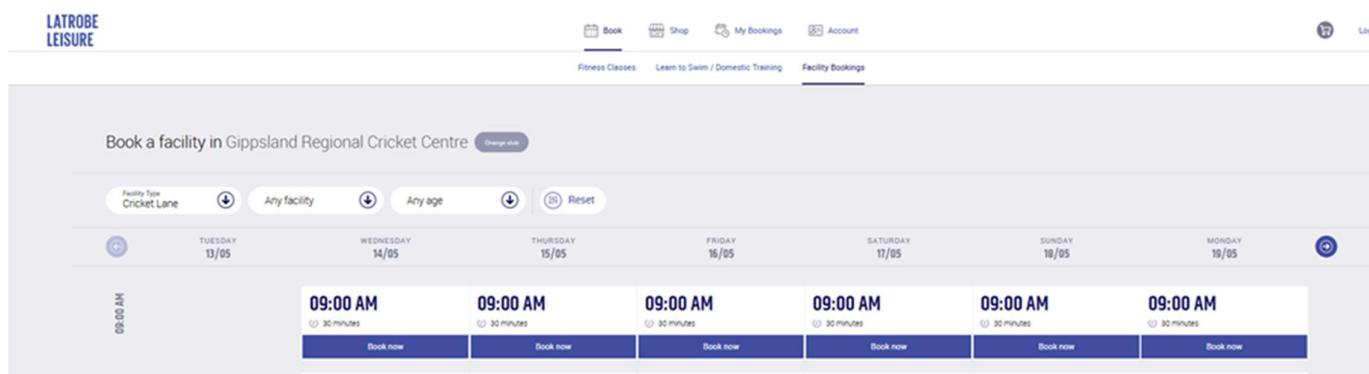


Image 1: Screen grab of Client Portal Booking Page

5. Select a Lane, time and duration and click “Next”
6. If you **only require one lane**, select “Pay Now” to finalise booking (See image 2).

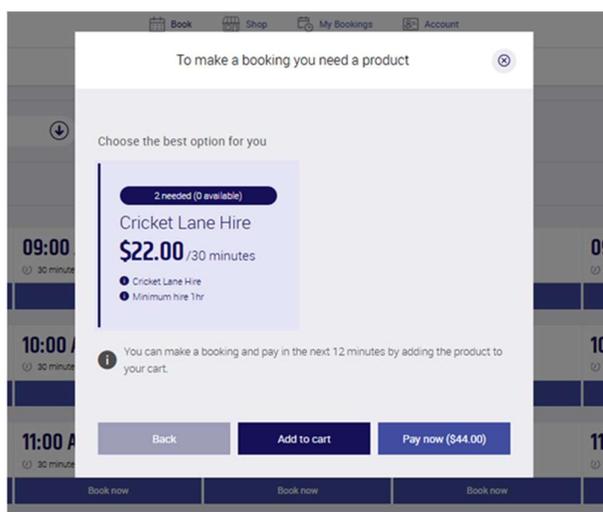
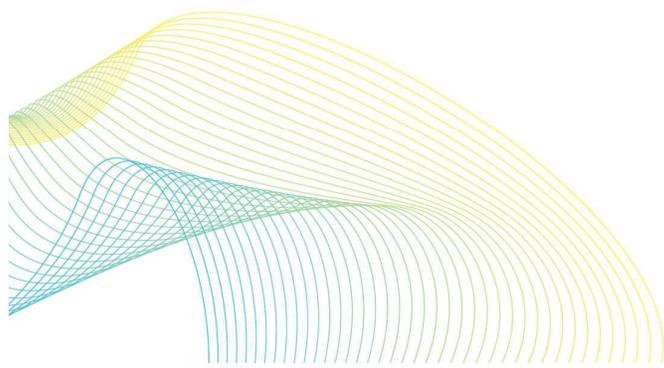


Image 2: Screen grab of check out pop up for lane bookings.

Booking multiple lanes at the GRCC

From the Client Portal (Log In on the Leisure website <https://www.latrobe.vic.gov.au/leisure>)

1. Follow steps 1 – 5 under “Booking a lane at GRCC”.
2. Then select “Add to cart” (See image 2).
3. A pop up will appear, click “Book Now” and return to the home screen
4. Click “Book” > “Facility Booking” and repeat the above process to add additional lanes to your cart. (See Image 3 below)



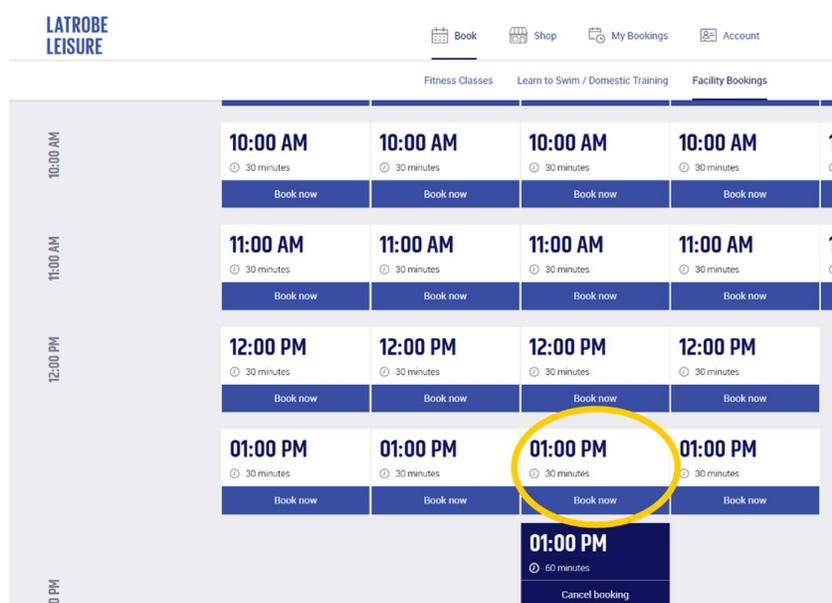


Image 3: Screen grab of how to book multiple lanes from the facility bookings page.

5. Once all lanes are booked, click on your Cart in the top right-hand corner.
6. Click “Go to payment” and complete payment details.

Please note: Payment details are required to be entered within 12 minutes or booking will be automatically cancelled.

Frequently Asked Questions:

1. **Where do I find the list of lane bookings I have made?**
You can view all bookings that have been made in your Client Portal. Once you log in to your account in the Client Portal, please go to the “My Bookings” tab in the top banner.
2. **Where do I find what bookings haven’t been paid for in a guest account?**
To check that all of your bookings have been paid for - log in to your account on the Client Portal, go to the “Account” tab in the top banner, and then navigate to the “Payments” tab. This tab will list any of your outstanding payments for bookings (if applicable).
3. **Why can’t I see any of my bookings or outstanding payments?**
To ensure that you are accessing the correct information, please ensure that your log in email address and password are the **same** email and password that you used when you originally signed up or were provided a guest account to the Client Portal.

