

Hello,

We are delighted to announce that our new Bay Access booking process is ready and present you with this guide to booking your slot.

The new online booking process has been designed to put you in control and manage more of your Beach Hut customer experience online for your convenience.

It is important that you read this entire email guide first before getting started. Should you need any further assistance, you can contact us using the details at the end of this email.

**Key dates before you start:**

**Private Hut Customers** will be able to book to take a vehicle down onto the bay from 1-30 April 2024.

**Seasonal YL Hut Customers** will be able to book to take a vehicle down onto the bay from 15-30 April 2024. Keys can be collected from 15 April 2024 from the Bay Inspector. *(The system will allow you to book, however you cannot collect your keys or access your hut until after 15 April).*

**Step 1: Your online account**

When you made your initial Beach Hut booking you will have set up an online account to make payments.

If you know your account's email and password and do not have the Live Better app, you can skip to **Step 2** and use these credentials to download and log into the Live Better app.

Or...

If you already have the app and are logged in with the account associated to your Beach Hut booking, you can skip to **Step 4**.

**Not got an online account or forgotten your password?**

If you have not got an online account or have forgotten your password, please follow the below steps first to set up or gain access to your account as you will need your credentials to log into the Live Better app.

Please [CLICK HERE](#) to reset your password. You will enter your email address associated with your Beach Hut booking and receive an email with a link (*link is live for 10 minutes*) to set up a password. Please check your unfocused/updates/spam/junk inboxes for the

email. The email will contain a link, if the link is not blue and clickable, you can highlight it and copy and paste it into a web browser such as Chrome, Firefox, Safari or Edge.

Once you have set the new password remember it as it will be required for **Step 3**.

**NB:** Please ensure when resetting your password that there are no capital letters within or extra spaces at the end of your email address as the system is case sensitive and you may find the following error message "invalid email".

## Step 2: Get the Live Better app



## Step 2: Get the Live Better app

The Live Better app is available for iOS and Android from your App and Play store.

For Apple iOS please [CLICK HERE](#) to download the app

For Android please [CLICK HERE](#) to download the app

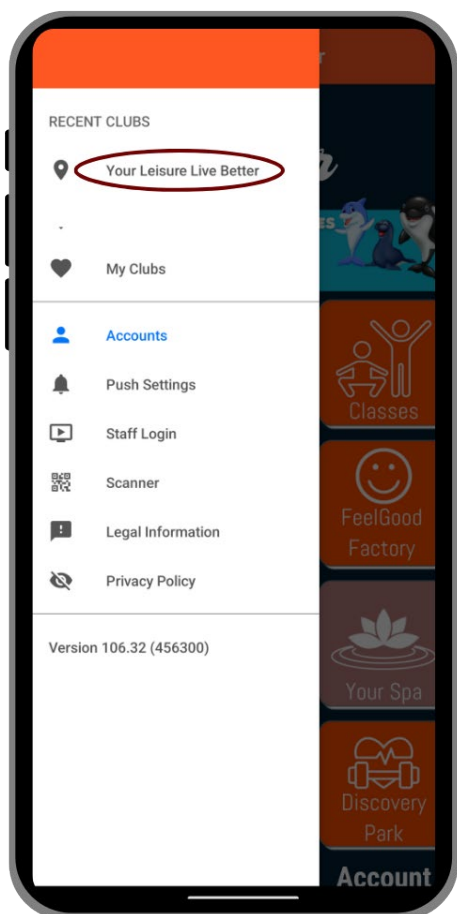
Or if viewing this email on a desktop device, scan this QR code to be taken to your app store.



*The Live Better app will not work for iPhone 5C models and older due to iOS software support. Requires iOS 15 and above to operate.*

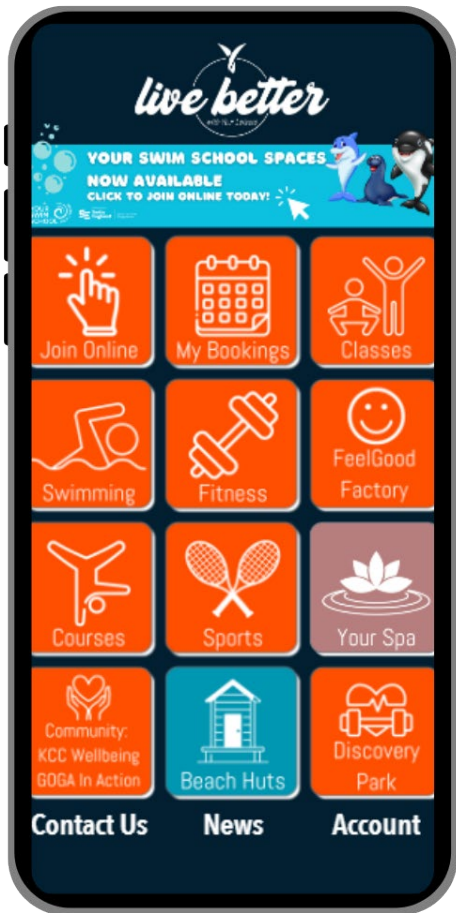
### Step 3: Log into the Live Better app

