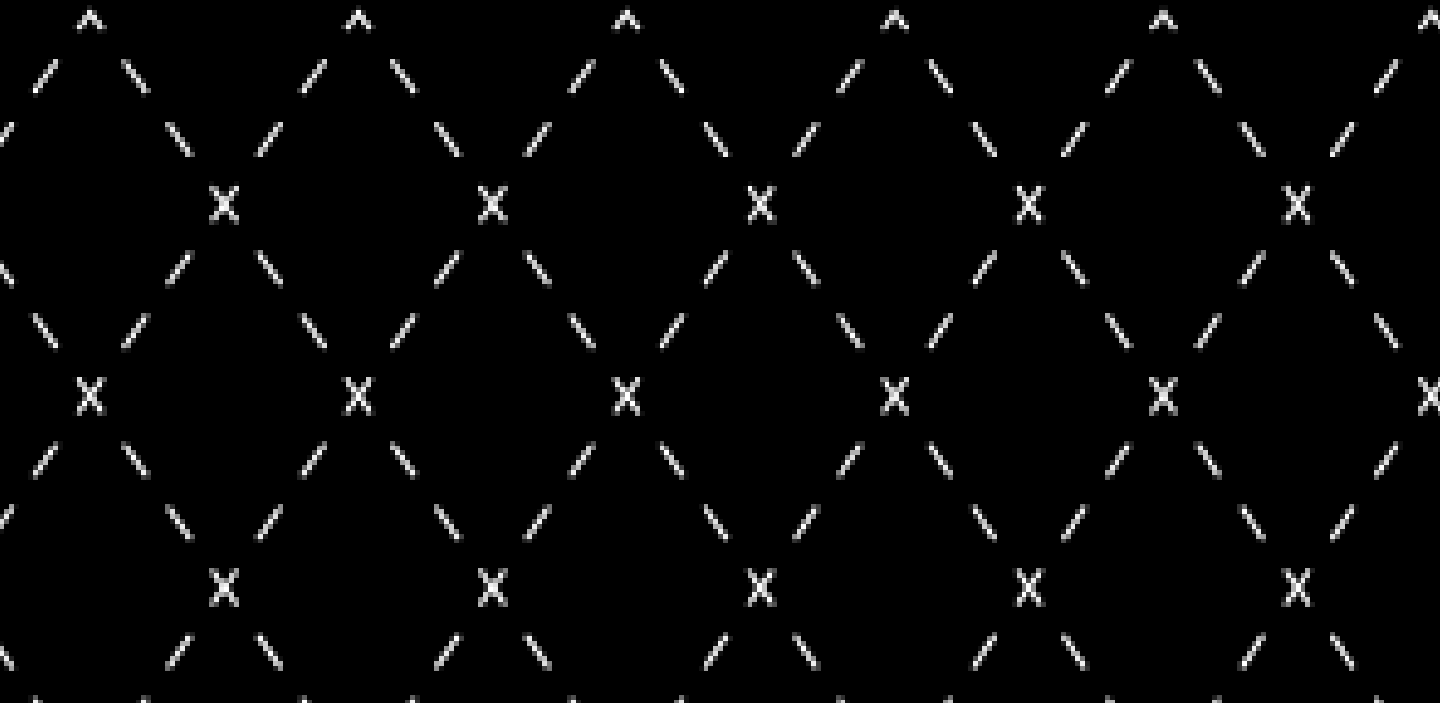




# Online Booking

Step-by-step guide



## *Online Booking: Step-by-step guide* *Contents Page*

3. About the members portal
4. Where to find members information
5. New member log in
6. Navigating the members portal
7. Room: Hotel Stay Reservations
8. Spa: Booking Treatments
9. Racquets: Booking a tennis, padel or pickleball court
10. Adult Activities
11. Fitness Classes
12. Junior Activities
13. Golf: Booking Tee Times
14. Dine: Make a Reservation
15. Cancellations
16. Contact us and help section

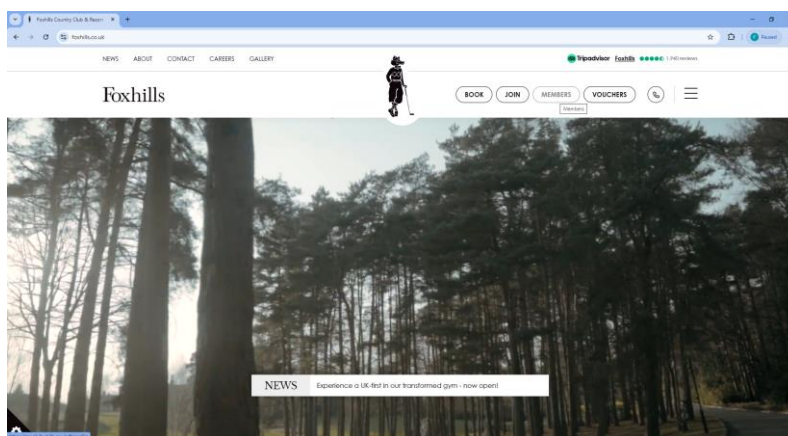
## About the Members Portal

Log in as an active member to book fitness classes, adult activities, racquet clinics/mixers, junior activities, fitness classes, hotel stays, spa treatments and dinner reservations.

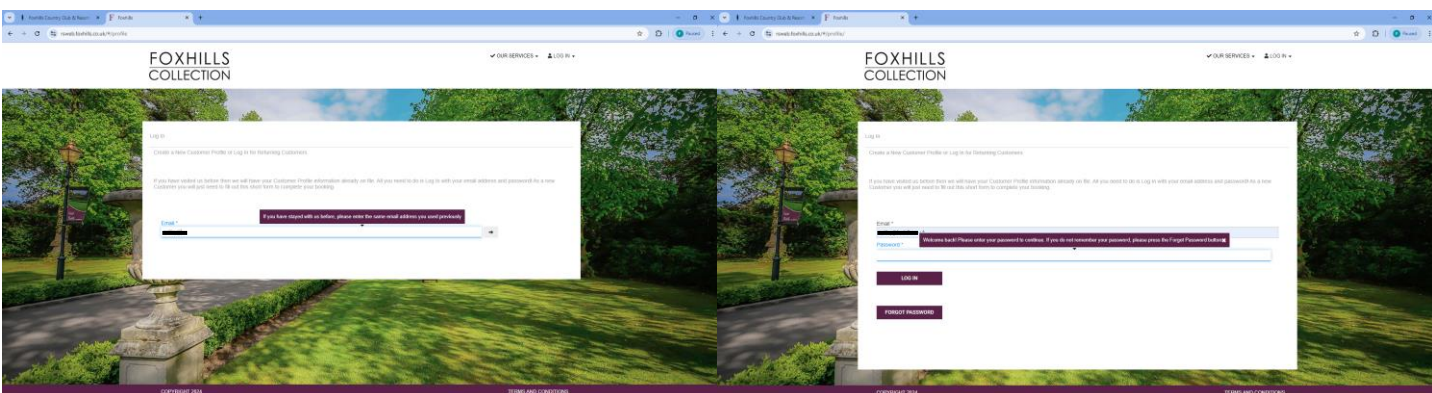
*Things that cannot be booked: Personal training sessions, golf lessons, Farleigh golf, swimming lessons, tennis/padel/pickleball lessons, the creche, social calendar events, private functions/meetings, kids' birthday parties.*

*Please see next page: how to book.*

Visit Foxhills website [www.foxhills.co.uk](http://www.foxhills.co.uk)



Click '**Members**', taking you to page [rweb.foxhills.co.uk/#/profile](http://rweb.foxhills.co.uk/#/profile)  
OR we would recommend you bookmark.



Enter the email address you used at the time of joining Foxhills as the 'Username'.

