

## How to use the Online Reservation System

## **GENERAL GUIDELINES**

- The Online Reservation System is the quickest, most efficient way to book a boat. It operates in real time and is faster than calling the office or the lake directly.
- We do <u>not</u> accept reservations made by voicemail, and you cannot book a boat sooner than the system allows by calling over the phone.

## **RULES OF THE RESERVATION SYSTEM**

- Explorer Memberships can use the boats 7 days/week. They can have TWO (2) advance reservations in the system at a time (but only one can be used for a weekend afternoon).
- Executive Memberships can use the boats Mon-Thurs (no weekends or holidays). They can have TWO (2) advance reservations in the system at a time (but only one can be used for an afternoon).

## LOGGING IN TO THE RESERVATION SYSTEM



• You can log into the reservation system by visiting our website at www.yourboatclub.com and clicking the <u>Reserve A Boat</u> button in the top right corner of our home page.



# YOUR BOAT CLUB

• When you first log into the Reservation System the screen will default to showing a grid view where you can see available boats. To toggle to map view to see our locations on a map, click the top right button of the map. The grid view defaults to today's date and your home location.

SINGLE RESERVATION			
Start: < Fri, Apr 28, 2023 >			<b>?</b>
Map Satellite Calgary	Return to Main Map Winnipeg	ONTARIO	
Spokane INGTON MONTANA Bozeman Billings Billings Billings Billings Billings UDAHO WYOMING Sait Lake City NEVADA UTAH COLORADO	NORTH DAKOTA SOUTH DAKOTA NEBRASKA NEBRASKA Omaha IOWA NEBRASKA Omaha IOWA IOWA IOWA IOWA IOWA IOWA IOWA IOWA	SIN MICHISAN Chicago DIS INDIANA OHIO Chicago DIS INDIANA OHIO MARVLAND MARVLAND MARVLAND MARVLAND MARVLAND MARVLAND MARVLAND MARVLAND MARVLAND MARVLAND MARVLAND MARVLAND MARVLAND MARVLAND	Montreal VERMONT HAMPSHIRI MASSACHUSEITS CT RI MASSACHUSEITS CT RI H H H H H H H H H H H H H H H H H H H
Many Available 🔶 Some Available 🗳 Nor	ne Available 💲 Pay Rentals Only 🔇 Availab	le Count Unknown	
SINGLE RESERVATION			
Start: < Fri, Apr 28, 2023 🗲 🛗 Minr	ıesota	ID BOATS!	<b>9</b>

• To find a boat, simply Select a Date, choose a state, then choose a location and click Find Boats! The available boats at that location will then display.

						_
<b>〈</b> 2023 A	pr					>
м	т	w	т	F	S	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7
		_				
	OK					

Please note – if you choose to click on the calendar on our Reservation System it starts with Monday on the left-hand side. The weekend days are shaded gray and are to the right. If you make a mistake and show up with your guests on the wrong day you may not be able to get a boat.



## **YOUR BOAT CLUB**

SINGLE RESERVATION		
Start: < Fri, Apr 28, 2023 > 🔛 Minnesota	✓ Prior Lake ✓ FIND BOATS!	<b>9</b> 🖽
Last search Lake & Date, Prior Lake For Friday, April 28 13:35 minutes ago Location Info	, 2023 :	
Available Member Boats		
Member	Member	Member
Glastron GX 190 #5281 MG	Hurricane 217 OB #0799 MC	Hurricane 188 SS OB #0797 MC
Capacity 8 150 Engine HP	Separate Sep	A Capacity 8 115 Engine HP
MAKE RESERVATION	MAKE RESERVATION	MAKE RESERVATION
RESERVE RESERVE	RESERVE RESERVE	RESERVE RESERVE
MORNING AFTERNOON 8:00 AM - 1:00 PM 2:30 PM - 7:30 PM	MORNING AFTERNOON 8:00 AM - 1:00 PM 2:30 PM - 7:30 PM	MORNING 8:00 AM - 1:00 PM 2:30 PM - 7:30 PM

- The Boats always start out with two time slots every day. Standard Morning Session times are 8AM-1PM. Standard Afternoon Session times are 2:30PM-Dusk.
- Reservations that are allowed under your membership rules will have a green checkmark by them. Reservations that are not allowed will have a red X by them.

This reservation does not meet your membership rules.

Explorer Members can have two advance reservations at a time (but only one can be used for a weekend afternoon)

OK
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• If you try click on a reservation that is not allowed you will receive an error message like the one above. This means that reservation is not allowed either because your membership already has a conflicting reservation in place or that time slot is generally not allowed under your current membership rules.





EURRENT RESERVATIONS [1] MESSAGES [2] LOGOUT

Welcome Michaeltest Jellishtest

FIND A BOA

## **UPCOMING RESERVATIONS**

	FRIDAY, APRIL 28, 2023, 11:30 AM - 01:00 PM - GX 190 #5281 MG - COPY	/ #1@PRIOR LAKE (NO PETS, CAP 8, HP 150)
Type: Member		
Location: Prior Lake		
Member: Testtwozero, Michael		
VIEW DETAILS		

• If you want to check what other reservations your membership already has in place that could be conflicting, you can always view your current reservations at the top of the login screen by clicking CURRENT RESERVATIONS.. You can view, edit or cancel that reservation by clicking the EDIT/VIEW button.

