



An Ezee Guide to Playtomic

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What is Playtomic?

Playtomic is Europe's leading application for racket players. It makes it easy to:

1

Find

With Playtomic you have the possibility to create private matches with friends or make them public to find partners or search for active matches to join

&

2

Book

With the player levelling system you always play knowing your level and the level of your opponents, enjoying competitive matches that will help you improve faster



How to Download or Access Playtomic?

Select [‘Here’](#)
if you have an iPhone



Select [‘Here’](#)
if you have an Android Phone




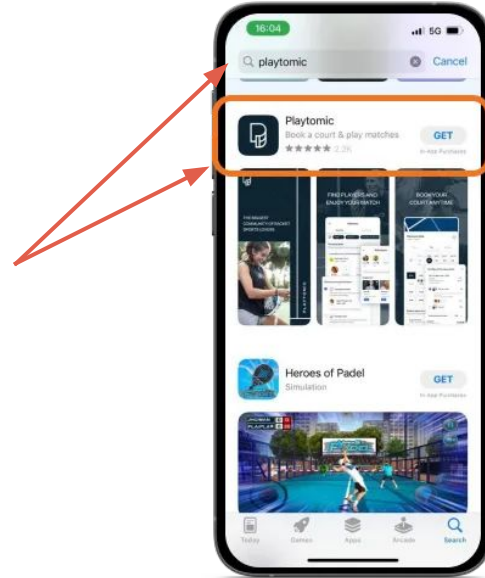
Select [‘Here’](#)
if you are on a computer



How to Download?


Downloading for iPhones

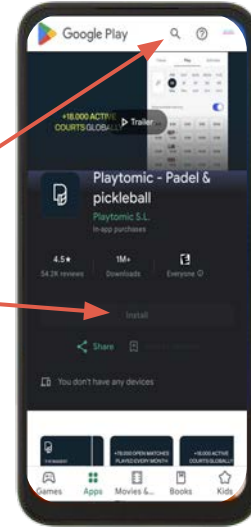
1. Go to the App Store 
2. Select Search and enter 'Playtomic'
3. Select 'Get' or 'Download'



How to Download?

Downloading for Android Phones

1. Go to the Play Store 
2. Select Search and enter 'Playtomic'
3. Select 'Install'



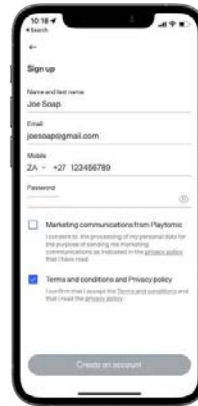
How to Register?

Step 1



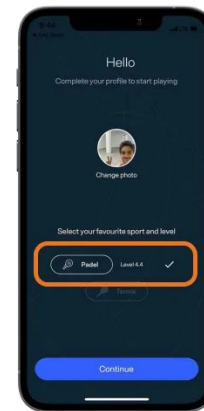
Once the app is installed, open it and select the blue "Register" button.

Step 2



Fill in all the required details in the registration form. Tick the required boxes, agree to the terms and conditions, and select "Create an account".

Step 3

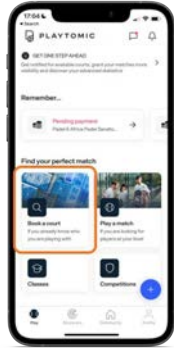


Select your level, complete & verify your profile and you are ready to play!



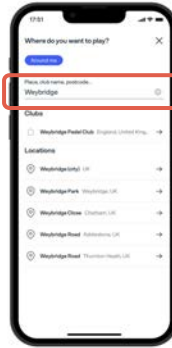
Selecting Weybridge as your court

Step 1



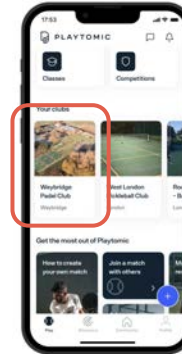
Once you have registered and verified your account, open the Playtomic app and tap on "Book a court" from the homepage.

