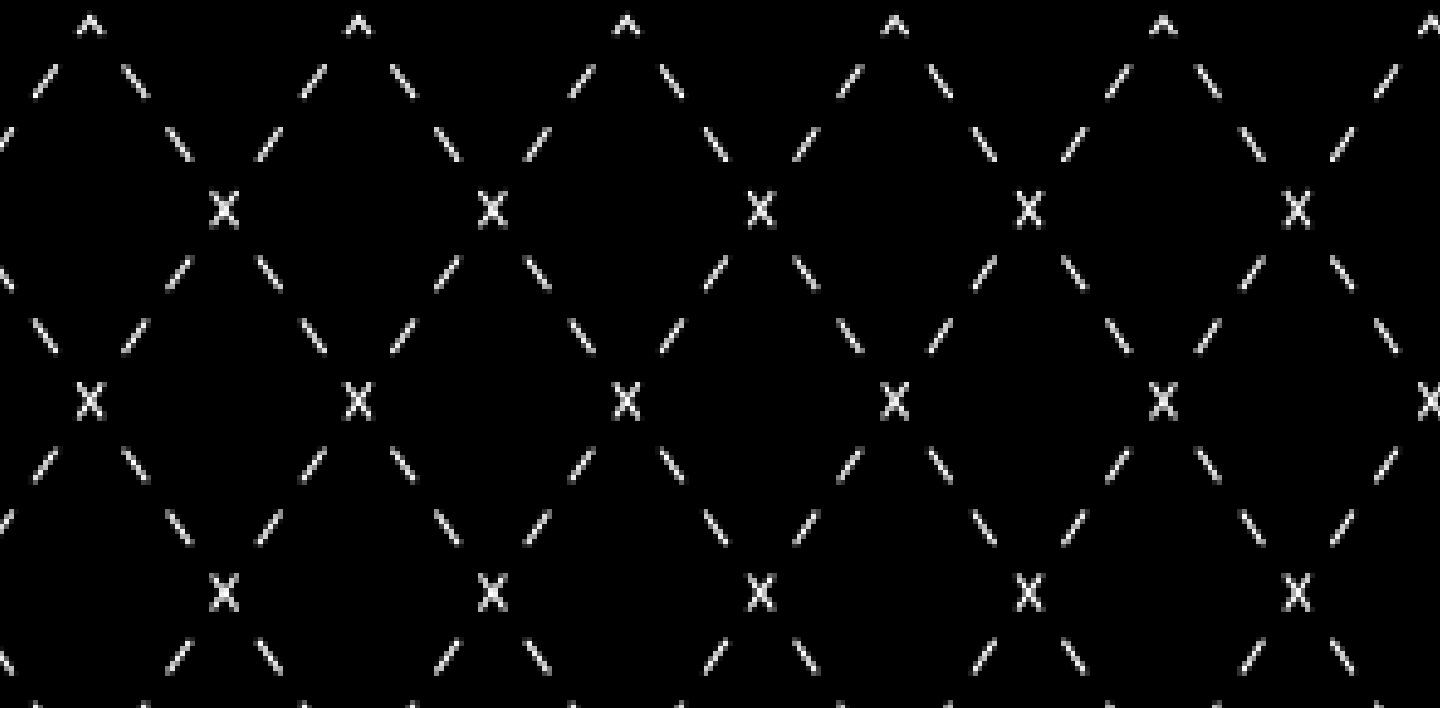


Online Booking

Step-by-step guide



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

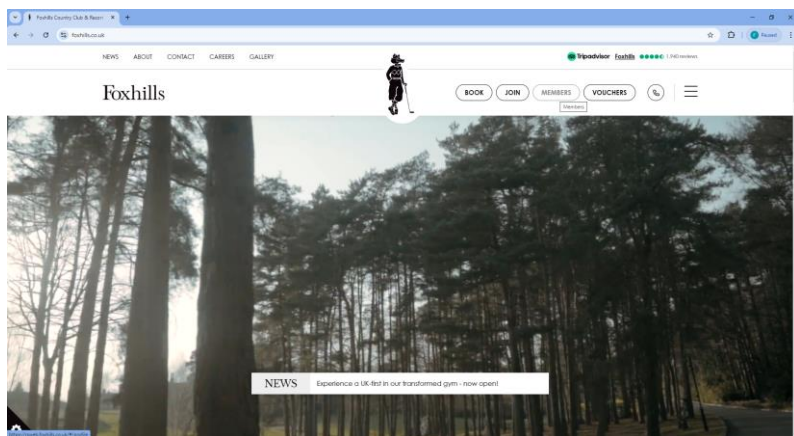
3. About the members portal
4. Where to find members information
5. New member log in
6. Navigating the members portal
7. Room: Hotel Stay Reservations
8. Spa: Booking Treatments
9. Racquets: Booking a tennis, padel or pickleball court
10. Adult Activities
11. Fitness Classes
12. Junior Activities
13.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