Create the Reservation with the following details?
Reserve the 25 GSR PTG #0577 LV on Minnetonka Smiths Bay Friday, May 27, 2022 from 08:00 to 13:00
Member is Brendan Sullivan
10:00 AM  Select actual start time for reservation
Specify the number of cars your group will be bringing
As a courtesy to other members, please provide your expected use times (arrival & departure) in addition to any other special needs:
Please check your reservation DATE AND TIME then click Confirm
✓Tube & Rope
Tube & rope FIRST TIME HERE
CONFIRM RESERVATION DISCARD RESERVATION

 After you click the RESERVE button for an allowed reservation, the verification window you see above will display. If you don't want the boat for the whole time slot during your session you can change your start time by clicking on the dropdown. If you need a Tube & Rope for the day and the location allows tubing just click the "Tube & Rope" box. You may also type in any other special request into the free form text box such as, "First Time At This Location."



#### **IMPORTANT!**

When making a reservation, please make sure to update your start time if you are not planning to use the boat for the whole session. This ensures that our system is as accurate as possible and that other Members can use the boats. If you do not adjust your start time and are more than one hour late we may release your boat to be used by another member.

- To complete the booking simply click the Confirm Reservation Button, or click the Discard Reservation button to cancel this booking and go back to the main screen.
- <u>Always</u> double-check your reservations to make sure you are booking the boat for the day you intend to.
- Remember you do not need to book a boat very far in advance. You can if you want to, and you will certainly get a boat, but when your advance reservations are all booked you will be limited to Spontaneous Same Day Use bookings. As a general rule, the most we ever see our Members book in advance is 10-15 days, and only if they are trying to book a boat for a weekend afternoon, a very busy holiday, or an extremely important event.
- Please do not show up early for a reservation hoping to get out on the water sooner. This creates crowding on the docks and in the parking lots and leads to an unsafe environment for our staff and other guests.

## SPONTANEOUS SAME DAY BOAT USES AND SPONTANEOUS BONUS

- In addition to having advance reservations in the system, Members can also book unreserved boats for same day use as soon as they are released.
  - -For **MORNING USE SESSIONS** we release the boats at **8:30PM the night before** (for example, if you wanted to use a boat tomorrow during the morning session you could book it any time after 8:30PM tonight and this would not be considered a reservation, it would be considered a same day use).
  - -For **AFTERNOON USE SESSIONS** we release the boats at **8:30AM that same day** (for example, if you wanted to use a boat this afternoon or evening you could book it any time after 8:30AM today and it would be considered a same day use).
- If you have <u>not</u> booked a Same Day Use for the past 7 days you will be given a Spontaneous Reservation Bonus. The bonus will entitle you to book a spontaneous, same day use boat 30 minutes sooner than the usual 8:30AM or 8:30PM time (we do this because if you have not went same day boating for the past 7 days, we want to make it even easier for you to get a boat than other Members who may have just went yesterday or sometime in the past week).



- If you qualify for the Spontaneous Bonus, you will notice this message at the top of the Reservation Page. This keeps the system as fair as possible and ensures that everyone gets the opportunity for same day boating.
- Please note If you cancel a reservation, the system will <u>not</u> allow you to rebook <u>that boat</u> for same day use. We do this to prevent Members from cheating the system by cancelling what was an advance reservation and then instantly rebooking it as a same day use.

### **DAILY RENTAL BOATS**

• We never rent our Member's Only Club Boats to the public. But after you have scrolled down through all the Member's Only Club Boats, you will see our Daily Rental Boats listed. This is a completely separate fleet of boats.



 Members can always book a Daily Rental Boat for half-price if that boat and day fall within the normal parameters of their membership rules. Some of these boats are also available for the Members to reserve for free and will be displayed with a green checkmark.

## 10 S 5th St., Suite 110 · Minneapolis, MN 55402 · [p] 612.208.1800 · [fx] 612.208.1779



Create the Reservation with the following details?

Reserve the 23 SLDN #5857 LV on Minnetonka Browns Bay Friday, May 27, 2022 from 08:00 to 13:00

Member is Brendan Sullivan
Book this as
Member Reservation
or
ORental
✓ Select actual start time for reservation
Make Selection  Specify the number of cars your group will be bringing
As a courtesy to other members, please provide your expected use times (arrival & departure) in addition to any other special needs:
Please check your reservation DATE AND TIME then click Confirm
□Tube & Rope
CONFIRM RESERVATION DISCARD RESERVATION

- If you are trying to book a Daily Rental for \$0 fee, after you have clicked on the Reservation select the Book this as Member Reservation option. If you are trying to book a half-price Daily Rental Boat select the Book this as Rental option.
- Paid Daily Rental Reservations do not count against any future Member Reservations you may have in the system.

## ADDITIONAL AVAILABLE BOATS WITH MEMBERSHIP UPGRADE



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 If you are anything other than a Pier 4 Member, below the Daily Rental fleet you will also see any additional boats that would be available if you were at a higher Pier Level. These boats are displayed so Members can always see what boat availability would be like at a higher Pier Level if considering upgrading.

## PLEASE CALL US IF YOU ARE EVER HAVING TROUBLE GETTING BOATS

• Your customer service and boating experience is very important to us. If you are ever having trouble getting boats or become frustrated for any reason, please call our Customer Service Department at 612-208-1800. We will help make sure you are using the Reservation System correctly and try to address your concerns immediately.