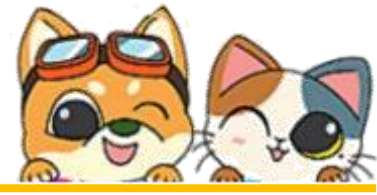
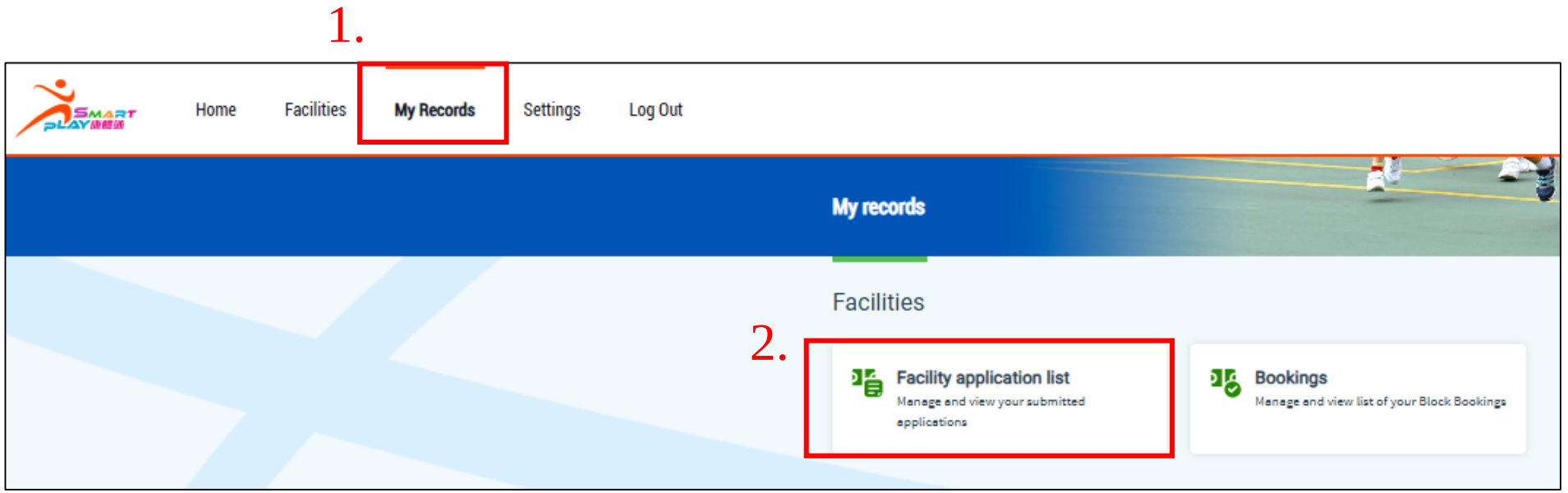
QUICK GUIDE FOR SMARTPLAY

BOOKING MANAGEMENT

- REVIEW / EDIT SUBMITTED BOOKING APPLICATION
- PAY THE BOOKING FEE
- CANCEL BOOKED SESSION(S) (WITHOUT REFUND)

