

1. How do I book a court?

You can book a court in two ways:

Option A: Scan the QR Code (on-site)

- Each court has a posted QR code
- Scan the code to be taken directly to the booking page for that specific court

Option B: Book Online

- Go to rdos.perfectmind.com
 - Select Court Rentals
 - Choose your court, date, and time
- Account Required
 - If you do not have a PerfectMind account, you'll be prompted to create one before completing your booking

2. What emails should I receive after booking?

You will receive two emails from RDOS Recreation:

- Booking Confirmation Email with booking agreement
- Court Access Code Email (your code to unlock the court)

Keep both emails for reference at the court.

3. The QR code isn't working. What should I do?

If the QR code doesn't scan:

- Try cleaning your phone camera lens
- Move closer/farther to help your device focus
- If it still doesn't work, go directly to: rdos.perfectmind.com → Court Rentals and select your court manually

4. My payment won't go through. How can I fix this?

Common solutions:

- Try a different credit card
- Ensure your billing address matches your card's address
- Refresh your browser and try again
- If issues persist, refer to the contact information below

5. I didn't receive my access code email. What should I do?

Try the following:

- Check your junk/spam folder
- Ensure your PerfectMind account email is correct
- If you need assistance, please refer to the contact information below

6. Another user is trying to book the same court at the same time. What happens?

PerfectMind may display a message such as:

“Sorry, another user is booking the facility at the same time! Please reload the page in a few minutes to see the latest availability.”

This means:

- Two people selected the same time slot
- The system will give the booking to the first person who completes payment
- Please refresh to check the updated availability

7. I booked a court for early Monday morning, but I need to cancel on Saturday. Can I get a refund?

Cancellations must follow the 24-hour cancellation policy and be done via the email provided below.

- If you cancel more than 24 hours before your scheduled booking, you are eligible for a refund
- Please allow at least 5 business days for the refund to be processed
- If you cancel within 24 hours, refunds are not guaranteed
- If you need assistance, please refer to the contact information below

8. I arrived at my reserved time, but someone else is on the court. What should I do?

- Check your booking time, date, and location
- Politely inform the user that you have a booking
- Show your booking confirmation email as proof of your reservation
- If they refuse to leave or you require support, report the issue using the contact information below

9. My access code isn't working—what do I do, especially on a weekend?

- Double-check your booking date, time and location
- Double-check that you're entering the code exactly as provided
- Ensure you're at the correct court (codes are location-specific)

If it's a weekend and staff are unavailable:

- Try the code again slowly
- Use your booking confirmation email to show that you reserved the court
- Report the issue to Customer Service on the next business day for follow-up

10. Do I need to show proof of booking?

Yes. Clients should be able to produce their booking receipt or confirmation email upon request or if any issues arise.

11. Can I use the multi-slab or volleyball court?

Yes. The multi-use slab is free of charge, but to guarantee a specific day/time, booking is strongly encouraged at a fee of \$5 per hour, per court.

Questions, concerns, or to report any damage

Email: parks@rdos.bc.ca or rec@rdos.bc.ca