About the Members Portal

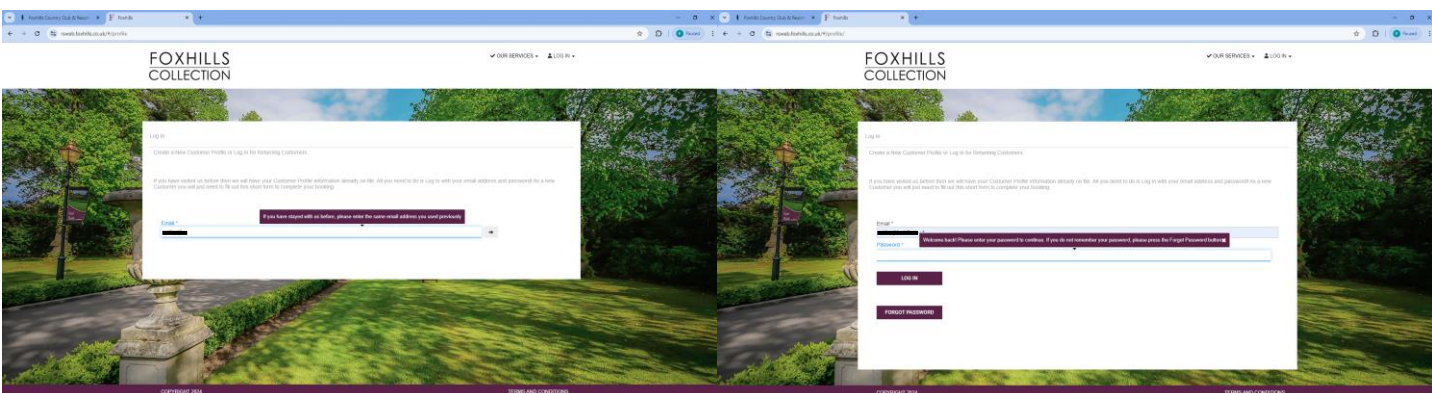
Log in as an active member to book fitness classes, adult activities, racquet clinics/mixers, junior activities, fitness classes, hotel stays, spa treatments and dinner reservations.

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



Click '**Members**', taking you to page rsweb.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

Personal Training Session

Email enquiries: fitness@foxhills.co.uk

www.foxhills.co.uk/members/personal-training-sessions

Golf Coaching

Email enquiries: golfservices@foxhills.co.uk

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

Farleigh Golf

Phone enquiries: 01883 627711

www.farleighfox.co.uk

Foxhills Swim School

Email enquiries: swimming@foxhills.co.uk

www.foxhills.co.uk/discover/swimming#foxhills-swim-school

Racquets

Email enquiries: racquets@foxhills.co.uk

www.foxhills.co.uk/discover/racquets

The Creche at Foxhills

Phone enquires: 01932 704464

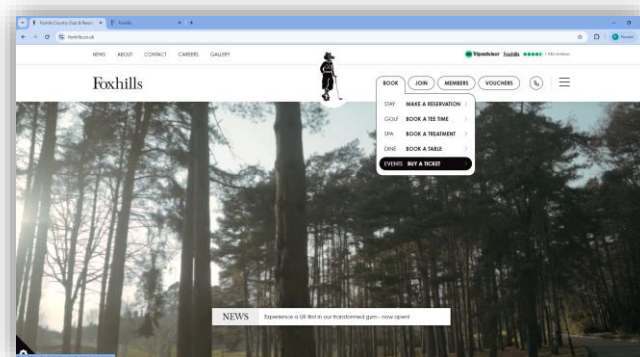
www.foxhills.co.uk/discover/family#creche

Member Social Calendar

Email enquiries: events@foxhills.co.uk

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

www.foxhills.co.uk/meetings-events

Kids' Birthday Parties

Email enquiries: 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'.

FOXHILLS COLLECTION

✓ OUR SERVICES • LOG IN

Login Successful!

You need to select a new password before you can proceed.

Create a New Customer Profile on Log in for Returning Customers.

If you have visited us before then we will have your Customer Profile information already on file. All you need to do is Log in with your email address and password! As a new Customer you will just need to fill out this short form to complete your booking.

Change Password

Cancel

Change

Email Address

Current Password

New Password

Confirm Password

Customer Name

Salutation *

Date of Birth (YYYY-MM-DD)

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TERMS AND CONDITIONS

Enter new password, confirm and change.

Ignore steps to update customer profile information.

FOXHILLS COLLECTION

BOOKING SUMMARY PAYMENT DUE £0.00

✓ OUR SERVICES • WELCOME MEMBERSHIP

Update Customer Profile

Your password has been updated.

Create a New Customer Profile on Log in for Returning Customers.

If you have visited us before then we will have your Customer Profile information already on file. All you need to do is Log in with your email address and password! As a new Customer you will just need to fill out this short form to complete your booking.

Login Successful!

Please take a moment to review the accuracy of your Customer Profile information below.

UPDATE CUSTOMER PROFILE INFORMATION

Customer Name

Salutation *

Email *

Date of Birth (YYYY-MM-DD)

1992-01-08

First Name *

Last Name *

Membership

Contact Information

Type *

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TERMS AND CONDITIONS

FOXHILLS COLLECTION

BOOKING SUMMARY PAYMENT DUE £0.00

✓ OUR SERVICES • WELCOME MEMBERSHIP

Update Customer Profile

Your password has been updated.

Create a New Customer Profile on Log in for Returning Customers.

If you have visited us before then we will have your Customer Profile information already on file. All you need to do is Log in with your email address and password! As a new Customer you will just need to fill out this short form to complete your booking.

Login Successful!

Please take a moment to review the accuracy of your Customer Profile information below.

UPDATE CUSTOMER PROFILE INFORMATION

Customer Name

Salutation *

Email *

Date of Birth (YYYY-MM-DD)

1992-01-08

First Name *

Last Name *

Membership

Contact Information

Type *

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TERMS AND CONDITIONS

Click 'update' to take to next step.

Successfully logged in as active member for first time.

FOXHILLS COLLECTION

BOOKING SUMMARY PAYMENT DUE £0.00

✓ OUR SERVICES • WELCOME MEMBERSHIP

Customer Profile

You are currently logged in.

User ID

Edit Profile

Change Password

Log Out

CUSTOMER PROFILE

Customer Name: Mrs. Membership

Mobile Phone

Booking Summary

Family Group Members

Add family members to your account.