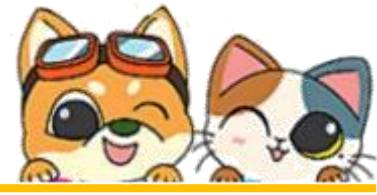
REVIEW / EDIT SUBMITTED BOOKING APPLICATION

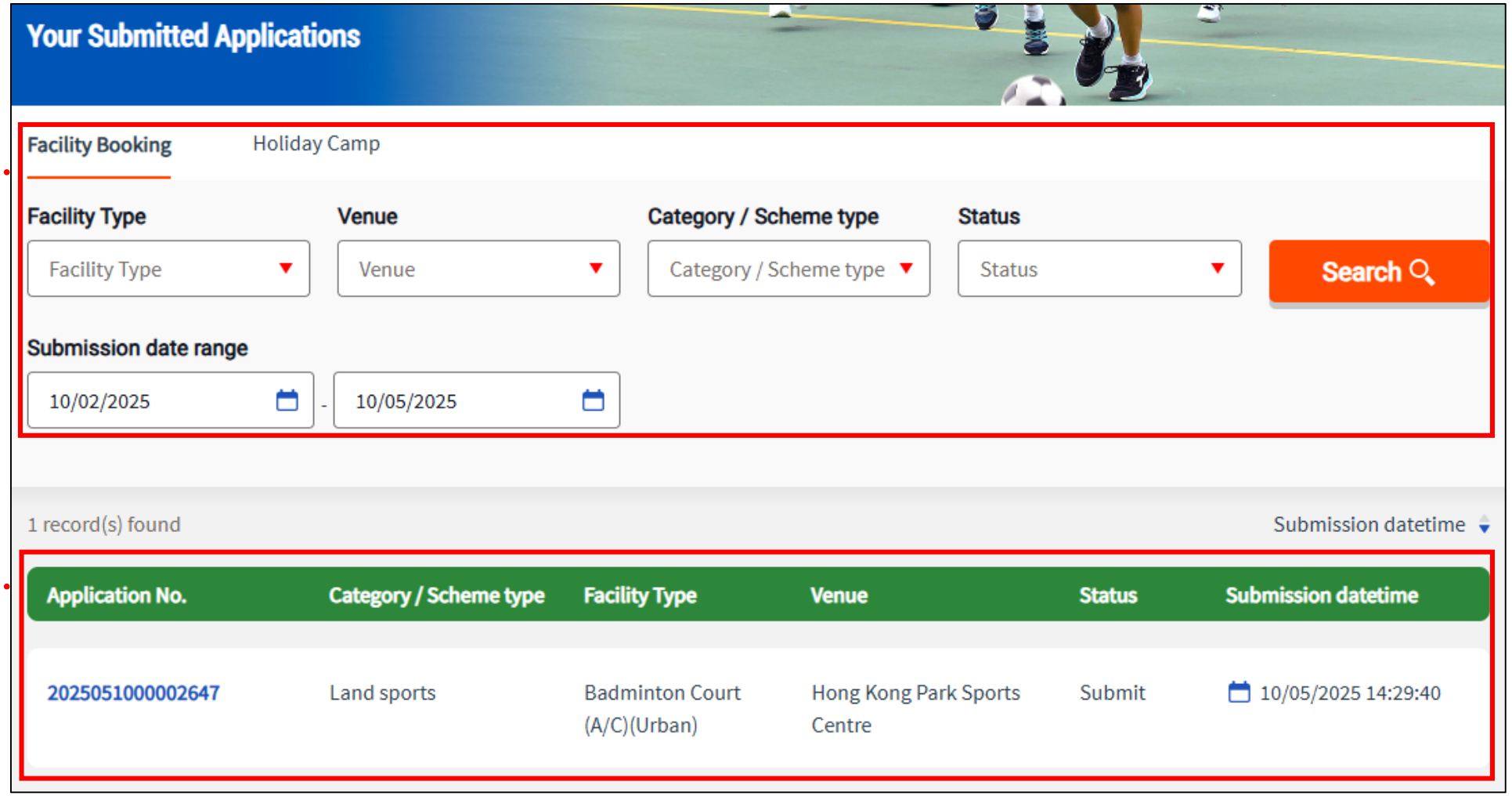




1. Organisation users can click “My Records” after log-in SmartPLAY
2. Then click “Facility application list” to manage and view the submitted applications