Now that you have your login credentials and the Live Better app, you can log into the App.



1. First, click the 3 lines in the top left corner
2. Then click "My Clubs".
3. Then click the "+" symbol in the lower right hand corner.
4. Then search for "Your Leisure Live Better" and select this club.
5. The club will be added to your profile and you will be taken to the Live Better app homescreen.

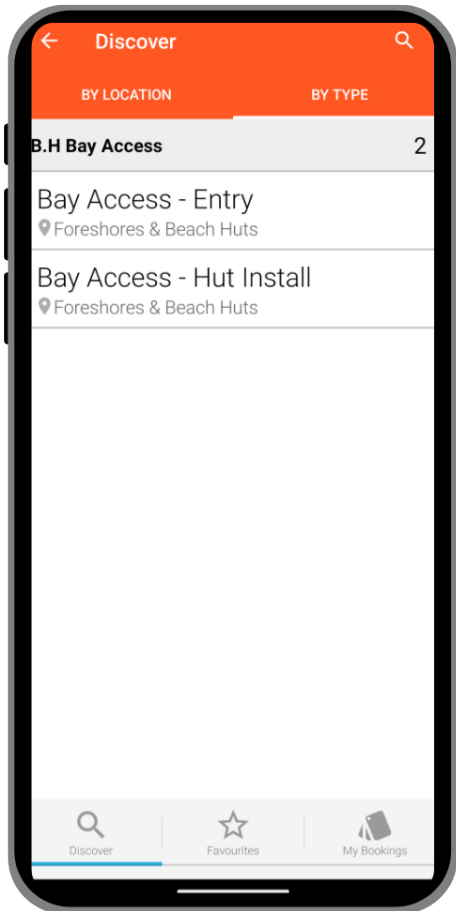
## Step 4: Reserve your Bay Access slot



From the Live Better app homescreen, click on the "Beach Huts" tile in the middle of the bottom row.



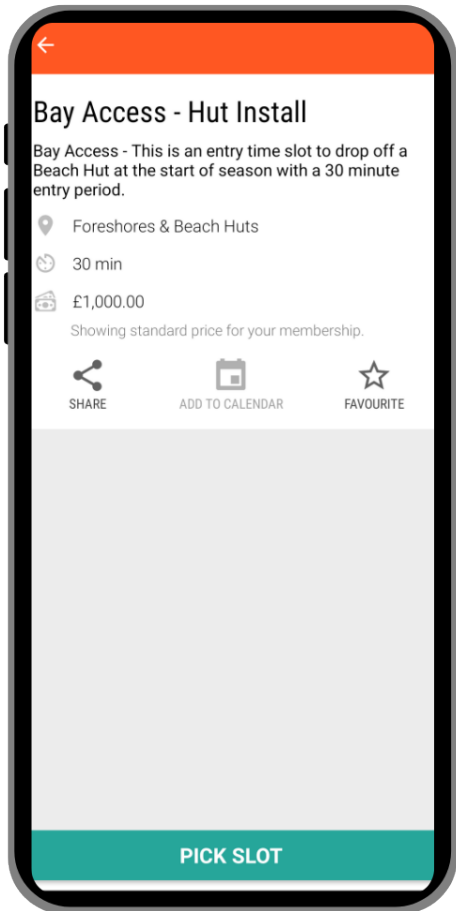
Clicking on the "Beach Huts" homescreen tile will take you to the Beach Hut sub-page where you can click on the "Bay Access Bookings" tile.



**For Beach Hut customers erecting their own hut,** you will need to select the "Bay Access - Hut Install" option first. This entry period is for customers to access the bay, unload their huts, and leave the bay only. Vehicles must not remain on the bay during the erection work. This is to avoid backlog and will be managed by the bay team.

