



Magic & Mystics Community Basketball Club



November 2023


Dear All,

Firstly, I would like to thank you for your continued support of our Community programme. I know this first half term has been challenging with the introduction of a booking system which is a significant change to you all. We also appreciate that the system that has been in place has not been fit for purpose and has caused a lot of stresses both for you the customer and us the provider.

During the summer months we carried out an audit of our Community Programme which included looking at our ratios of coaches to children and to ensure we have relevant levels of staff in place and enough space on the floor to deliver a quality service we need a booking system. We don't want you travelling and being turned away at the door. We want to make this as simple and as fair as possible. We will therefore be changing to a new system the details are below. For those of you who still have credit in your account after the last bookings have been processed, we will arrange for a refund. You will need to email me at sam@manchestermagicandmystics.co.uk so I can send you the relevant paperwork.

New booking system

Each Monday the **link to book for that week's sessions will go live on our website**. You will pay via card. The system in place will be Team App (we have just used it for our camps and it has seemed to work well.) You will need to ensure you put the **athletes name in the note section** so that this information comes through on the register to speed up the signing in process on arrival. Unfortunately, you cannot cancel once booked on the system. If you cannot attend, please do drop us an email and we will attempt to resell the spot. This can only be done up to 12pm on the Friday. If we can't fill it, you would lose the fee.

As it's a new season we do need you to complete a new membership form to ensure we have the relevant information on your athlete if there was to be an emergency. Please ensure you do this as soon as possible as this information will also be used to communicate out to you. The link is below. Once this is done you will need to  ess detail on Team App.

<https://forms.gle/sxVcgE8ZHPo1nRXe8>

We have recently employed a new Community Basketball Development Officer – Adam Morris. You may have seen him around already on the floor on a Friday or in reception. Adams role includes looking at our Community provision and developing/changing things. Adam will therefore be talking to some of you over the coming weeks for some feedback and discussing plans for the future. If you wish to discuss anything with him, please email him at adam.morris@manchestermagicandmystics.co.uk

Finally, the current what's app groups will be changing to information only rather than people being able to comment. Important information can be missed. Any questions or concerns can be directed either to Adam (as above) or to info@manchestermagicandmystics.co.uk

Kind Regards

Sam Longley

Operations & Finance Manager