Customer Name

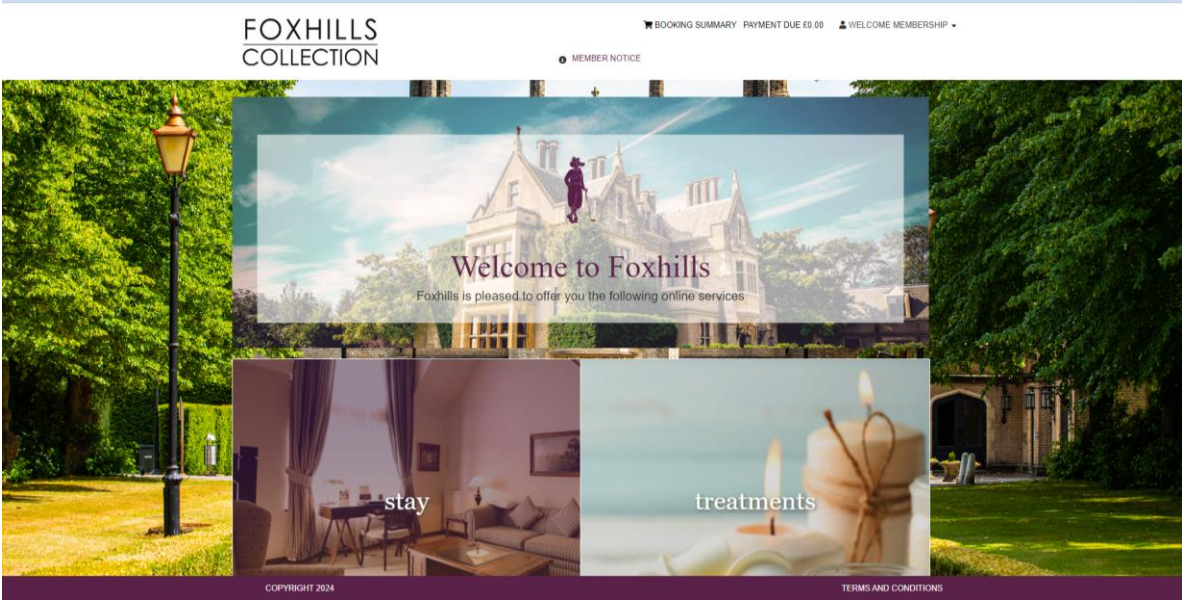
Add Group Member

Copyright 2024

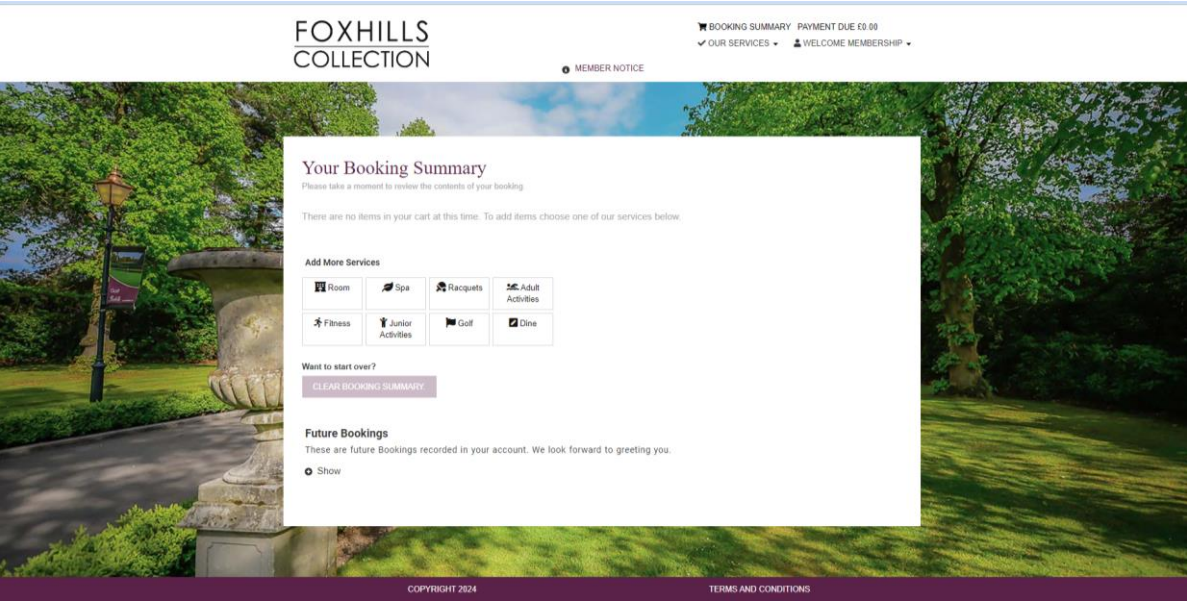
TERMS AND CONDITIONS

Foxhills

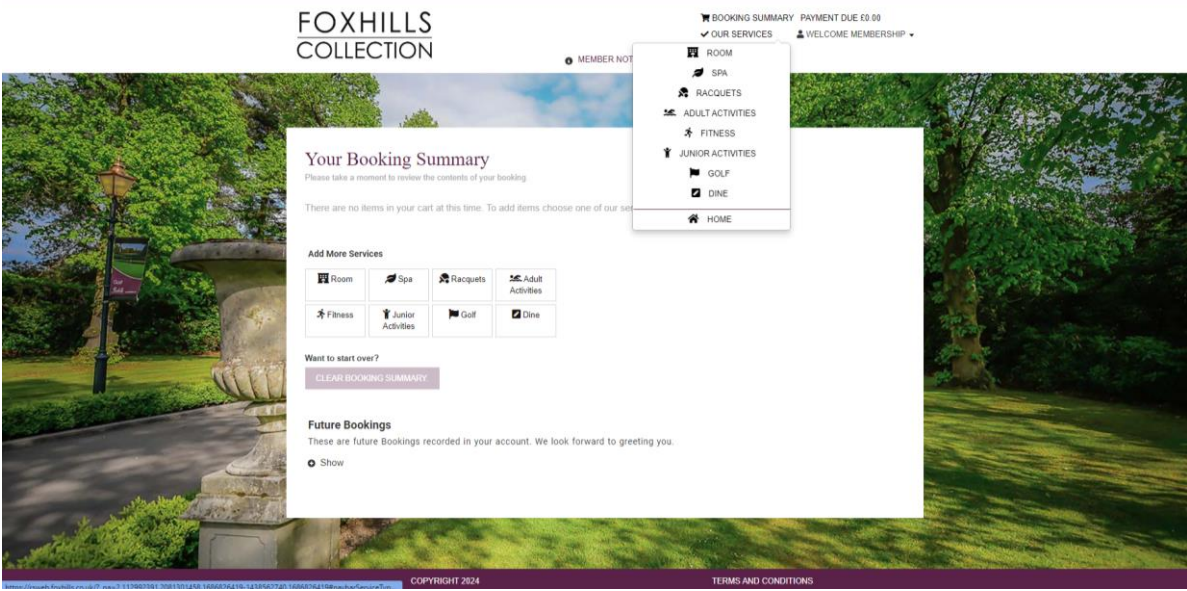
Navigating the members portal



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
Email: 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
1 £350	2 £350	3 £350	4 £350	5 £350	6 £350	7 £350			1 £350	2 £350	3 £350	4 N/A	5 £350
8 £350	9 £350	10 £350	11 £350	12 £350	13 £350	14 £350	6 £350	7 £350	8 £350	9 £350	10 £350	11 £350	12 £350
15 £350	16 £350	17 £350	18 £350	19 £350	20 £350	21 N/A	13 £350	14 £350	15 £350	16 £350	17 £350	18 £350	19 £350
22 £350	23 N/A	24 £350	25 £350	26 £350	27 £350	28 £350	20 £350	21 £350	22 £350	23 £350	24 £350	25 £350	26 £350