Step 2



Search for the club where you would like to book at.

Step 3



Select the club from "Your Clubs" on the homepage if you have already added it to your account.



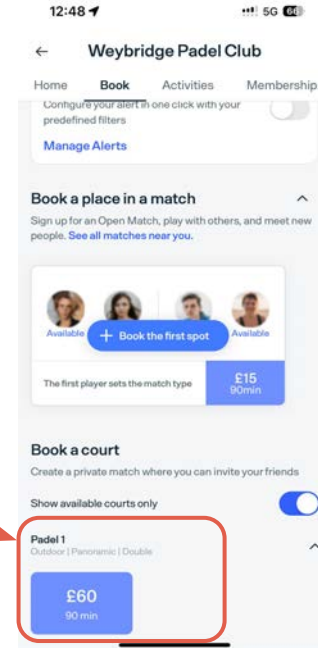
Private Games - Playing with Friends

1

Private Games

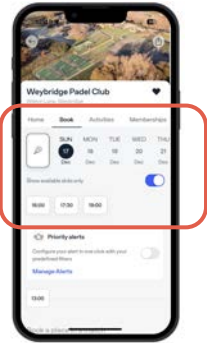
Found under 'Book a Court'

- You are the "owner" of the booking and can change its details e.g. making it a friendly or competitive game
- You are responsible for your reservation
- You can pay the full cost of the court or use the split payment method
- No one else can join (unless invited)
- If someone does join and no longer wants to play, as the owner you can remove them
- The reservation is subject to the Club's cancellation policy



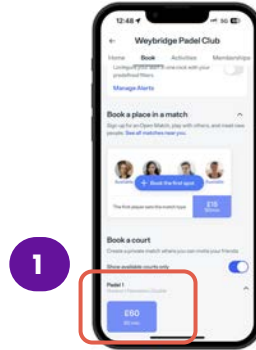
Booking a Private Game

Step 1



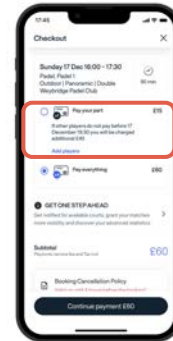
Select "Book" and choose a date and time that works for you.

Step 2



Scroll down & select the court you want to book and the preferred duration for your reservation. Selecting **1** is a private **game**.

Step 3



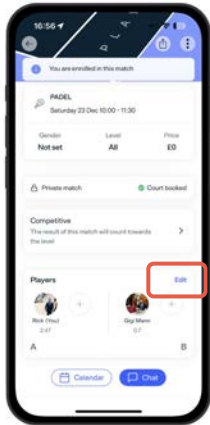
Choose your payment method by tapping on "Pay your part" or "Pay everything." Then, follow the prompts to complete your booking by selecting "Continue Payment".

If you are an annual member (12+ months) the payment will be £0. If you are a PAYS member, the cost will be proportioned unless you select 'Pay everything' in which case you incur 100% of the cost.



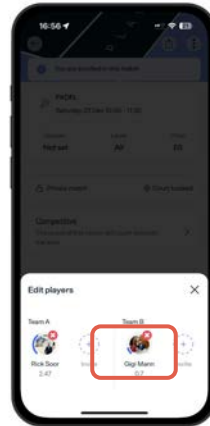
Removing a player from a Private Game

Step 1



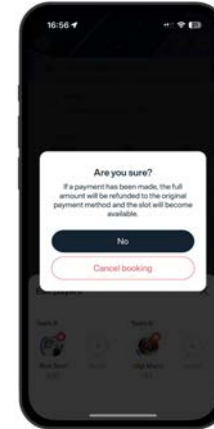
If you are the owner you can remove a player by selecting the game and selecting 'edit'

Step 2



A popup similar to the above will appear. Select the cross above the persons name