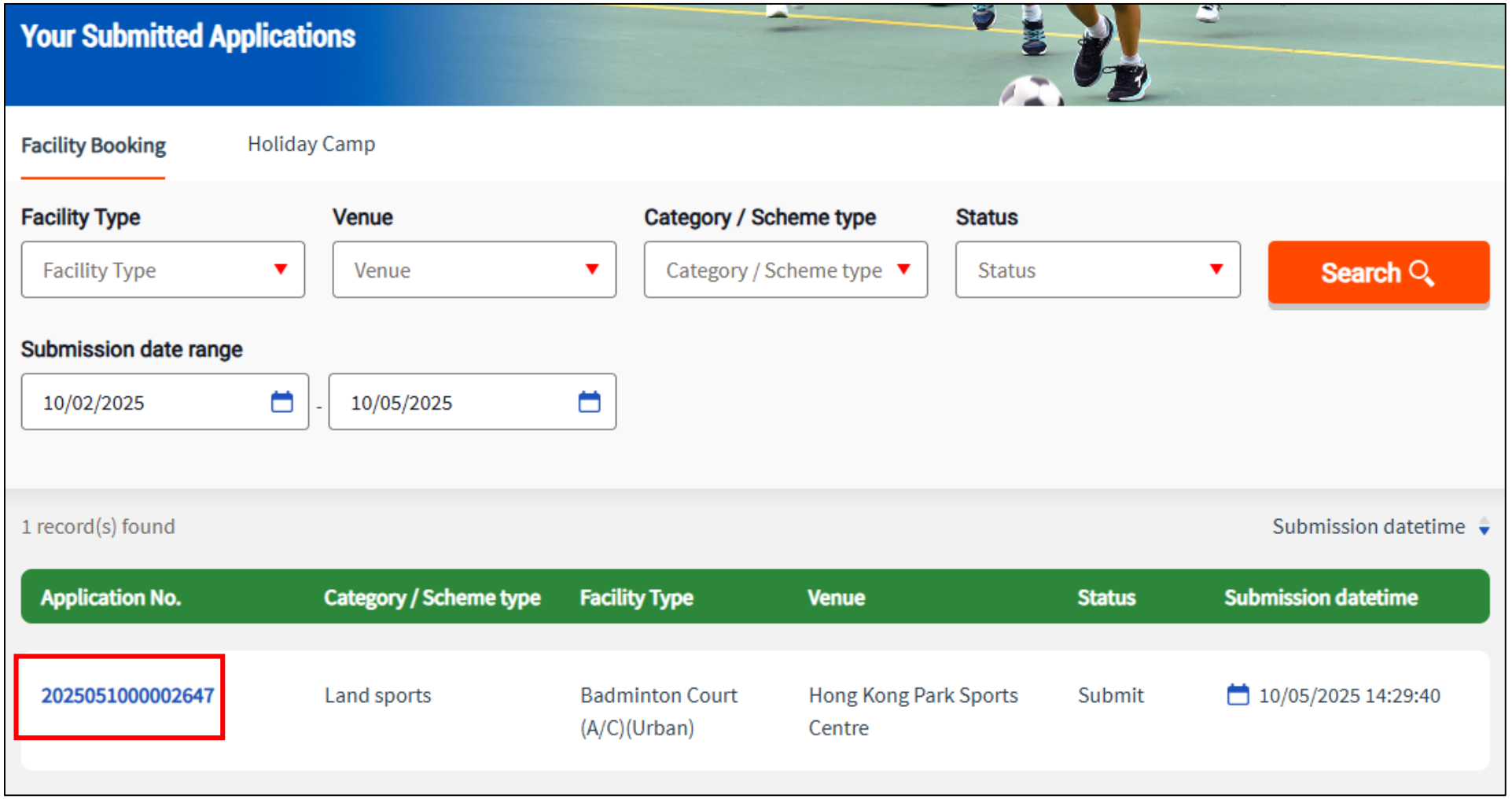
REVIEW / EDIT SUBMITTED BOOKING APPLICATION





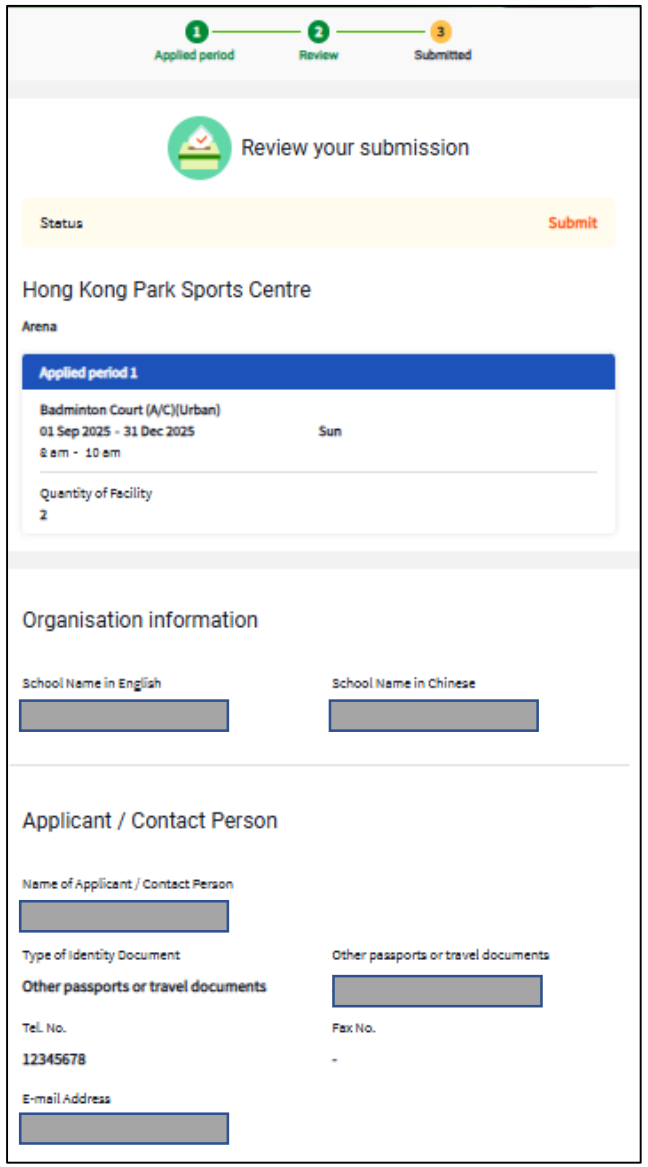
1. Select different searching criteria to search booking record;
2. Click “Search” to display respective record according to selected criteria.