29 £350	30 £350						27 £350	28 £350	29 £350	30 £350	31 £350		

Selected Stay Dates

Low Availability

Date Unavailable

Minimum Length of Stay Applies

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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.

Spa: Booking Treatments

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

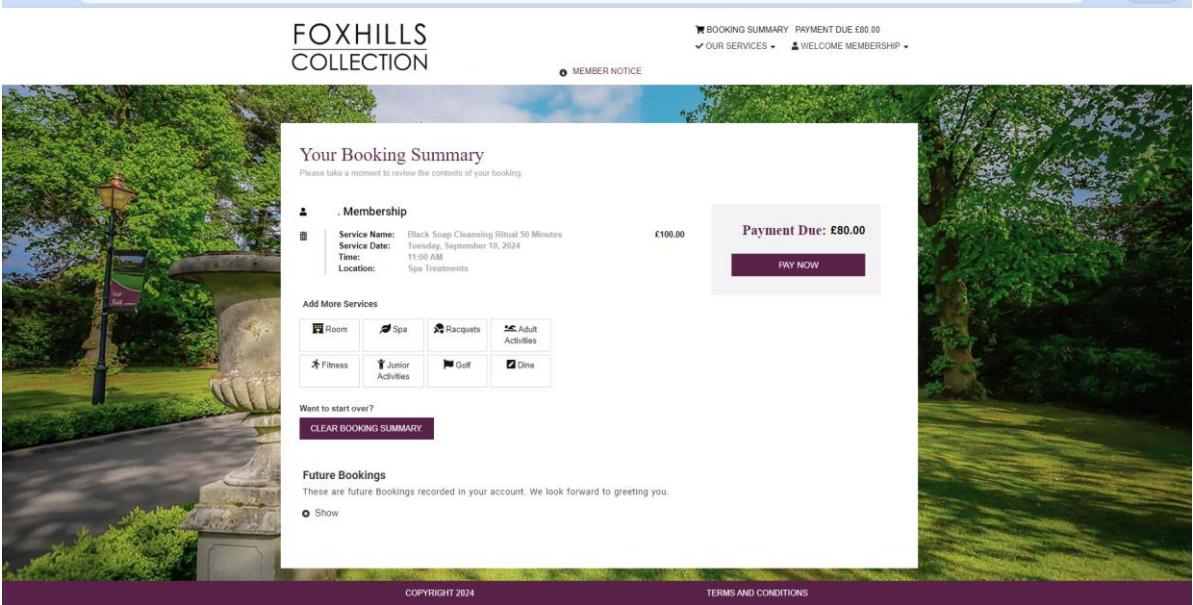
Telephone: 01932 704555
Email: relax@foxhills.co.uk

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.

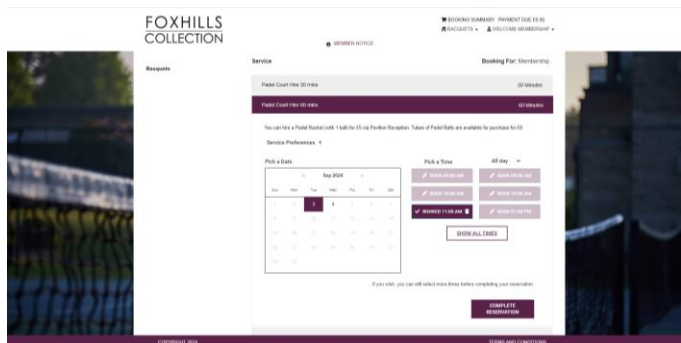


Exclusive Member Weekly Offers: Keep an eye on the club newsletter we send to members every Friday afternoon for specials available – this may end up in your junk/spam folder, so please double check.