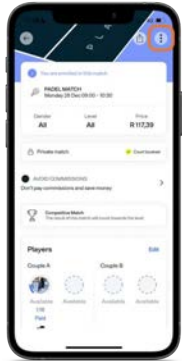
Step 3



Select 'Cancel booking' and confirm. Note - this only removes the individual not the booking itself

Cancelling a Private Game

Step 1



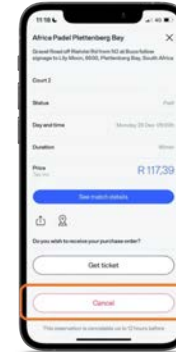
On the match's page, tap on the three dots icon at the top right corner of the screen.

Step 2



Select "See booking or cancel" at the top of the options pop-up.

Step 3



Finally, tap on "Cancel" at the bottom of the page to confirm your cancellation.
As the owner, if you cancel, the booking will be cancelled. If the booking is within 4 hours of the game you will still be charged.



If you cannot play your match due to very bad weather for example, the club (at its own discretion) will refund your fees.

If you are an Added player, you can still leave <4 hours from the start of play but the Lead booker will not be able to. So please be careful on exiting the match without letting the lead booker know. Your empty slot, if not filled, will result in the lead booker being charged £15 as Playtomic will assume the game was played.

As a lead booker, If this is the case, please contact the club for more details



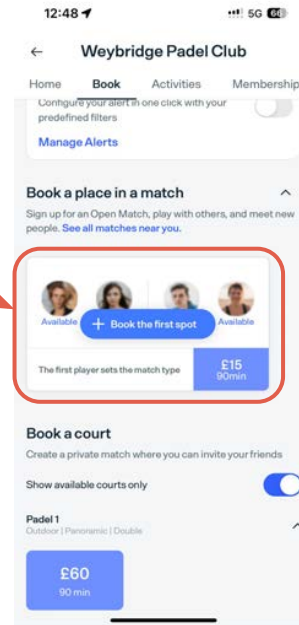
Open Games - Playing with people from Playtomic

2

Open Games

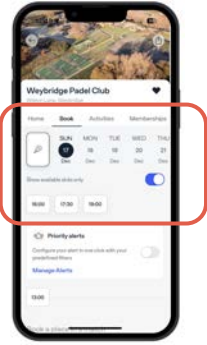
Found under 'Book a place in a match'

- Pay only your spot in the match
- Once selected the game type cannot be changed
- Use it to challenge/meet new players
- You are not responsible for the reservation
- The match is PUBLIC
- If all four players are not enrolled, the system automatically cancels and refunds the players
- If someone books a private game at the same time and you do not have four players- your game will be cancelled



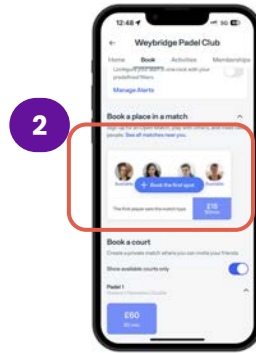
Booking an Open Game

Step 1



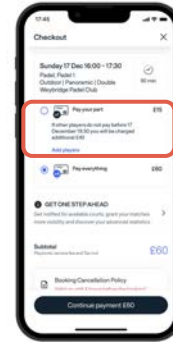
Select "Book" and choose a date and time that works for you.

Step 2



Scroll down & select the court you want to book and the preferred duration for your reservation. Selecting **2** is an **open game**.

Step 3



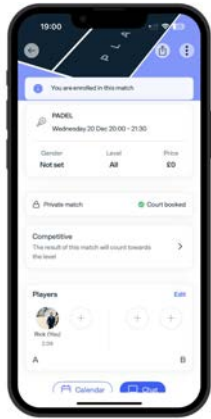
Choose your payment method by tapping on "Pay your part" or "Pay everything." Then, follow the prompts to complete your booking by selecting "Continue Payment".