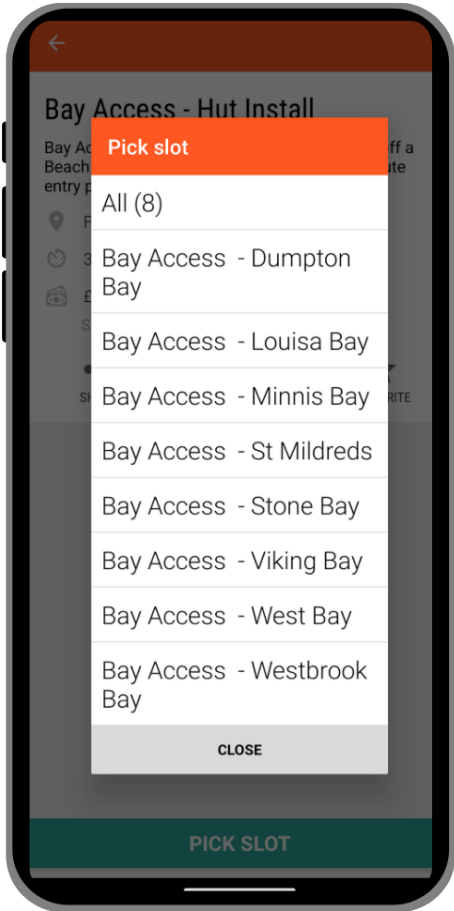
*Please note you will also need to make a "Bay Access - Entry" booking. The "Bay Access - Entry" option is for customers who may need vehicle access to the bay to unload personal belongings once huts have been erected. Where possible customers should park outside of the promenade and access on foot in which case no booking is required, however, this is not practical on all bays.*

**For Beach Hut customers just dropping personal belongings to an erected hut,** you will need to select the "Bay Access - Entry" booking option only. The process is the same as below, just the bookings allow for different access rights.



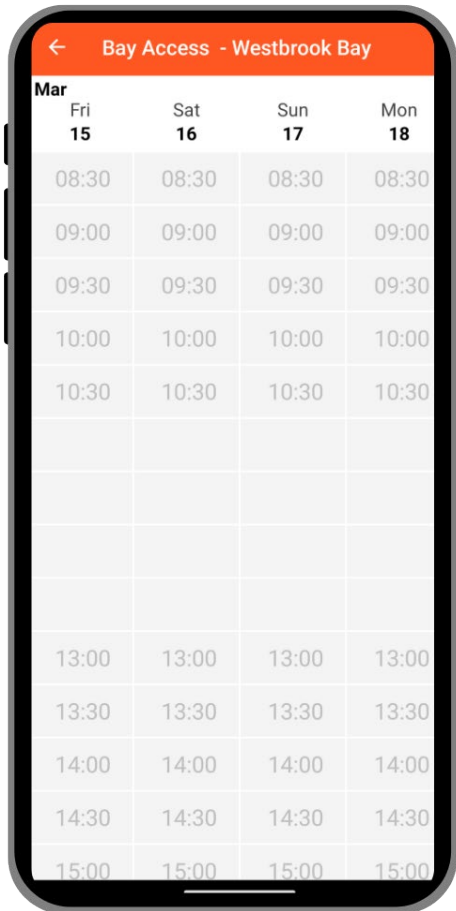
Once you have selected your option, you will be taken to a page to pick your slot. **In the top right hand corner, if you are not already logged into the app, select "LOGIN" and enter your email and password.**

*Please note, if you see that there is a price of £1,000.00 displayed, this means that you are not logged into the app using the account associated with your Beach Hut booking. The £1,000.00 price is to prevent non-Beach Hut customers booking slots and all Beach Hut customers who are signed in to the correct account will see the price as £0.00*



Next, select your Bay. Nice and simple.





Then select your "Bay Access" time slot. Using your finger, drag left to slide across to display later dates. Scroll down to display later times.

*Each time period is for a 30-minute access and exit slot only. Customers need to report to the access barrier where a member of the Foreshores Team will issue the access permit and check-in the entry.*

Thank you for reading our guide to booking your Bay Access. We hope that the new online system will assist you in being more in direct control of your Beach Hut experience by managing your bookings, payments, access slots online to fit in with your busy life. Remember, we are here is your need us.