Racquets: Booking a tennis, padel or pickleball court

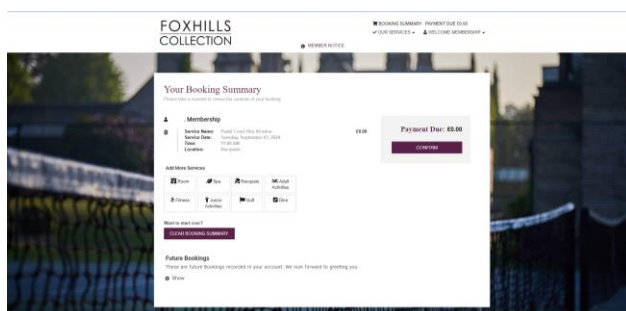
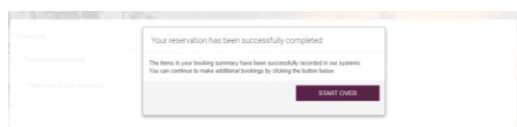
Booking window opens from 8am two days in advance.
Bookings can be made for 60, 90 or 120 mins (weekday only)

Facility opening hours: Mon-Fri 7am-9pm, Sat-Sun 7am-8.30pm
Padel and Pickleball: 8am-9pm midweek, 8am-8.30pm weekends

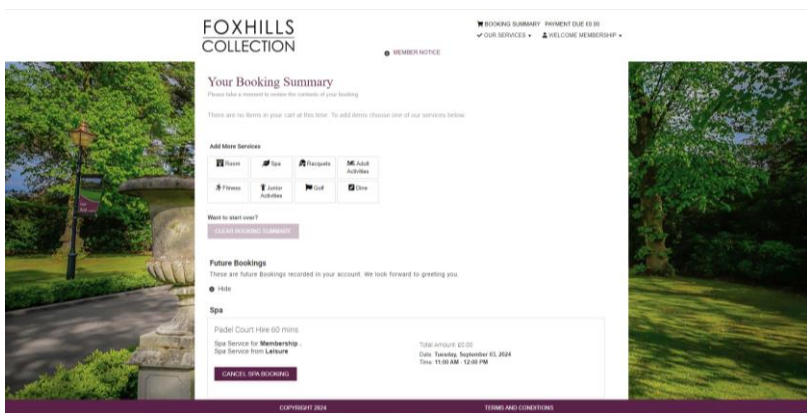


Select court type, length of booking, preferred date and time. If available complete reservation.

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 ahead of your visit to reserve hire equipment:

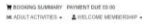
You can hire a padel racket (with 1 ball) for £5 via Pavilion reception. Tubes of padel balls are available for purchase for £8. Pickleball paddles are available also for hire via Pavilion reception. A pair of padel and balls is £5. Tennis rackets are available for hire for £5, and tubes of tennis balls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

Members guest: Policy and Pricing
www.foxhills.co.uk/members/member-guest-policy

Racquets
Email enquiries: racquets@foxhills.co.uk
www.foxhills.co.uk/discover/racquets

Booking portal opens from 8am two days in advance

yourself to the waitlist by emailing pavilion@foxhills.co.uk



Select 'Customer'

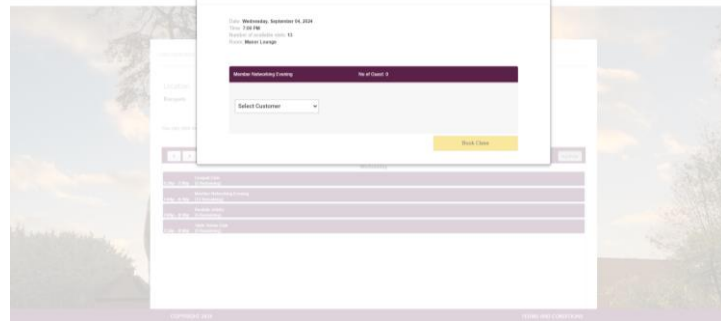
Add Family or Group member to book associated members or guest in.

Select 'Book Class'.

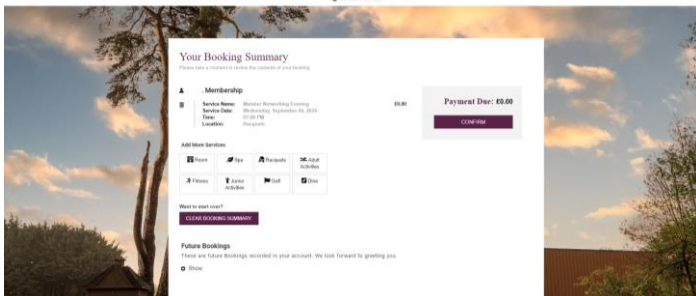
Check the category view is on 'Adult Activities'.

Select the activity you would like to book.

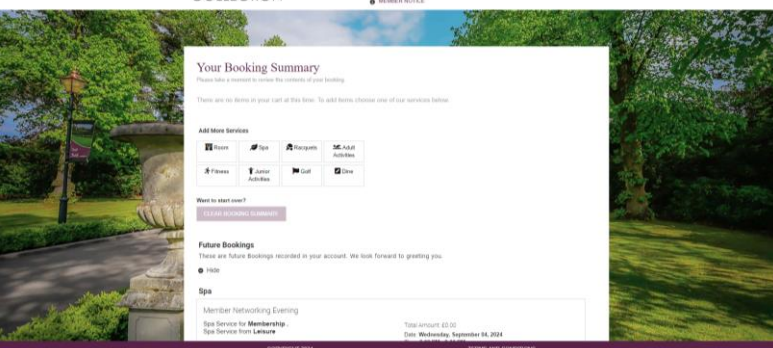
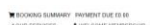
Move between days with
arrow.



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.



We are delighted to confirm your booking with us.