If you are an annual member (12+ months) the payment will be £0. If you are a PAYS member, the cost will be proportioned unless you select 'Pay everything' in which case you incur 100% of the cost.



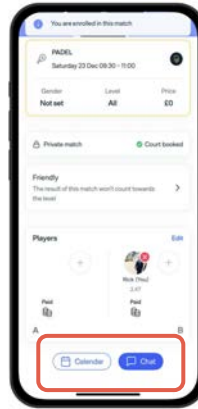
Removing a player from an Open Game

Step 1



Select the Match which you would like to discuss

Step 2



Scroll down the page to below the players and select 'Chat'

Step 3

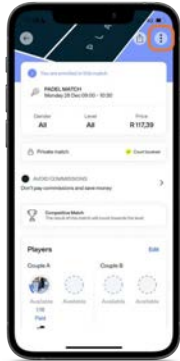


This will open up a new window where you can ask participants to remove themselves

Unfortunately removing players from an open game is a manual process so please watch out when booking open games. If the player does not remove themselves, please call the club where this can be done although this is not advised.

Cancelling an Open Game

Step 1



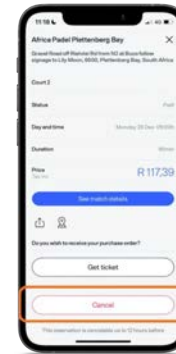
On the match's page, tap on the three dots icon at the top right corner of the screen.

Step 2



Select "See booking or cancel" at the top of the options pop-up.

Step 3



If you cannot play your match due to very bad weather, the club (at its own discretion) will refund your fees.

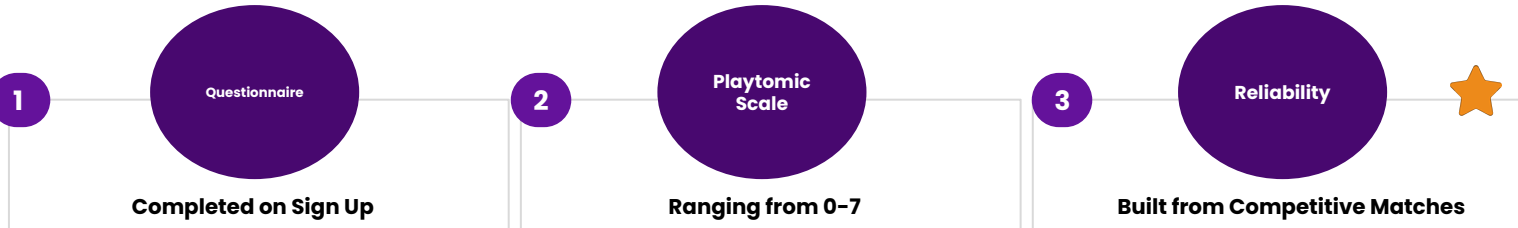
Finally, tap on "Cancel" at the bottom of the page to confirm your cancellation. As there is no 'owner', if you cancel, only your slot is removed, the booking still exists for the other players.

If the booking is within 4 hours of the game you will still be charged.



Playtomic Ratings

Ratings in Playtomic are made up of 3 things:



Once you have created a profile in Playtomic, you will answer a questionnaire that will determine your base level

- 0 - Initiation
- 1 - Initiation + 6 months playing time
- 2 - Initiation Intermediate
- 3 - Intermediate
- 4 - Intermediate High
- 5 - Intermediate Advanced
- 6 - Advanced
- 7 - Professional player

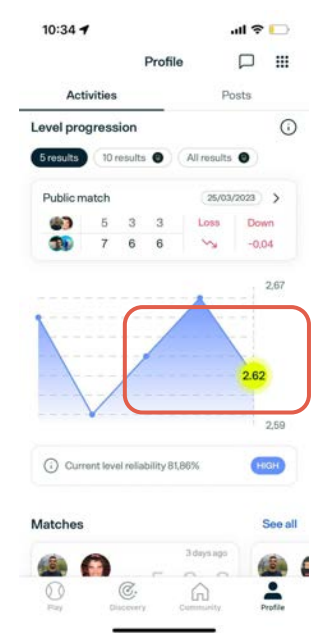
This is the most important factor to understand the changes in the Playtomic level.