**Tip** – The purple pop-up boxes will only show if your email address matches our systems as an active member. Please contact membership if your email address is not recognised as a new member, you should not need to create a profile.

If it's your first time logging in, please use temporary password set by membership team: '**Foxhills**'. Once logged in, you will be asked to reset your password to something memorable.

## Where to find Member Information

**How to book and find out more...** Links to the below can all be found easily on our Members' Hub Information page, via Foxhills website.

We recommend you bookmark:

[www.foxhills.co.uk/members](http://www.foxhills.co.uk/members)

### **Personal Training Session**

Email enquiries: [fitness@foxhills.co.uk](mailto:fitness@foxhills.co.uk)

[www.foxhills.co.uk/members/personal-training-sessions](http://www.foxhills.co.uk/members/personal-training-sessions)

### **Golf Coaching**

Email enquiries: [golfservices@foxhills.co.uk](mailto:golfservices@foxhills.co.uk)

[www.foxhills.co.uk/golf/coaching](http://www.foxhills.co.uk/golf/coaching)

### **Golf Genius for Club Competition**

Must be included in membership and hold an active handicap.

Email enquiries: [membership@foxhills.co.uk](mailto:membership@foxhills.co.uk)

### **Farleigh Golf**

Phone enquiries: 01883 627711

[www.farleighfox.co.uk](http://www.farleighfox.co.uk)

### **Foxhills Swim School**

Email enquiries: [swimming@foxhills.co.uk](mailto:swimming@foxhills.co.uk)

[www.foxhills.co.uk/discover/swimming#foxhills-swim-school](http://www.foxhills.co.uk/discover/swimming#foxhills-swim-school)

### **Racquets**

Email enquiries: [racquets@foxhills.co.uk](mailto:racquets@foxhills.co.uk)

[www.foxhills.co.uk/discover/racquets](http://www.foxhills.co.uk/discover/racquets)

### **The Creche at Foxhills**

Phone enquires: 01932 704464

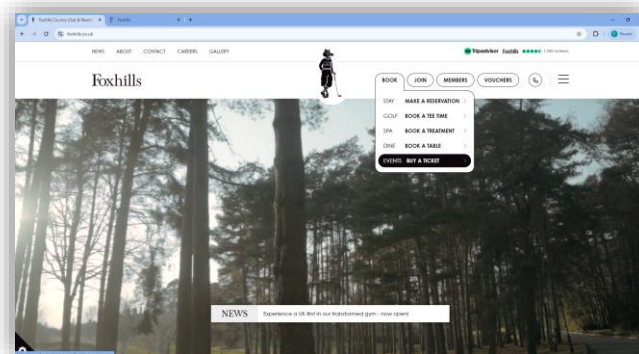
[www.foxhills.co.uk/discover/family#creche](http://www.foxhills.co.uk/discover/family#creche)

### **Member Social Calendar**

Email enquiries: [events@foxhills.co.uk](mailto:events@foxhills.co.uk)

[www.foxhills.co.uk/media/path52w1/25-25-member-social-event-calendar.pdf](http://www.foxhills.co.uk/media/path52w1/25-25-member-social-event-calendar.pdf)

Or 'Book' button on Foxhills website, to purchase tickets.



### **Private Functions, Meetings and Events**

Email enquiries: [events@foxhills.co.uk](mailto:events@foxhills.co.uk)

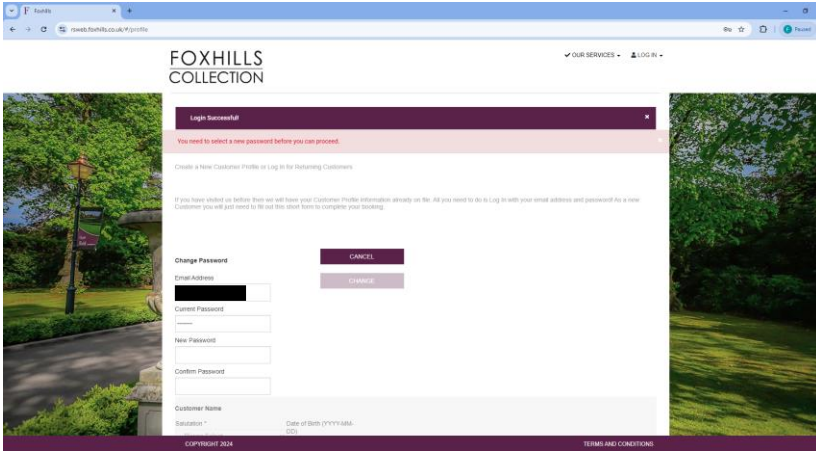
[www.foxhills.co.uk/meetings-events](http://www.foxhills.co.uk/meetings-events)

### **Kids' Birthday Parties**

Email enquiries: [kidsparties@foxhills.co.uk](mailto:kidsparties@foxhills.co.uk)

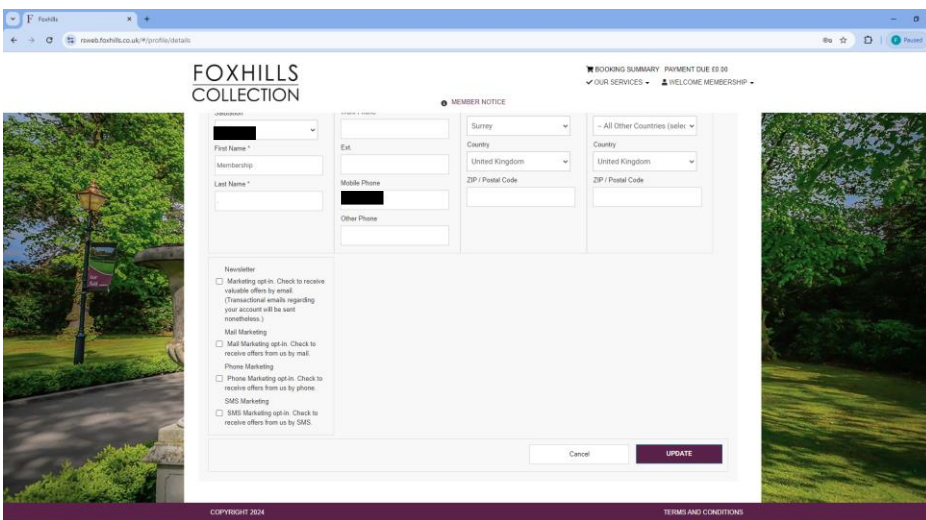
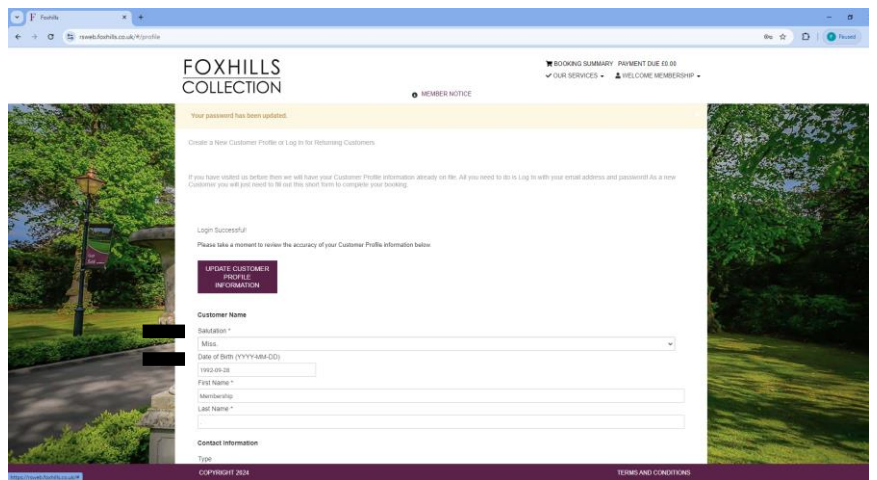
## New member: Login

When logging in for the **first time**, you will be asked to reset your password to something memorable and your view should look like this... you can skip 'Update Customer Profile Information'.