Your booking details

Type: Racquets
Date: Wednesday, September 4, 2024
Starts: 07:00 PM
Details: Member Networking Evening
Manor Lounge
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.*



Find out more - www.foxhills.co.uk/discover/adult-activities

Where You Belong

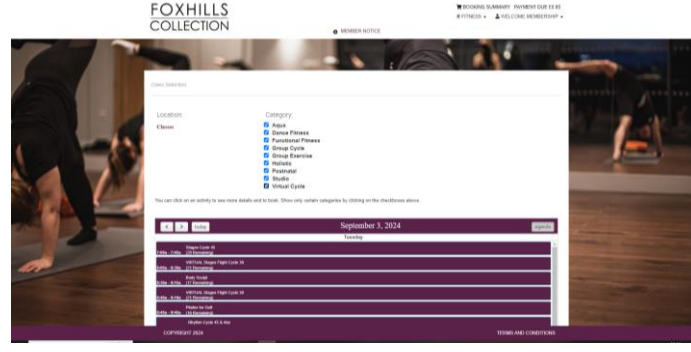
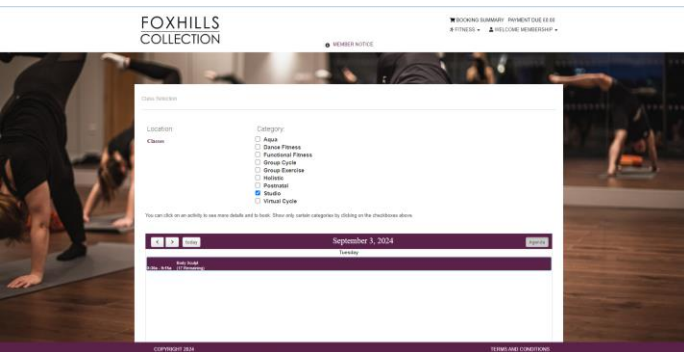
Foxhills

Foxhills

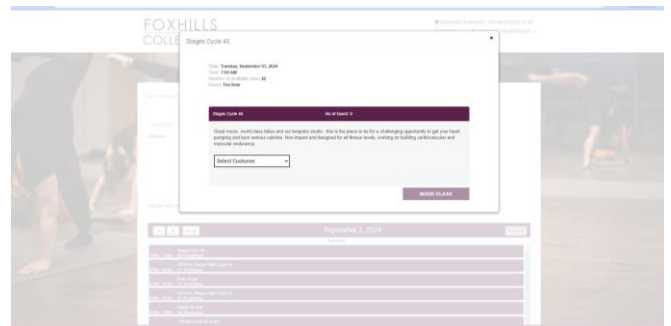
Fitness Classes

Current timetables are kept up to date on 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

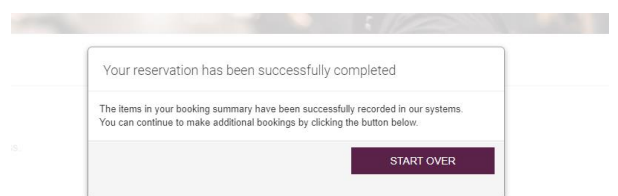
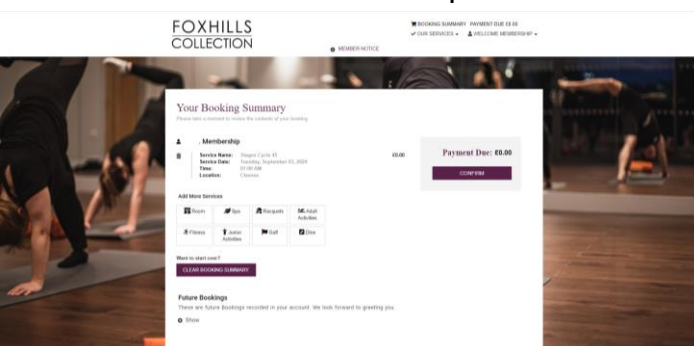
Check the category view is on. Select the class you would like to book.



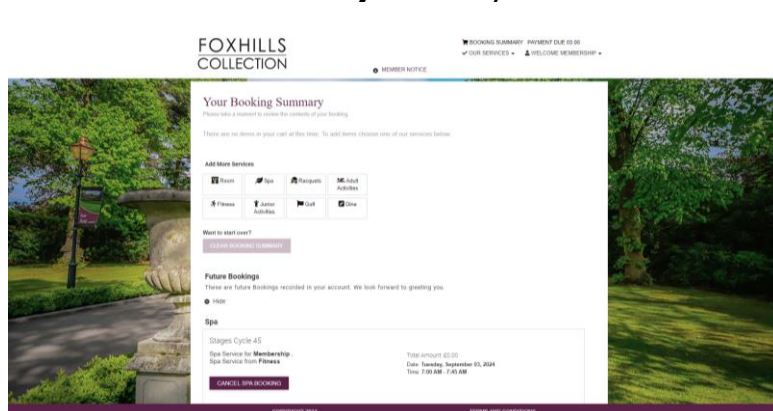
Select Customer
Add Family or Group
member to book associated
members or guest in.
Select 'Book Class'.



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

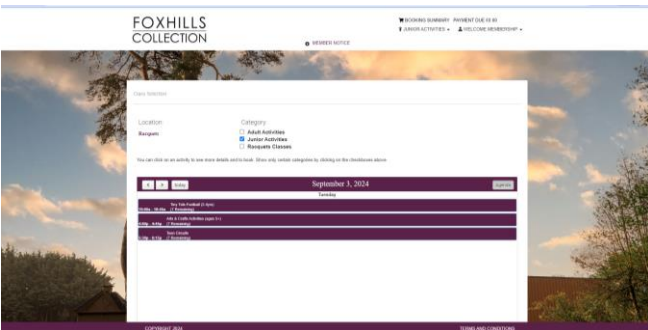
Where You Belong

Foxhills

Foxhills

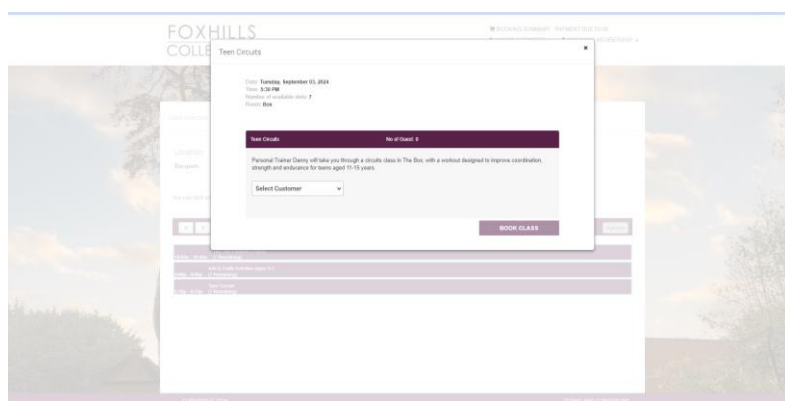
Junior Activities

Current timetables are kept up to date on 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