The reliability of the level will increase thanks to the match results but it will only be changed in competitive matches.

The level can suffer ups and downs depending on the results uploaded, but this mostly depends on your reliability:

Lower reliability = more changes. Higher reliability = less changes

After uploading the result of a competitive match and depending on the levels plus the confidence of each player, the average level per team is taken into consideration and our algorithm calculates how much to add or extract to each players level.




Competitive and Friendly games


Friendly


Unscored

- All players can join (the level range doesn't matter!)
- The level of the players will NEVER be changed, even if the result is entered
- It is intended for players who want to play for fun without worrying about the result and the competitiveness of a match

Choose your type of match

 **Competitive Match**
The result of this match will count and will affect your level and rankings.

 **Match Range Level**
1.51 - 2.51
1.76
Players out of the level can request access

 **Friendly Match**
The result of this match will not count and will not change your level and rankings.

Confirm

Competitive

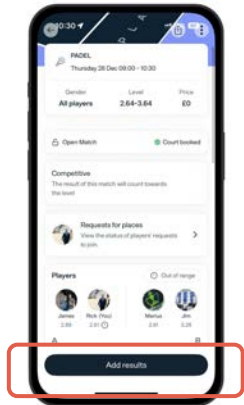
Scored

- Only players who are within the level requested inside the match can participate, but players who are out of range can request if they are accepted by all the players in that match
- The entry of results will ALWAYS change the level of each player/
- It is intended for players who want to test themselves and want to improve their Playtomic level

After your game

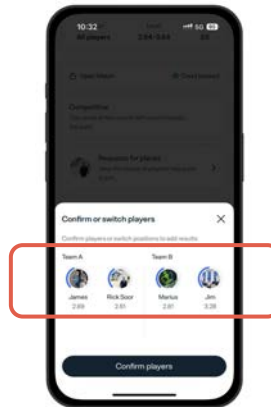
Whether or not you play a competitive or friendly game, playtomic will prompt you for your results

Step 1



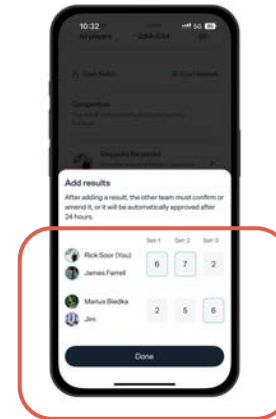
If you do not get a prompt, go to the same and select 'Add Results'

Step 2



You'll then be asked to confirm which sides individuals played on. If the app has this wrong, select one person's name and then another to swap them with

Step 3



Finally, you'll get the chance to enter results. **Playtomic requires a minimum of 2 sets for a result to be registered and count towards ratings.** Once entered, the opposing side will confirm the results.

TIP!

If you accidentally enter incorrect results you can contact playtomic with a screenshot of agreement from all players and the result will be changed



Finding your Community

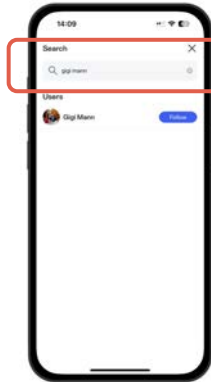
Playtomic joins players from all over the world. Once you start to meet people you can interact with them through the app.