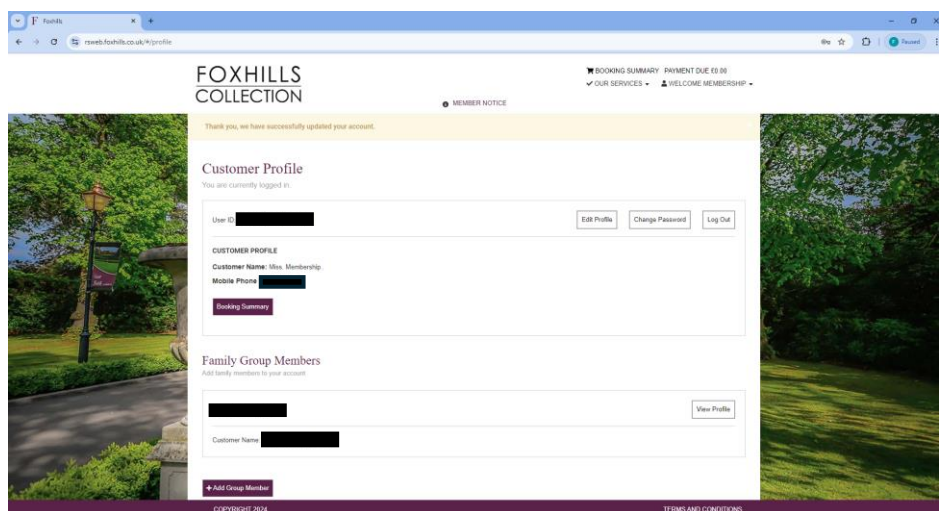
Enter new password, confirm and change.

Ignore steps to update customer profile information.

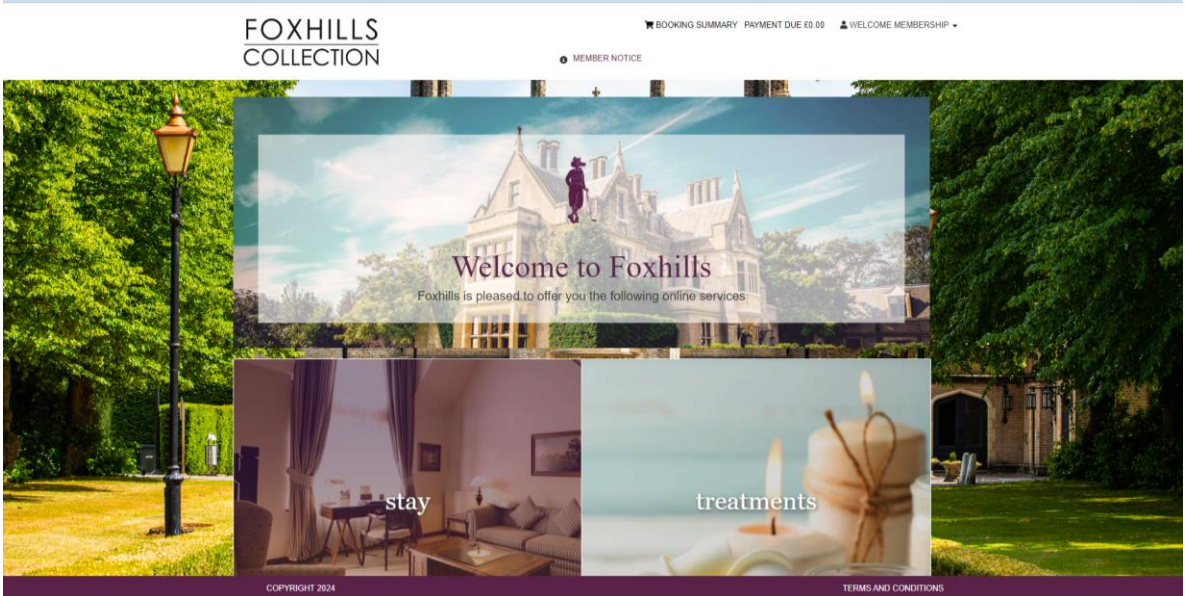


Click 'update' to take to next step.

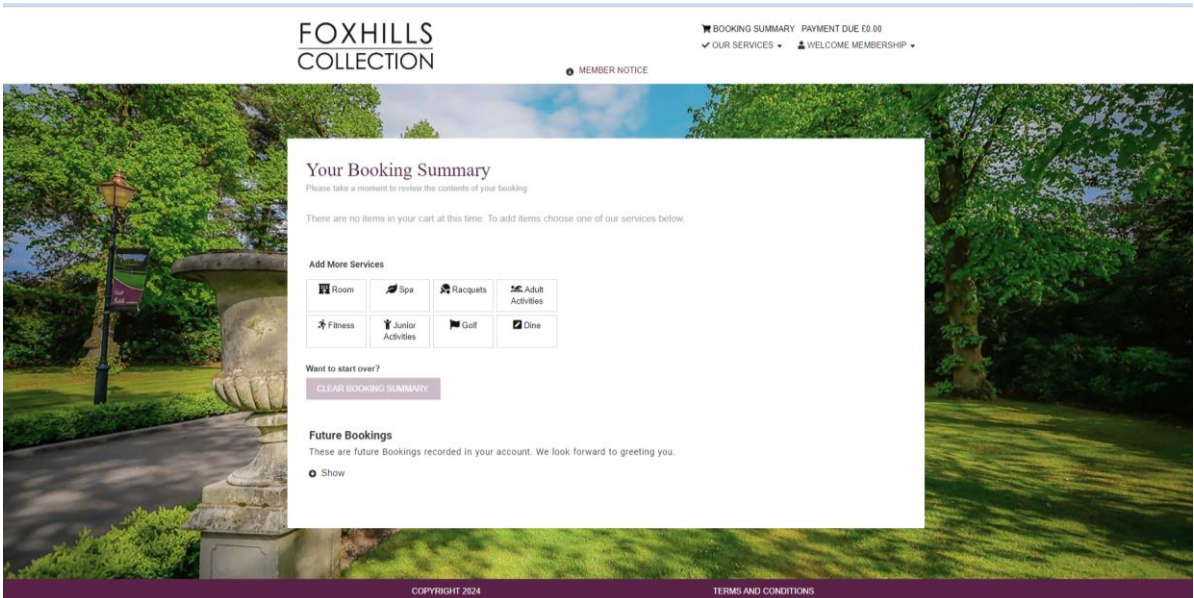
Successfully logged in as active member for first time.