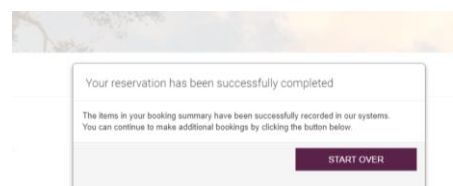
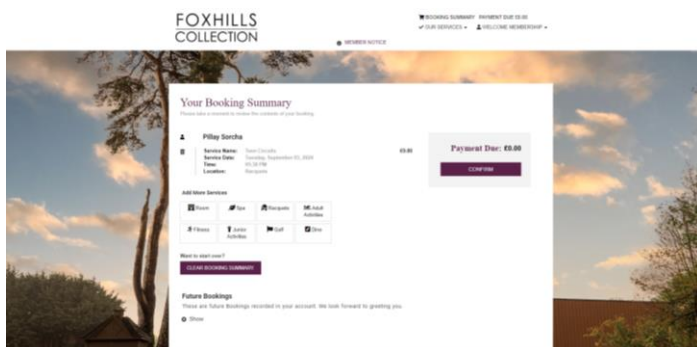


Check the category view is on.
Select the class you would like to book.

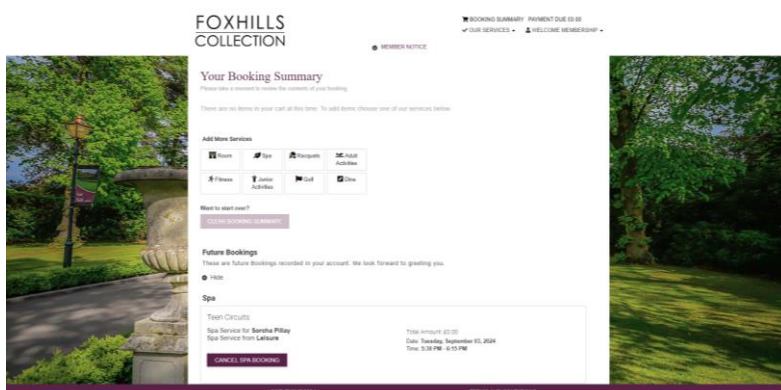
Select Customer.
Junior activities have age restrictions, please check booking the right activity for your family members.
“Doesn't meet the age requirement for this class/program - age restriction”



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



Once 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/discover/family

Where You Belong

Foxhills

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.

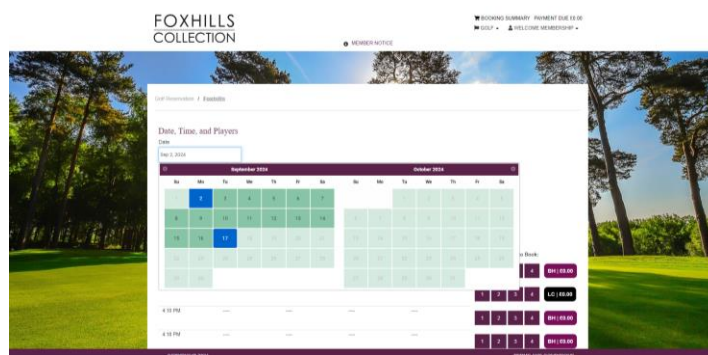
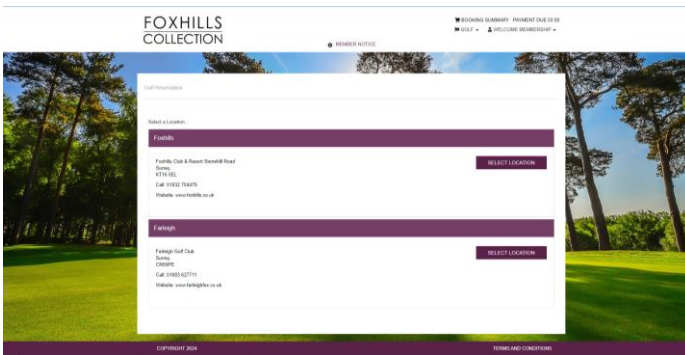
Green Fee: www.foxhills.co.uk/golf/green-fees

Equipment hire or amendments, please contact golf
Telephone 01932 704465

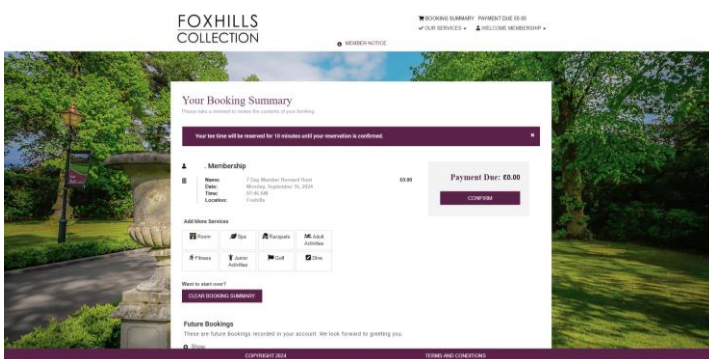
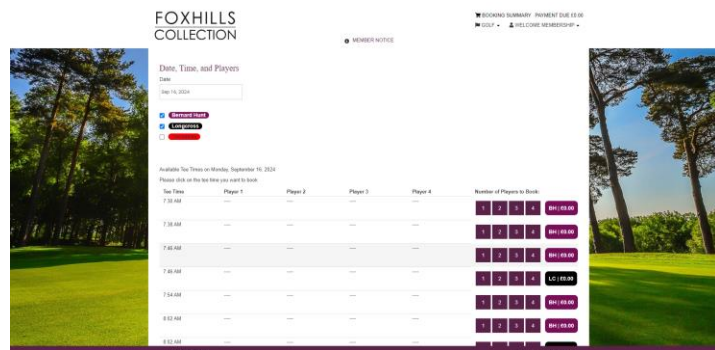
Email: golfservices@foxhills.co.uk