Step 1



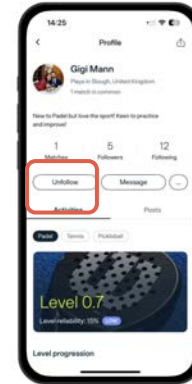
To look for players, select the Community Tab

Step 2



On this page, suggested players and contacts from your phone will appear but you can also search by someones name

Step 3

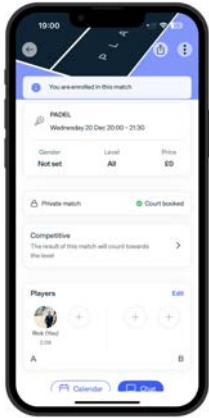


Select 'Follow'. From here you will get updates on their games and will also be able to message each other to arrange games



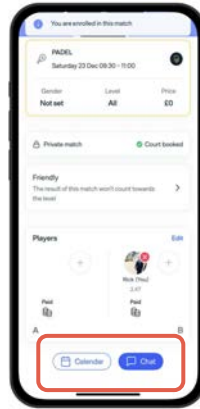
Talking to Players in your game

Step 1



Select the Match which you would like to discuss

Step 2



Scroll down the page to below the players and select 'Chat'

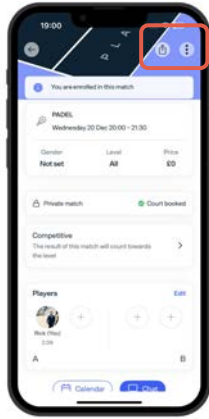
Step 3



This will open up a new window where you can discuss the game with your fellow participants

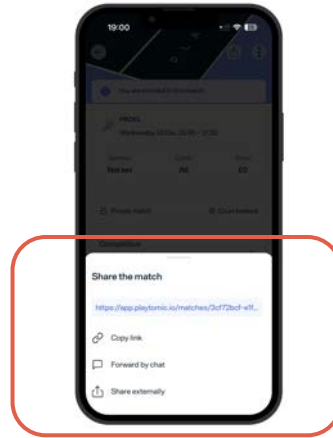
Invite your Friends

Step 1



Find your game from the home page and select the 2 dots in the top right hand corner

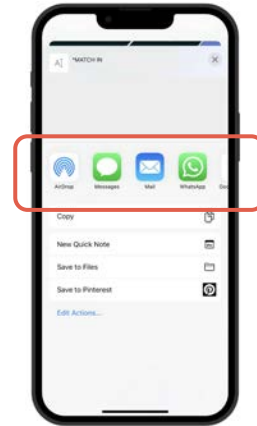
Step 2



There are 3 options to share your match:

1. Copy Link: This will give you a hyperlink
2. Forward by chat: This will share the game within Playtomic
3. Share externally: This will open another app for you to share the link

Step 3

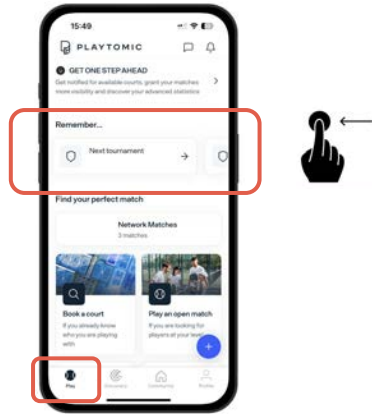


If you select to 'share externally' a pop up will appear and shows you a list of applications you can use e.g. whatsapp to send to your favourite contacts

How to view your games

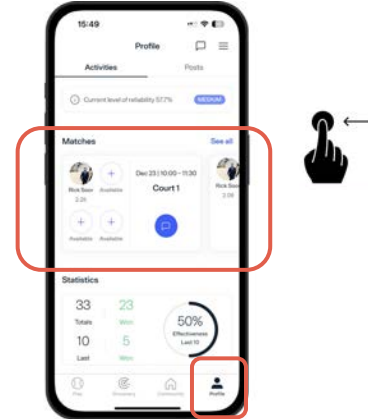
There are two ways in which you can view your games:

Step 1



On the app select 'Play' and your matches will appear at the top. Matches will appear in date order, as you scroll left, matches in the near future will be seen