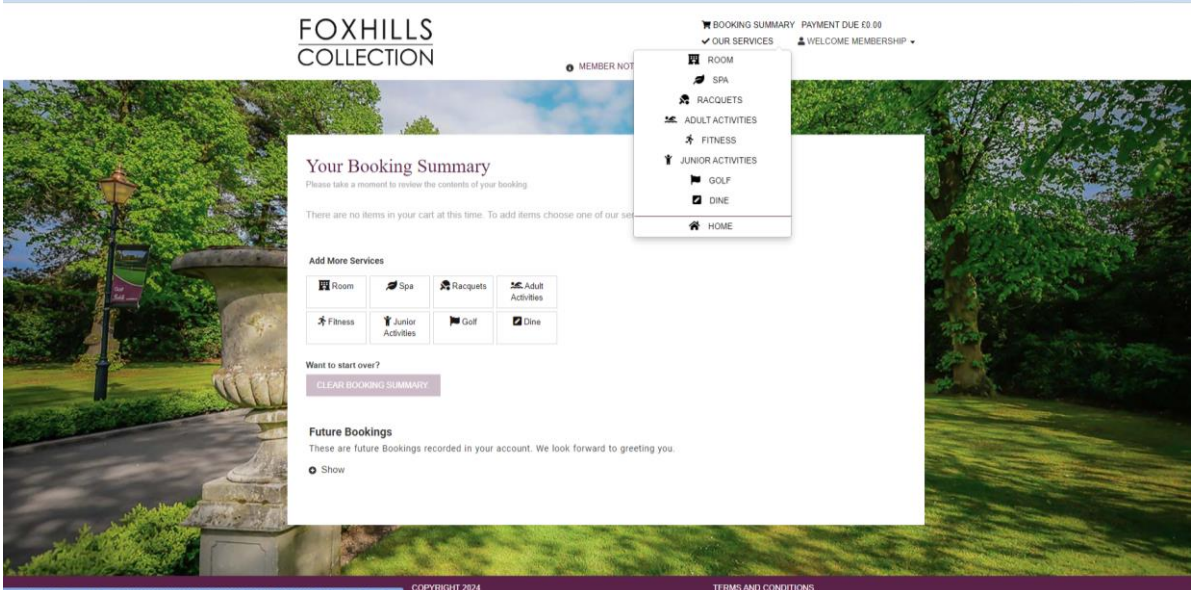
## Navigating the members portal



Select **Booking Summary** to view all booking options



**Our Services** or top right 'three line' drop down for mobile device view and to view all booking options



## Room: Hotel Stay Reservation

**Member Benefit:** Preferential rates on bedrooms, when member is staying in the room.

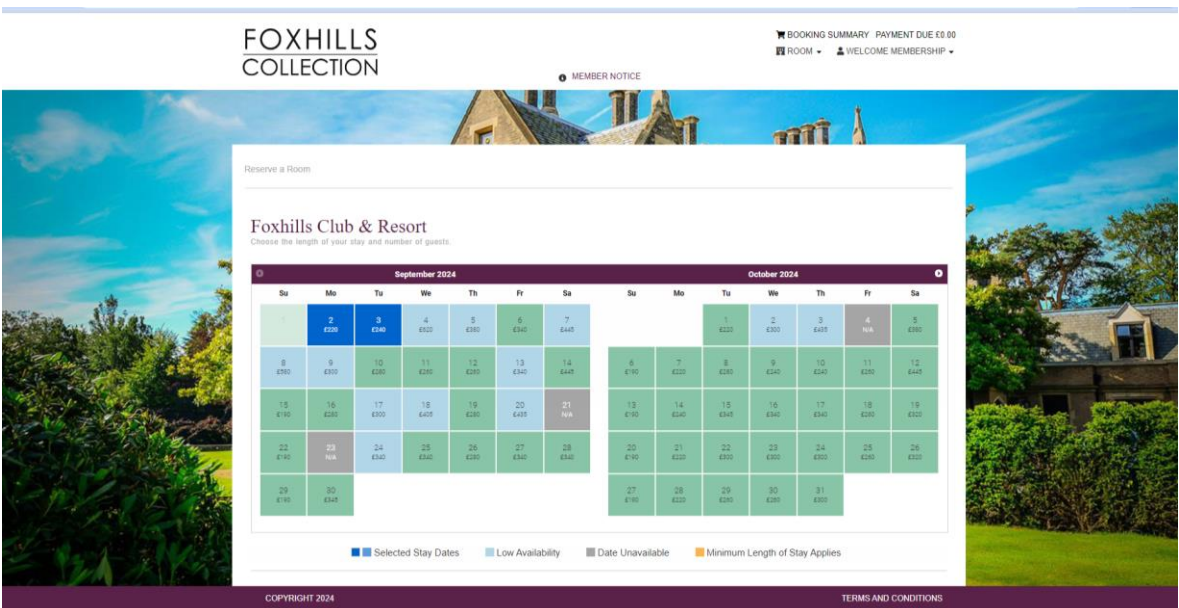
We recommend you book directly with the Reservations team to ensure you receive the best rate and offer at the time of booking

Telephone: [01932 872050](tel:01932872050)

Email: [reservations@foxhills.co.uk](mailto:reservations@foxhills.co.uk)

Reservations office opening hours: Mon-Fri 8am-6:30pm, 9am-5:30pm on Saturday, closed on Sundays

Check availability and book online when logged into your members' portal.



FOXHILLS COLLECTION

BOOKING SUMMARY: PAYMENT DUE £0.00

ROOM - WELCOME MEMBERSHIP

MEMBER NOTICE

Reserve a Room

Foxhills Club & Resort

Choose the length of your stay and number of guests.

September 2024							October 2024						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	2 £228	3 £248	4 £252	5 £262	6 £262	7 £442			1 £222	2 £232	3 £442	4 N/A	5 £232
8 £262	9 £262	10 £262	11 £262	12 £262	13 £442	14 £442	8 £192	9 £222	10 £232	11 £242	12 £242	13 £242	14 £242
15 £192	16 £222	17 £222	18 £442	19 £222	20 £442	21 N/A	15 £192	16 £222	17 £232	18 £242	19 £242	20 £242	21 £242
22 £192	23 N/A	24 £242	25 £242	26 £222	27 £242	28 £242	22 £192	23 £222	24 £232	25 £242	26 £242	27 £242	28 £242
29 £192	30 £242						29 £192	30 £222	31 £232				

Selected Stay Dates Low Availability Date Unavailable Minimum Length of Stay Applies

COPYRIGHT 2024 TERMS AND CONDITIONS

### Exclusive Members Offers:

Keep an eye on the club newsletter we send to members every Friday afternoon for specials or seasonal stay packages available – this may end up in your junk/spam folder, so please double check.

**Christmas, Twixmas and New Year's Eve Member Package:**  
Check out [www.foxhills.co.uk/christmas](http://www.foxhills.co.uk/christmas)

## Spa: Booking Treatments

**Member Benefit:** 20% off all treatments booked in the HealthSpa.

Telephone: 01932 704555

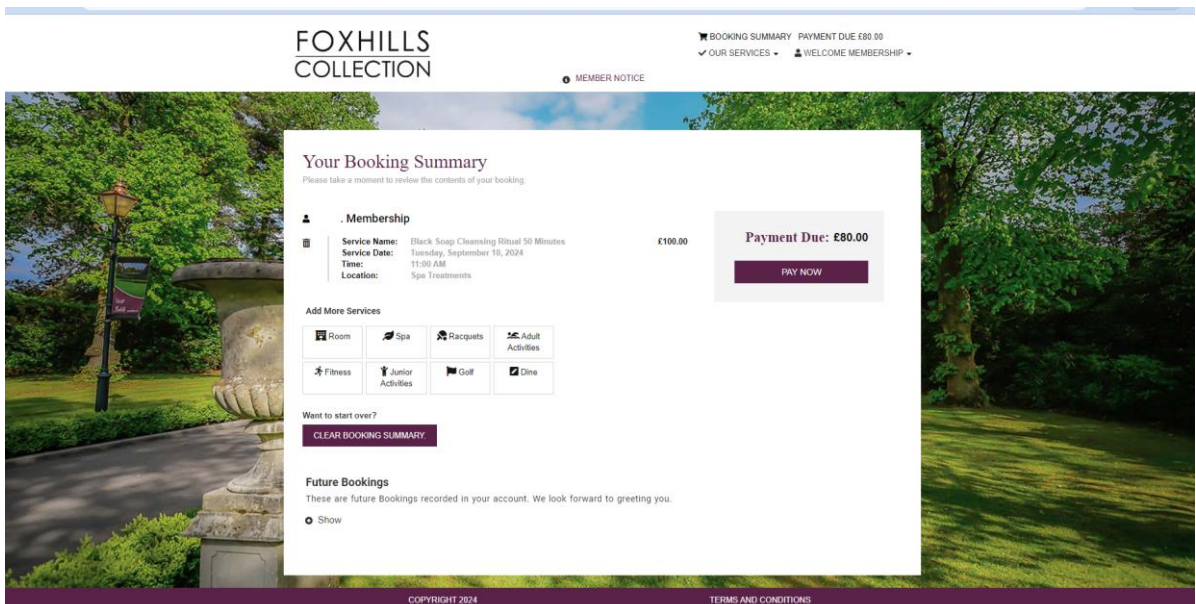
Email: [relax@foxhills.co.uk](mailto:relax@foxhills.co.uk)

Opening hours: Mon-Fri 6:30am-10pm (Gym and spa facilities close at 9.30pm), Saturday: 7am-8pm (Gym and spa facilities close at 7.30pm), Sundays & Bank Holidays: 8am-8pm (Gym and spa facilities close at 7.30pm)

Select treatment, date and time – your members' booking portal will check availability and allow you to complete reservations.