Opening hours: Mon-Sun 7am-7pm

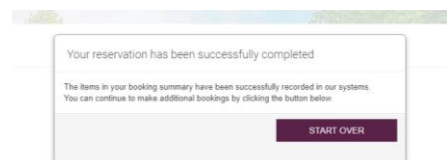
Select Location: Foxhills and your preferred date to play.



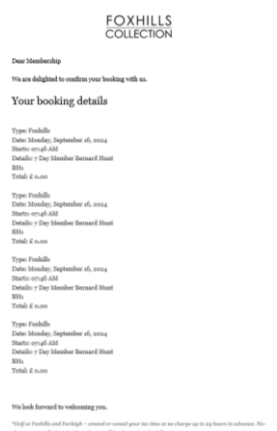
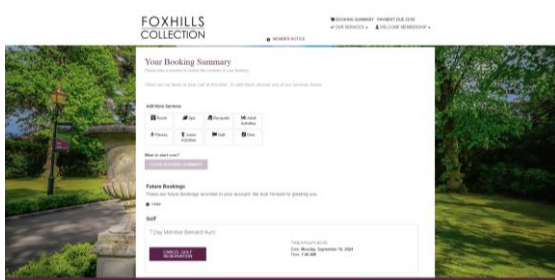
Select course you'd like to play and select tee time, number of players. Once you made the booking the tee time is yours to amend, name and player via golf shop.



'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

Dine: Make a Reservation

Find out more - www.foxhills.co.uk/dine

Contact Reservation Team

Telephone 01932 872050

Email: 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.

Cancellations

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.

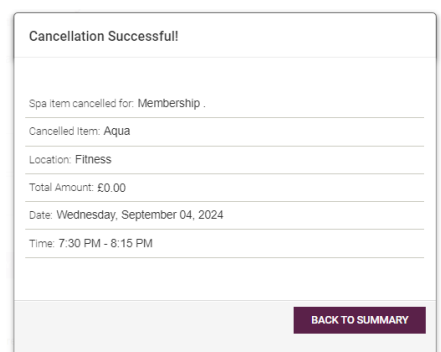
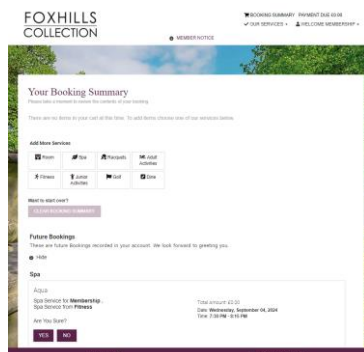
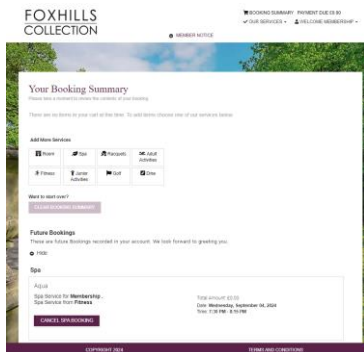
Step one: Log on <https://rsweb.foxhills.co.uk/#/profile>

Step two: Booking Summary or Future Bookings

Step three: 'Cancel Spa/Golf Booking'

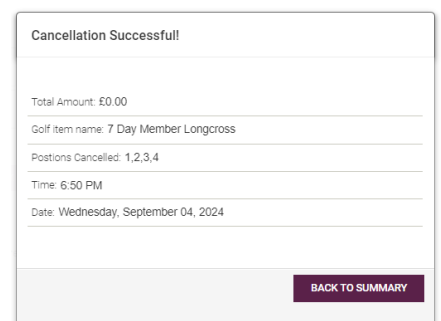
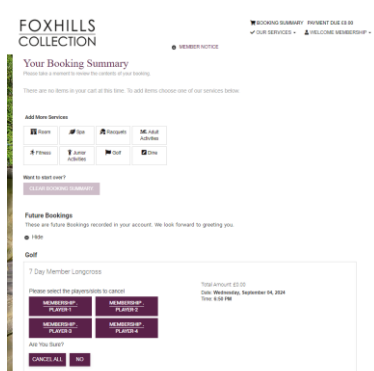
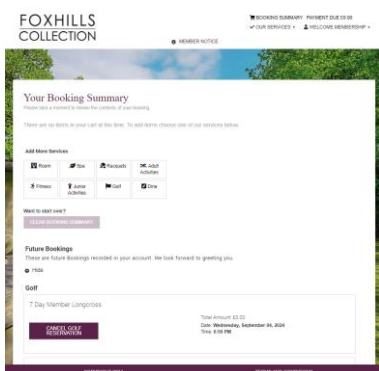
Step four: 'Are you sure' 'Yes'

Step five: 'Cancellation Successful'



You can cancel your classes through the online portal, provided it is at least 24 hours in advance. Alternatively, you may contact us via email at relax@foxhills.co.uk or pavilion@foxhills.co.uk for class bookings or golfservices@foxhills.co.uk for golf cancellations.

Golf tee times: If looking to make amendments to the number of players or names, please contact golf team at 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

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 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