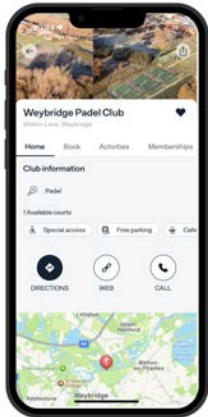
Step 2



On the app you can also select profile and your matches will appear below your rating as you scroll down. As you scroll left, older matches will be seen

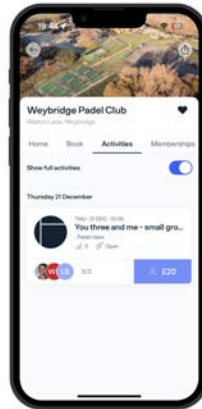
Activities

Step 1



Go to the Club Home page

Step 2



Choose "Activities" from the club's page.

Step 3



Select the Activity you would like to join and then select 'Join' to add yourself in

Unless advised otherwise, when booking activities, please do this from your payment card and not the club wallet



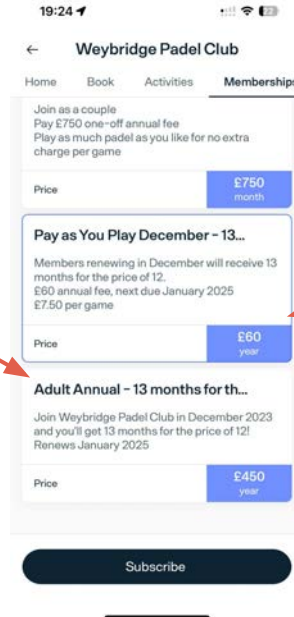
Memberships and Payment

1

Annual Members

For a one time fee, play as much as you like

- Booking into a game costs £0
- Guests are still charged at £15
- Cancellation charges do not apply



2

Pay as you play (PAYP)

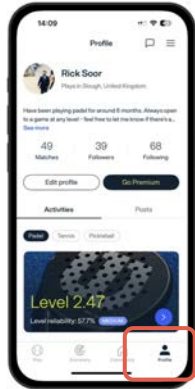
Join as a member and pay a small fee per game

- Booking into a game costs £7.50 per member
- Guests are still charged at £15
- Cancellation charges apply



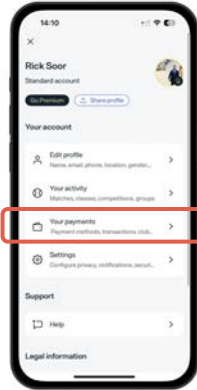
Payment Methods

Step 1



On the app, select your profile

Step 2



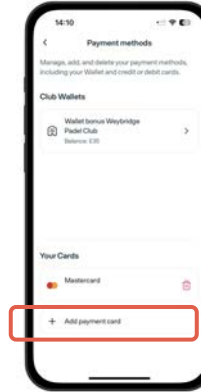
A menu will pop up, from here select 'Your Payments'

Step 3



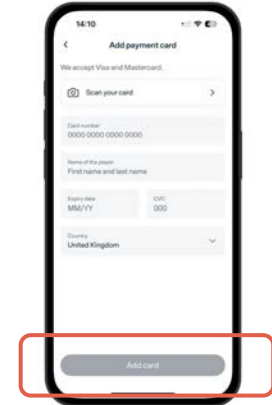
Select 'Payment Methods'

Step 4



This will open all ways you can pay i.e. Club Wallet and Card. Select 'Add Payment Card'

Step 5



Enter your card details and select 'Add Card'

Cancellation Policy

- Courts can be cancelled in Playtomic, however, this must be **at least 4 hours before your booking** is due to take place.
- We do **expect members to make a call the day before** a match is due if they wish to risk playing in wet weather.
- We appreciate there are some instances where there are exceptional circumstances and you will need to cancel a match within 4 hours, in which case, you can contact us to cancel your court and reimburse any fees owed.
- For any further assistance please reach out to us via our phone or email channels and where will be delighted to help.



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Contact Us



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This guide has been compiled by Rickpal Soor, December 2023 ©