The 20% member discount is applied on check out. Example below difference. If a discount is not being applied at this point, please contact the membership team.



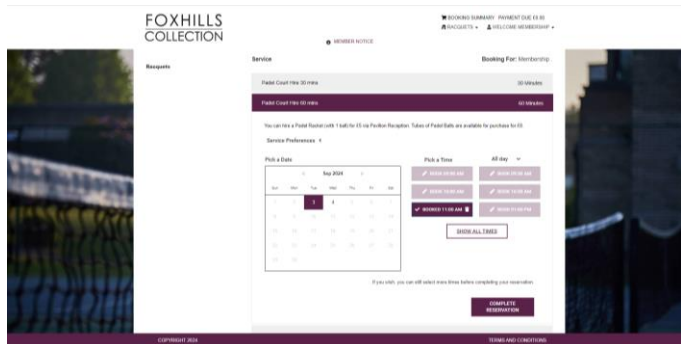
**Exclusive Member Weekly Offers:** Keep an eye on the club newsletter we send to members every Friday afternoon for specials available – this may end up in your junk/spam folder, so please double check.



## Racquets: Booking a tennis, padel or pickleball court

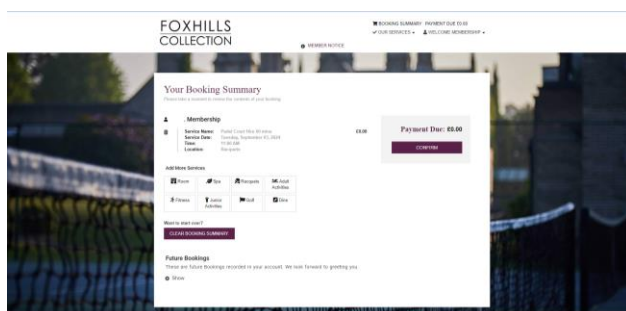
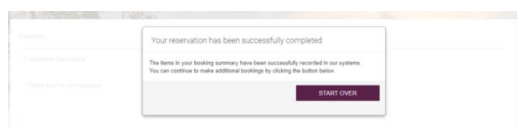
Booking window opens from 8am two days in advance.  
Bookings can be made for 60, 90 or 120 mins (weekday only)

Facility opening hours: Mon-Fri 6.45am-9pm, Sat-Sun 7am-9pm  
Padel and Pickleball: 9am-9pm midweek, 9am-8.30pm weekends

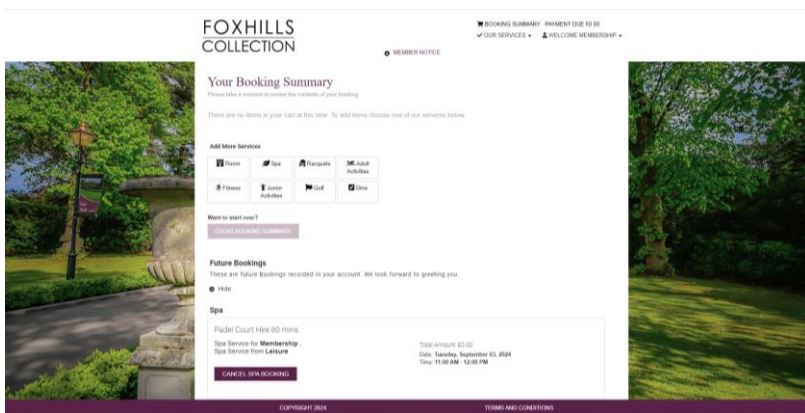


Select court type, length of booking, preferred date and time. If available complete reservation.

To make the booking select 'CONFIRM' under payment due. This step must be taken. 'Start Over'.



Once your booking is confirmed, it will show in your **Booking Summary** and you will receive a confirmation email, with the 'court number'



Once your court is booked, email: [pavilion@foxhills.co.uk](mailto:pavilion@foxhills.co.uk) ahead of your visit to reserve hire equipment:

You can hire a padel racket (with 1 ball) for £5 via Pavilion reception. Tubes of padel balls are available for purchase for £8. Pickleball paddles are available also for hire via Pavilion reception. A pair of padel and balls is £5. Tennis rackets are available for hire for £5, and tubes of tennis balls are available for purchase for £10 via Pavilion reception.

### Members guest: Policy and Pricing

[www.foxhills.co.uk/members/member-guest-policy](http://www.foxhills.co.uk/members/member-guest-policy)

### Racquets

Email enquiries: [racquets@foxhills.co.uk](mailto:racquets@foxhills.co.uk)

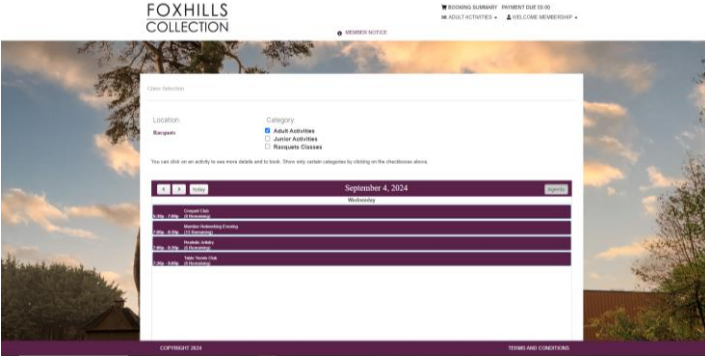
[www.foxhills.co.uk/discover/racquets](http://www.foxhills.co.uk/discover/racquets)

# Foxhills

## Adult Activities

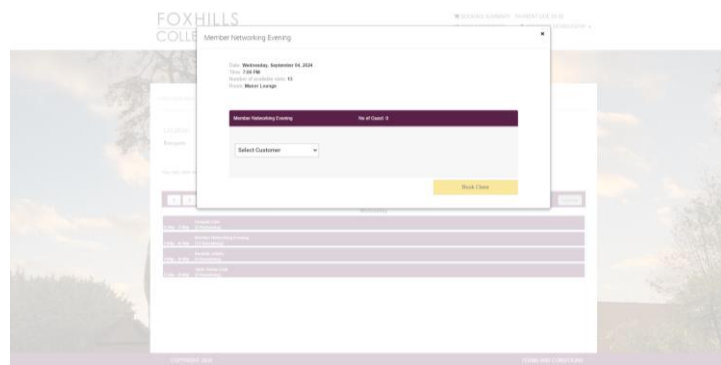
Current timetables are kept up to date on [www.foxhills.co.uk/timetables](http://www.foxhills.co.uk/timetables)  
 Booking portal opens from 8am two days in advance

If a class is fully booked, it will disappear from the member portal – add yourself to the waitlist by emailing [pavilion@foxhills.co.uk](mailto:pavilion@foxhills.co.uk)