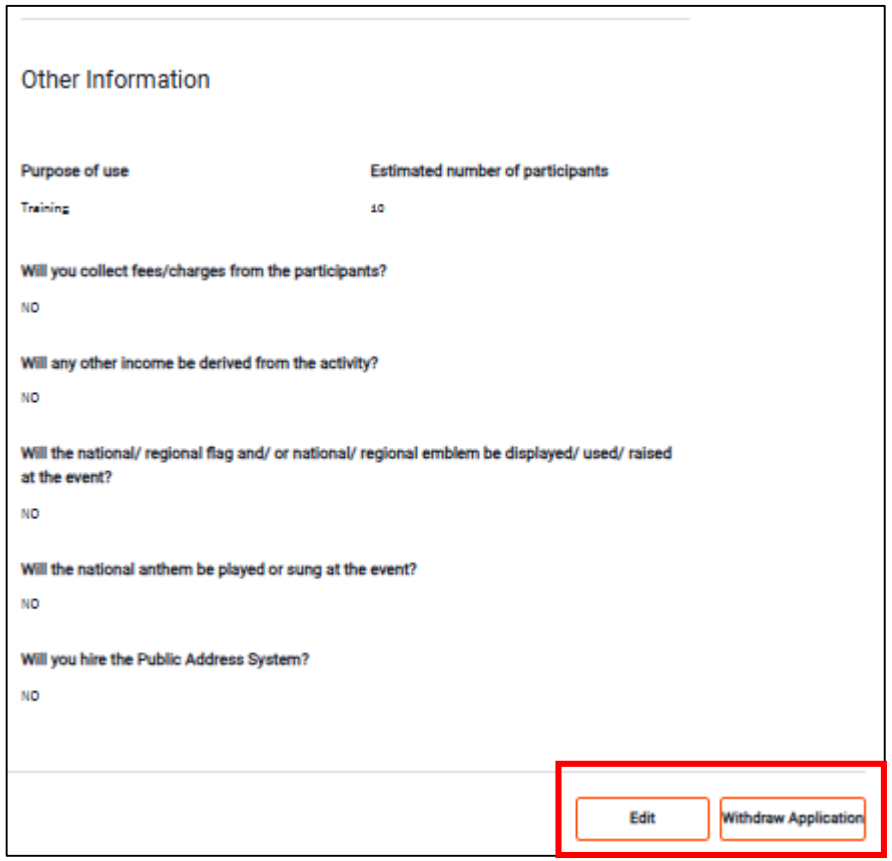
REVIEW / EDIT SUBMITTED BOOKING APPLICATION



1. Select the “Application No.” to display booking details.

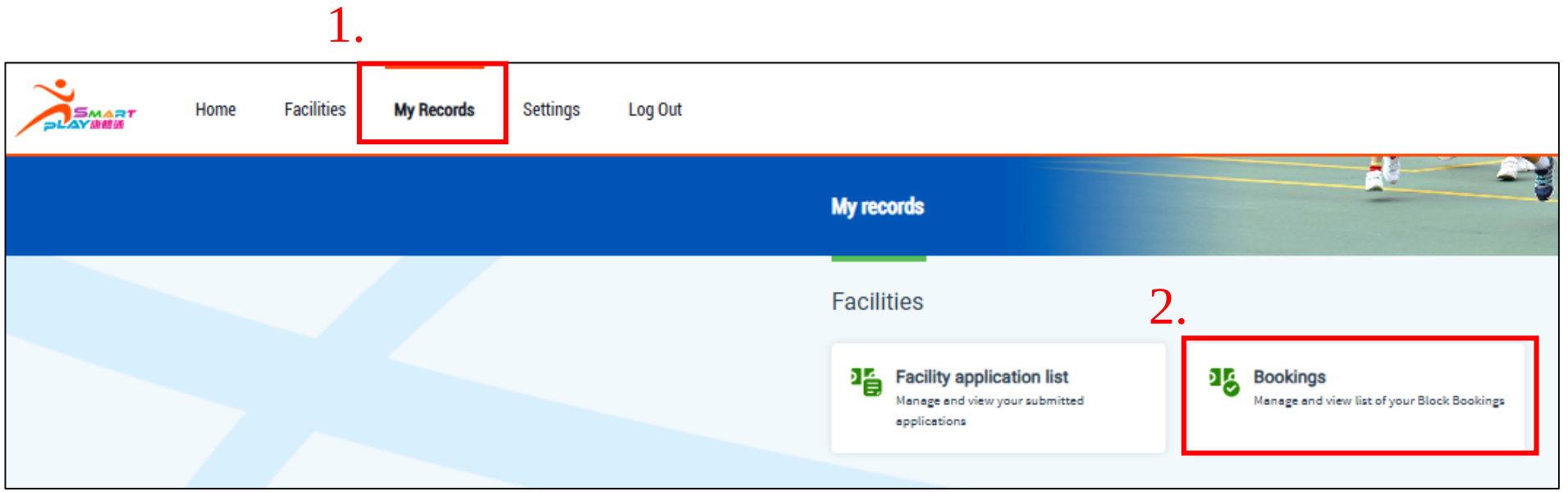
REVIEW / EDIT SUBMITTED BOOKING APPLICATION





