

## Booking via HSV Online Website

1. To login to your online account, please head to our Online Booking Website - <https://hsvonline.herts.ac.uk/Connect/mrmLogin.aspx> and enter your email address and password. This can also be accessed through the Herts Sports Village website and clicking “Log In” in the top right hand corner.
  - If you can't remember your password or have not used the booking system before, you will need to reset your password through the forgotten password link. You will need your Member ID to do this – If you do not know your Member ID, please email our Customer Service Team at [sports.reception@herts.ac.uk](mailto:sports.reception@herts.ac.uk) or refer to your welcome email.

### Book Online



#### Login

2. Below shows the home page that will appear when you have successfully logged in.

Select 'Make a Booking' to see what is available and to make a booking with us

Select 'Manage Bookings' to see what you have booked, cancel or amend any bookings you have made.

Select 'Memberships' to see what membership you are on and when your renewal is due.

Select 'Basket' if you have an unpaid sale in your account where you can make a payment.

If you have made recent bookings, a shortcut will appear here to rebook the same sessions for the following week.

Once you have made a booking, it will show here.

## Making a Booking

1. To make a booking with us, please select 'make a booking' on the top ribbon. Once you have selected this – a list of activities (Badminton courts, Tennis courts, Cricket lanes and many others) will be listed. You will need to select the Activity you are wanting to book.
2. Once you have selected the type of activity you would like to book, it will display your options, as shown below as an example.

**Book Online** 

Home Make a Booking Manage Bookings Memberships  Basket

### Select Activity

Available activities in HSV Outdoors

<b>Outdoor Bootcamp 11.45</b>	Saturday. 45 minute Outdoor Bootcamp, up to 5 members per session. Please ensure you bring at least one full water bottle with you as there is no access to drinking water. ALL cancellations/no shows will be prevented from booking for 14 days.
<b>Outdoor Bootcamp 19.45</b>	Thursday. 45 minute Outdoor Bootcamp, up to 5 members per session. Please ensure you bring at least one full water bottle with you as there is no access to drinking water. ALL cancellations/no shows will be prevented from booking for 14 days.
<b>Outdoor Bootcamp 19.45</b>	Wednesday. 45 minute Outdoor Bootcamp, up to 5 members per session. Please ensure you bring at least one full water bottle with you as there is no access to drinking water. ALL cancellations/no shows will be prevented from booking for 14 days.
<b>Outdoor Bootcamp 8.00</b>	Monday. 45 minute Outdoor Bootcamp, up to 5 members per session. Please ensure you bring at least one full water bottle with you as there is no access to drinking water. ALL cancellations/no shows will be prevented from booking for 14 days.
<b>Outdoor Smash HIIT 18.30</b>	Wednesday. 45 minute "Outdoor Smash HIIT", up to 5 members per session. Please ensure you bring at least one full water bottle with you as there is no access to drinking water. ALL cancellations/no shows will be prevented from booking for 14 days.
<b>Outdoor Training 10.30</b>	Monday. 45 minute Outdoor Training Session with a member of the gym team. Please ensure you bring a full water bottle with you as there is no access to drinking water. ALL cancellations/no shows will be prevented from booking for 14 days.
<b>Outdoor Training 10.30</b>	Monday. 45 minute Outdoor Training Session with a member of the gym team. Please ensure you bring a full water bottle with you as there is no access to drinking water. ALL cancellations/no shows will be prevented from booking for 14 days.
<b>Outdoor Training 10.30</b>	Saturday. 45 minute Outdoor Training Session with a member of the gym team. Please ensure you bring a full water bottle with you as there is no access to drinking water. ALL cancellations/no shows will be prevented from booking for 14 days.

\*N.B HSV Outdoors is only available March –July 2020

3. If you would like to go ahead and book a session displayed, you will need to click on the blue titles as highlighted above. Once you have selected a session, you will be able to see the session and how many spaces are left. To book, you will need to select the green 'book' button, as shown below.

**Book Online** 

Home Make a Booking Manage Bookings Memberships  Basket

### Select Slot

Outdoor Bootcamp 11.45

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Sat 18 Jul, 11:45  
(45 mins)

**Book**  
4 spaces remaining

4. You will then be asked you to complete the booking with further booking information. As shown below and you will need to confirm the booking, if you wish to go ahead with it.

## Book Online

Home Make a Booking Manage Bookings Memberships Basket

Search

### Complete Your Booking

Outdoor Bootcamp 11.45 [Gym Team 2]

Sat 18 Jul, 11:45 (45 mins)  
£0.00

Comments

Saturday, 45 minute Outdoor Bootcamp, up to 5 members per session. Please ensure you bring at least one full water bottle with you as there is no access to drinking water. ALL cancellations/no shows will be prevented from booking for 14 days.

Do you want to make this booking?

Book Cancel

5. If your booking is included in your membership, you have successfully made a booking with us and an email confirmation will be sent! If you would like to check or cancel your booking, please select 'Manage Bookings' on the top ribbon.
6. If your booking requires a payment it will ask you to 'book & checkout', where you will need to add your payment details. If a payment is not made at the time of the booking, this booking is not confirmed and may be cancelled without notification.
7. Unpaid bookings will also appear in your 'Basket'. If you no longer wish to attend the session, please remove it from your basket to make it available for other members or customers.
8. If there are any problems with payments online, please email our Customer Service Team at [sports.reception@herts.ac.uk](mailto:sports.reception@herts.ac.uk), who may be able to assist you.