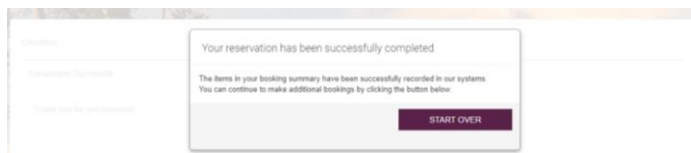
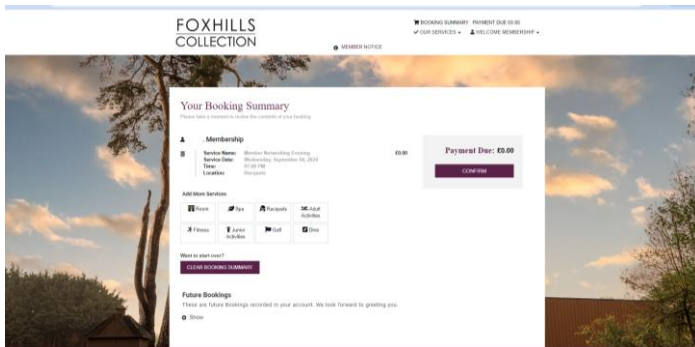


Check the category view is on 'Adult Activities'.  
 Select the activity you would like to book.  
 Move between days with arrow.

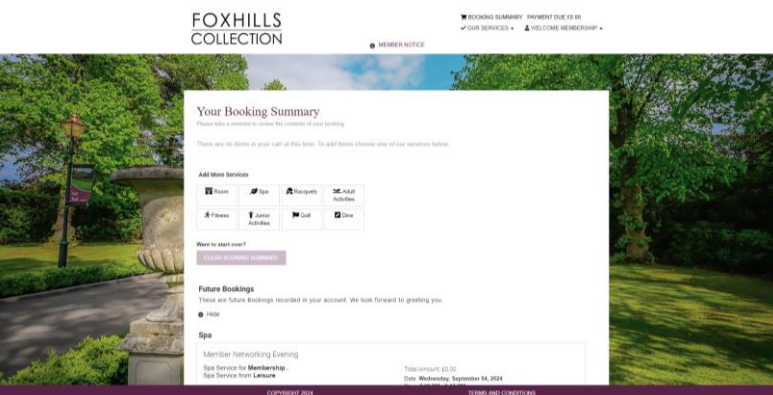
Select 'Customer'  
 Add Family or Group member to book associated members or guest in.  
 Select 'Book Class'.



To make the booking, select 'CONFIRM' under payment due. This step must be taken. 'Start Over'.



Once your booking is confirmed, it will show in your **Booking Summary** and you will receive a confirmation email.



Find out more - [www.foxhills.co.uk/discover/adult-activities](http://www.foxhills.co.uk/discover/adult-activities)

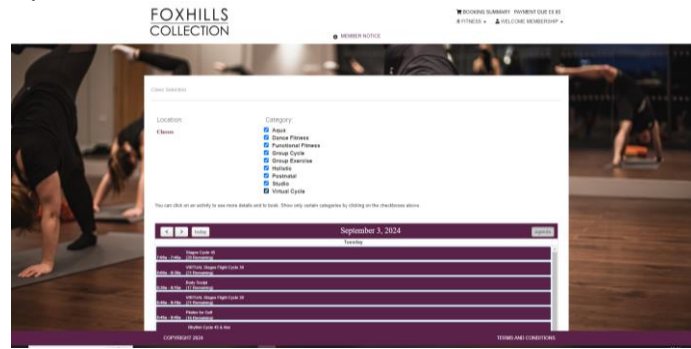
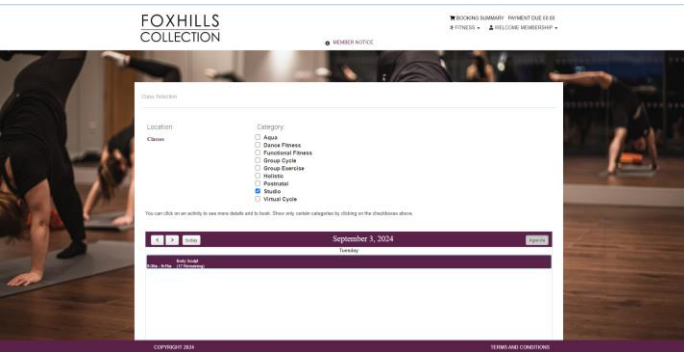
## Fitness Classes

Current timetables are kept up to date on [www.foxhills.co.uk/timetables](http://www.foxhills.co.uk/timetables)

Booking portal opens from 8am two days in advance

If a class is fully booked, it will disappear from the member portal – add yourself to the waitlist by emailing [pavilion@foxhills.co.uk](mailto:pavilion@foxhills.co.uk)

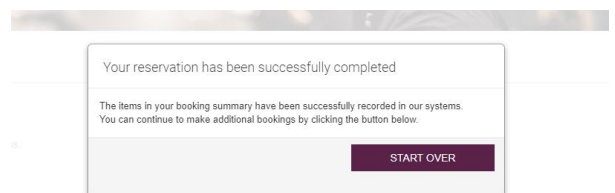
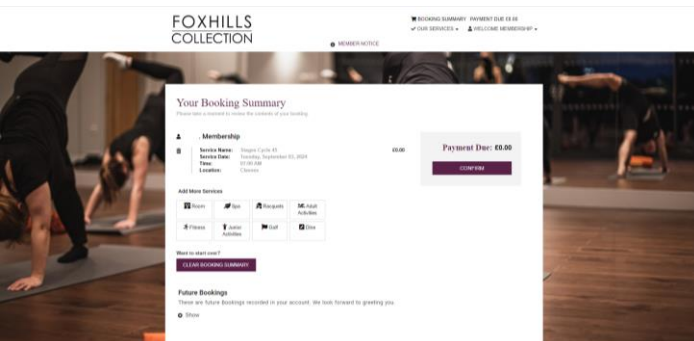
Check the category view is on. Select the class you would like to book.



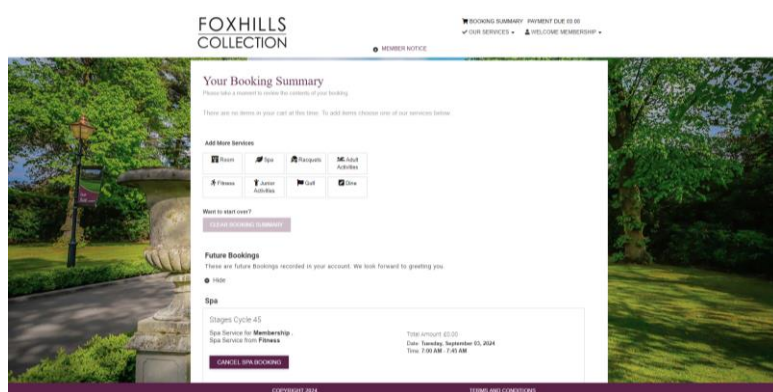
Select Customer  
Add Family or Group  
member to book associated  
members or guest in.  
Select 'Book Class'.



To make the booking select 'CONFIRM' under payment due. This step must be taken. 'Start Over'.



Once you booking is confirmed, it will show in your **Booking Summary** and you will receive a confirmation email.



FOXHILLS COLLECTION

Dear Membership

We are delighted to confirm your booking with us.

Your booking details

Type: Classes  
Date: Tuesday, September 3, 2024  
Starts: 07:00 AM  
Details: Stages Cycle 45  
The Ride  
Total: £ 0.00

We look forward to welcoming you.

