



## How to Make Reservations at the WAC Fieldhouse – NEW MEMBERS



**Lots of info here, so PLEASE read it all!**

There are a few steps to the process.

1. You will receive an email invite from EZ Facility to join our self-service site.
  - a. You need to accept the invite and set your username and password.
2. You will receive a 2<sup>nd</sup> email with our facility use agreement and waiver. You can complete and finish via email. Please read through this document and then complete your acceptance right away.
3. Download our custom WAC app. You can find it in the Apple App Store or the Google Play Store by searching Waukeee Fastpitch or WAC Fastpitch. **Only 1 user can log into the app from their device under the player account.** Once this happens, other users can't log into the app with the same login info. If you get a new device after initial setup, you will need to contact the club so we can release the original device. This is to prevent sharing of logins.
  - a. *Please note that if you have an EZ Facility account with another business, you will be required to create a unique username for use of the WAC app. This is a system limitation that we do not control.*
4. Once you open the app, click on the "Barcode" tile.
  - a. Log in with the username and password you created for the self-service site.
  - b. This barcode will give you access to the Fieldhouse when you have an active reservation in the system. There is a scanner mounted on the right side of the door where you can scan the barcode. Once you hear the click, it is opened, and you can enter.
5. If you click on the "Schedule" tile in the app, you can see all the resources available for booking. Give it a couple minutes to load each time as we have lots of reservation slots available. Click on the resource you want to reserve and select "book it". You are all set! Your barcode will work up to 10 minutes prior to your scheduled reservation.
6. Every player has 30 sessions in their account for each month. Each session is good for (1) 30-minute reservation.
7. If you need to cancel a reservation, you must do so 3 hours prior to the reservation time or you will lose the session from your account. You can do this by logging into your account from the app, clicking on my schedule, finding the session you want to cancel, clicking on it and choosing cancel.
8. No need to bring any balls into the facility. We have balls in the storage room. 11" balls are in the white bins, 12" balls are in the blue bins. Please be sure to replace the balls/bins on the shelf in the storage room at the end of your session.
9. Balls for the pitching machines are already in the lanes in carts. Do NOT mix balls between the lanes.

A few notes about the various reservation types:

- WAC Players
  - Anything listed under WAC players can only be reserved by a WAC player. Those that are not a WAC player but purchased a Fieldhouse membership cannot use those resources.
- All Members
  - Any WAC Player or External Fieldhouse Member can reserve those resources.
- Hitting Lanes
  - Each lane is marked with a sign identifying which number it is.
  - There are some instructions in the app under "News and Info" on how to use the Iron Mike machine. There are also instructions hanging in that lane as well as lane 2 for the Hack Attack. The Jugs machines are pretty straight forward but if you want a lesson, just reach out to [waukeesb@waukeefastpitch.com](mailto:waukeesb@waukeefastpitch.com) and we will get you connected with someone to help you learn.

- Lane 1 - currently has our Iron Mike machine. This lane is also used by our in-house instructors so will not be available at certain times.
- Lane 2 - this is the Hack Attack pitching machine. You must ONLY use the real Baeden softballs in this machine. Do NOT use machine balls or the Champro softballs in this machine. It will damage the wheels. We are going to have some how-to sheets hanging by the machine to help with some example settings for specific speeds, etc. This is a WAC player only resource.
- Lanes 3-4 both have Jugs pitching machines in them. These are very similar to what is at the Farm Facility. They use the dimpled machine balls. Lane 3 is reserved for only WAC Players. Lane 4 can be reserved by WAC players or those External members that have purchased a Fieldhouse membership
- Pitching Lanes
  - Each lane is marked with a sign identifying which number it is.
  - Lanes 1 and 2 are full distance for all ages.
    - Lane 1 is reserved only for WAC players.
    - Lane 2 can be reserved by WAC players or those External members that have purchased a Fieldhouse membership
  - Lane 3 - you can get 40 feet but it is tight. It is the lane at the top of the stairs. If you use this lane, please pull a net behind in the event of overthrows from the catcher. This lane can be reserved by WAC players or those External members that have purchased a Fieldhouse membership
- Open Turf
  - Up to 3 people can make a reservation for the turf at the same time. Please work together to share the space. Only WAC players can use this resource.

The system is pretty straightforward and hopefully easy to use once you get in there. If you have any questions, you can reach out to [waukeesb@waukeefastpitch.com](mailto:waukeesb@waukeefastpitch.com)