## FAQs

**Q:** Do I need to book my Bay Access slot using the Live Better app?

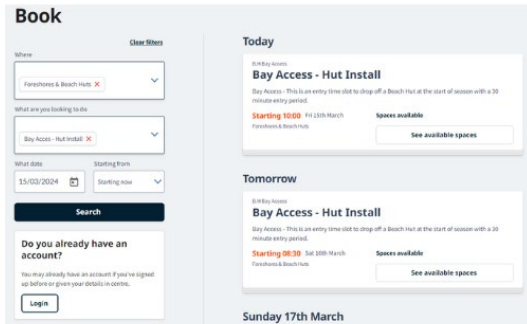
**A:** No, you can also do it online using our online booking system, but the app is much easier in the longer term. *Please see below section for a brief guide on using the online booking system instead of the Live Better app.*

**Q:** How can I cancel a session I have booked?

**A:** You can cancel on the app by going to the "My Bookings" tile on the homescreen on the app.

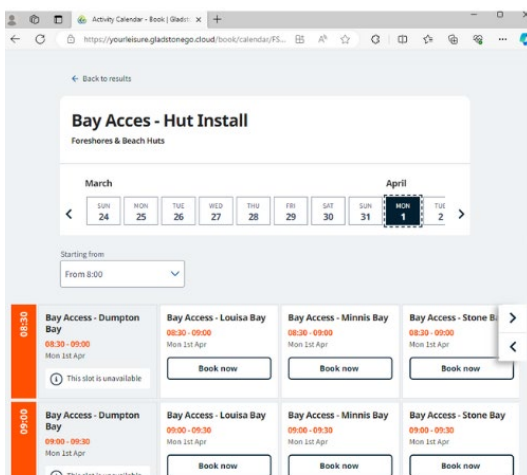
## Booking your Bay Access slot using the online booking system - web version

First, to book your Bay Access slots using the web browser online booking system, [CLICK HERE](#) and LOGIN where it asks "Do you already have an account". If you do not have an account or cannot remember your password, please follow **"Step 1: Your Online Account"** at the top of this email to set your password and access your account.



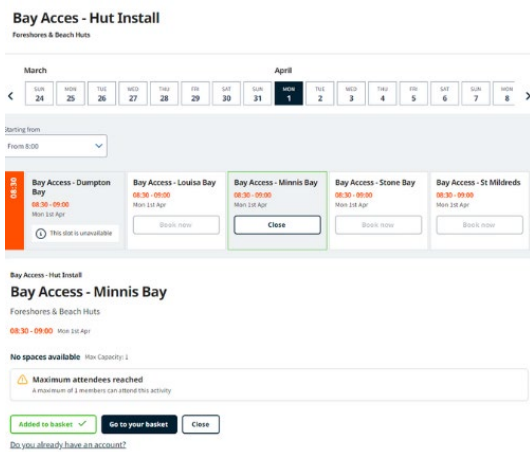
Then, once logged in, using the filter options in the dropdowns select:

1. Foreshores & Beach Huts under "Where".
2. Bay Access - Entry or Bay Access - Hut Install under "What are you looking to do".
3. Click "Search".
4. Scroll down the list on the right hand side to find the date you want.



Once you have found the date you want, click "See available spaces".

You will then be taken to a page showing the times and bays. **To see all the bays, you will need to use the "minimise" option on your web browser which is in the top right hand corner a looks like two overlapping squares. This will take your browser from fullscreen mode and display two arrows which will allow for clicking to find all bays. This is why the app is a lot easier.**

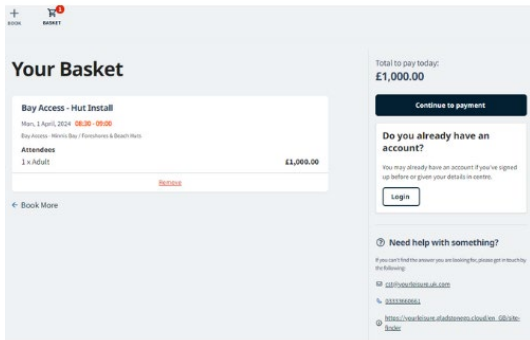


Select the time and bay you need and the booking options will appear below. Now click Book.

### Two important things to note:

1. If you will see that it states "Book for £1,000.00" then you have not logged into the account associated with your Beach Hut booking as it should state "Book for £0.00".
2. When you click book you will see a notification that states "Maximum attendees reached", this is fine and all it means is that you are only allowed one booking which has now been placed into your cart for checkout.

You will then be taken to your basket and you can confirm the booking. Job done.



## Contact Us

If you need assistance with anything, please contact our Customer Support Team by email [CST@yourleisure.uk.com](mailto:CST@yourleisure.uk.com)