*\*Golf at Foxhills and Farleigh – amend or cancel your tee time at no charge up to 24 hours in advance. No-shows or cancellations inside 24 hours will be charged at the full rate.*

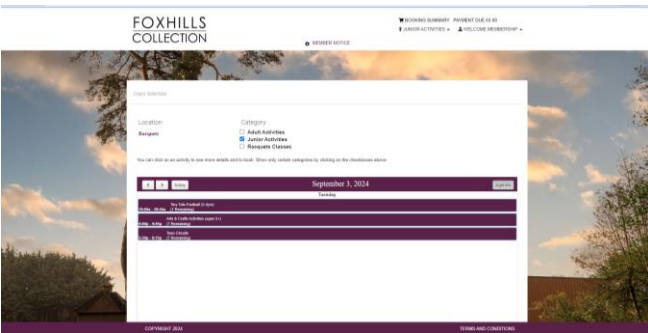


New Member Gym Induction: Email [fitness@foxhills.co.uk](mailto:fitness@foxhills.co.uk)

# Foxhills

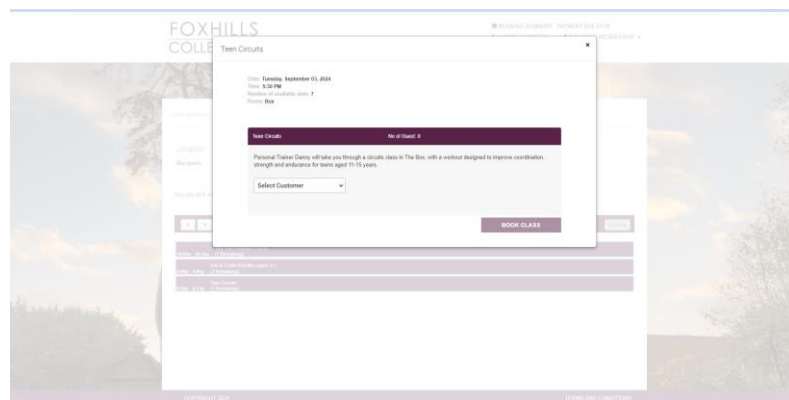
## Junior Activities

Current timetables are kept up to date on [www.foxhills.co.uk/timetables](http://www.foxhills.co.uk/timetables)  
 Booking portal opens from 8am two days in advance  
 If a class is fully booked, it will disappear from the member portal – add yourself to the waitlist by emailing [pavilion@foxhills.co.uk](mailto:pavilion@foxhills.co.uk)

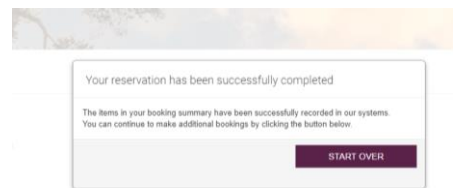
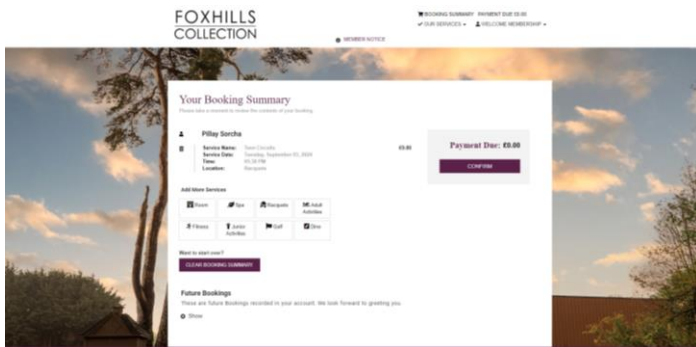


Check the category view is on.  
 Select the class you would like to book.

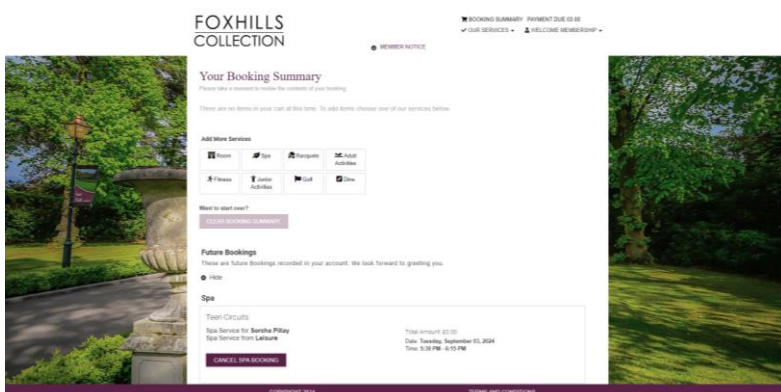
Select Customer.  
 Junior activities have age restrictions, please check booking the right activity for your family members.  
 “Doesn't meet the age requirement for this class/program - age restriction”



To make the booking select 'CONFIRM' under payment due. This step must be taken. Select 'Start Over'.



Once your booking is confirmed, it will show in your **Booking Summary** and you will receive a confirmation email.



Find out more - [www.foxhills.co.uk/discover/family](http://www.foxhills.co.uk/discover/family)

## Golf: Booking Tee Times

Booking window opens from 7am 15 days in advance.

If golf is not included in your membership, to reserve a tee time you will need to pay the total before checking out.

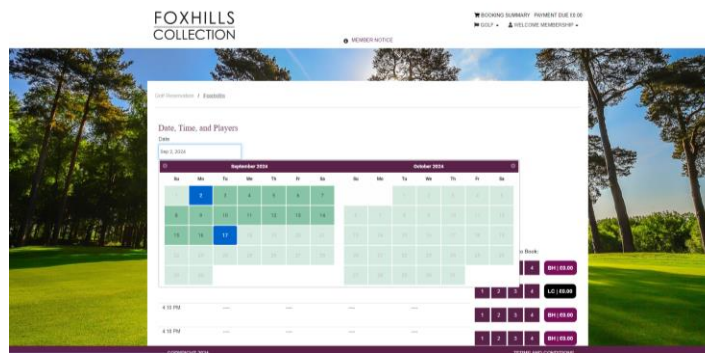
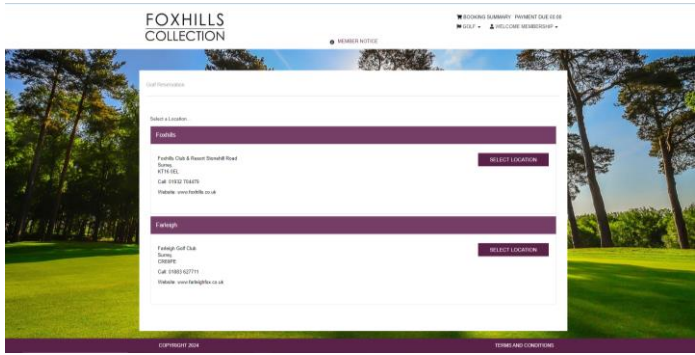
Green Fee: [www.foxhills.co.uk/golf/green-fees](http://www.foxhills.co.uk/golf/green-fees)

Equipment hire or amendments, please contact golf  
Telephone 01932 704465

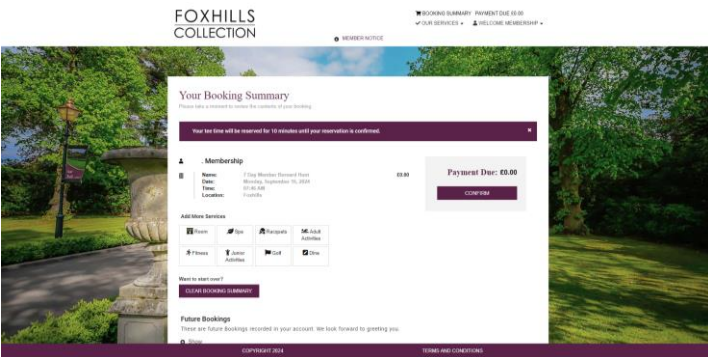
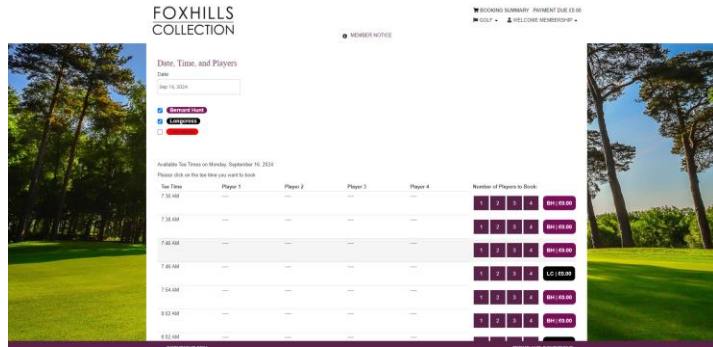
Email: [golfservices@foxhills.co.uk](mailto:golfservices@foxhills.co.uk)

Opening hours: Mon-Sun 7am-5pm

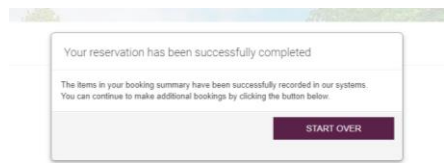
Select Location: Foxhills and your preferred date to play.



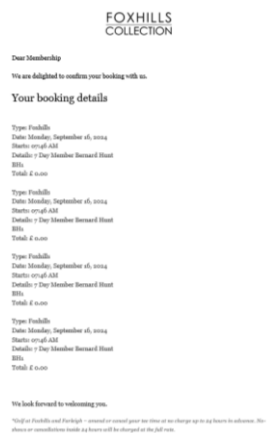
Select course you'd like to play and select tee time, number of players. Once you made the booking the tee time is yours to amend, name and player via golf shop.



'CONFIRM' under payment due and 'Start Over'



Once you booking is confirmed, it will show in your **Booking Summary** and you will receive a confirmation email.



Find out more - [www.foxhills.co.uk/golf](http://www.foxhills.co.uk/golf)

## Dine: Make a Reservation

Find out more - [www.foxhills.co.uk/dine](http://www.foxhills.co.uk/dine)

### Contact Reservation Team

Telephone 01932 872050

Email: [reservations@foxhills.co.uk](mailto:reservations@foxhills.co.uk)

Opening hours: Mon-Fri 8am-6:30pm, 9am-5:30pm on Saturday, closed on Sundays.



### The Fox dining rooms

Mon - Sun 18:00 - 21:00

Service Breakfast, afternoon tea & dinner



### The Manor Lounge

Mon - Sun 8:00 - Late

Service Afternoon tea, lunch and cocktail bar



### Nineteen

Mon - Sun 7:00 - 22:00 (kitchen closes at 20:30)

Service Breakfast, lunch and dinner



### Flo's

Mon - Sun 8:30 - 19:00

Service Breakfast and lunch

## Make a Booking

Members receive 15% off all food and drink across our resort. Please show your valid membership card at to the restaurant staff at the time of ordering for them to apply the discount to the table bill.

# Foxhills

## Cancellations

Once logged in, you can cancel upcoming bookings under 'Booking Summary' or 'Future Bookings'.

If you can no longer attend a session, please cancel your bookings. This opens the space up to another member who may not otherwise be able to join due to the popularity of many classes on our timetables and waiting lists in place.

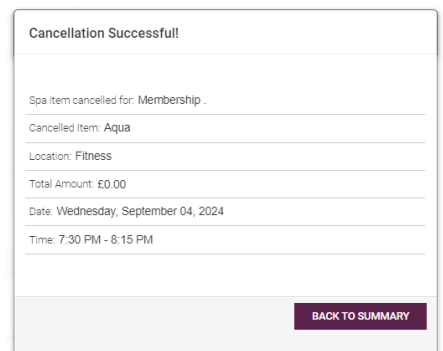
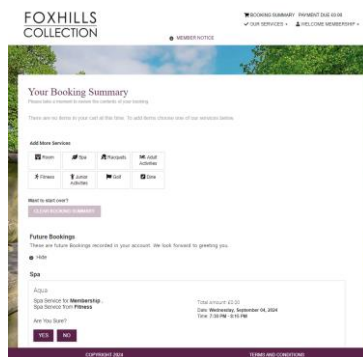
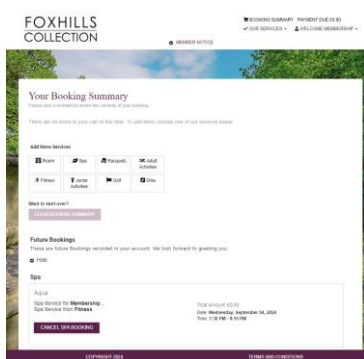
**Step one:** Log on <https://rsweb.foxhills.co.uk/#/profile>

**Step two:** Booking Summary or Future Bookings

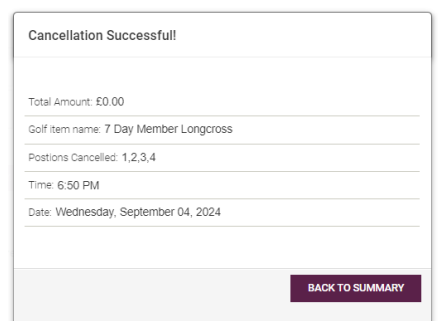
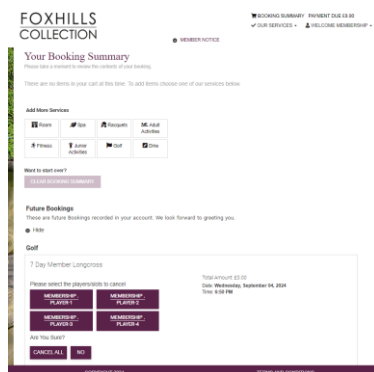
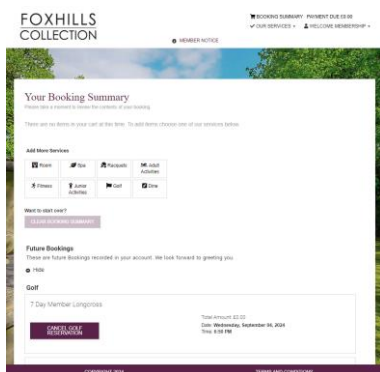
**Step three:** 'Cancel Spa/Golf Booking'

**Step four:** 'Are you sure' 'Yes'

**Step five:** 'Cancellation Successful'



Golf tee times: If looking to make amendments to the number of players or names, please contact golf team at [golfservices@foxhills.co.uk](mailto:golfservices@foxhills.co.uk)



Once your booking has been successfully cancelled you will no longer see it on your booking summary or under future bookings.

No-shows are recorded against membership. Please make sure you cancel all bookings.

## Contact us and help section

If you have any outstanding questions, please contact the Foxhills membership team

Telephone: 01932 704450

Email: [membership@foxhills.co.uk](mailto:membership@foxhills.co.uk)

Opening hours: Mon-Fri 9am-5pm, Sat 9am-1pm

When booking regularly with a mobile device, if you find a lag or pop-up to say 'Session Timed Out' we would recommend you try the steps below; this should refresh your portal view and allow any lags to be fixed.

- 1.Settings
- 2.Browser (either Safari or Chrome)
- 3.Clear History and Website Data

If you are logged in and under booking summary can only view *Room, Spa, Golf or Dine*, however, *your membership includes fitness and activities*, then the account details are not matching our member profile for you and you will need to contact [membership@foxhills.co.uk](mailto:membership@foxhills.co.uk) who will refresh and correct any errors.

If the WebServer is down, we will be working to fix it and will communicate updates with members as soon as we've had time to investigate and fix.

In the interim for urgent matters, please contact the department directly, details and facility/office opening hours can be viewed;

**[www.foxhills.co.uk/contact-us](http://www.foxhills.co.uk/contact-us)**