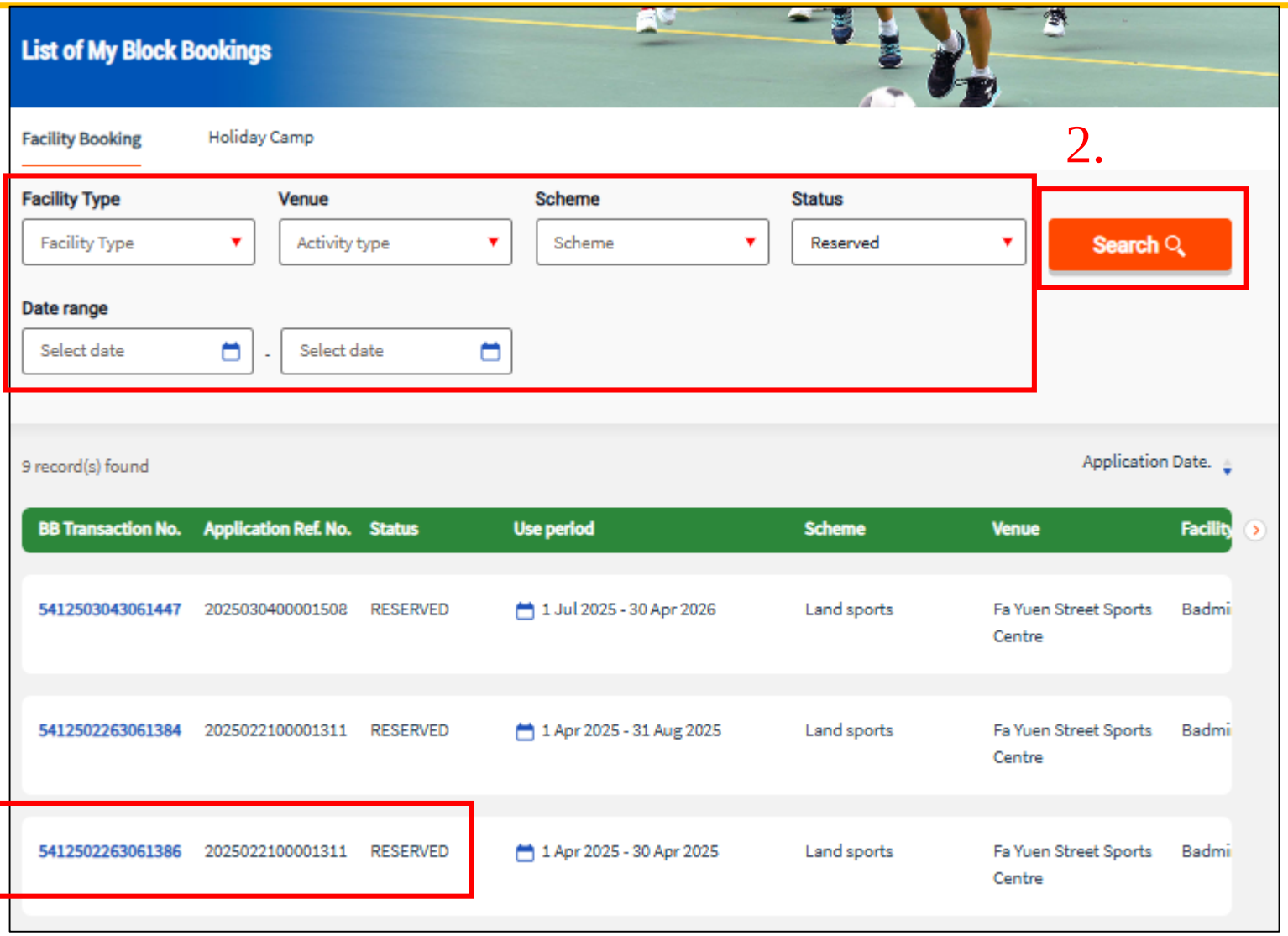
1. View submitted application;
2. Organisation user can click “Edit” to update the application before application deadline;
3. Or click “Withdraw Application” to withdraw the submitted application.

PAY THE BOOKING FEE



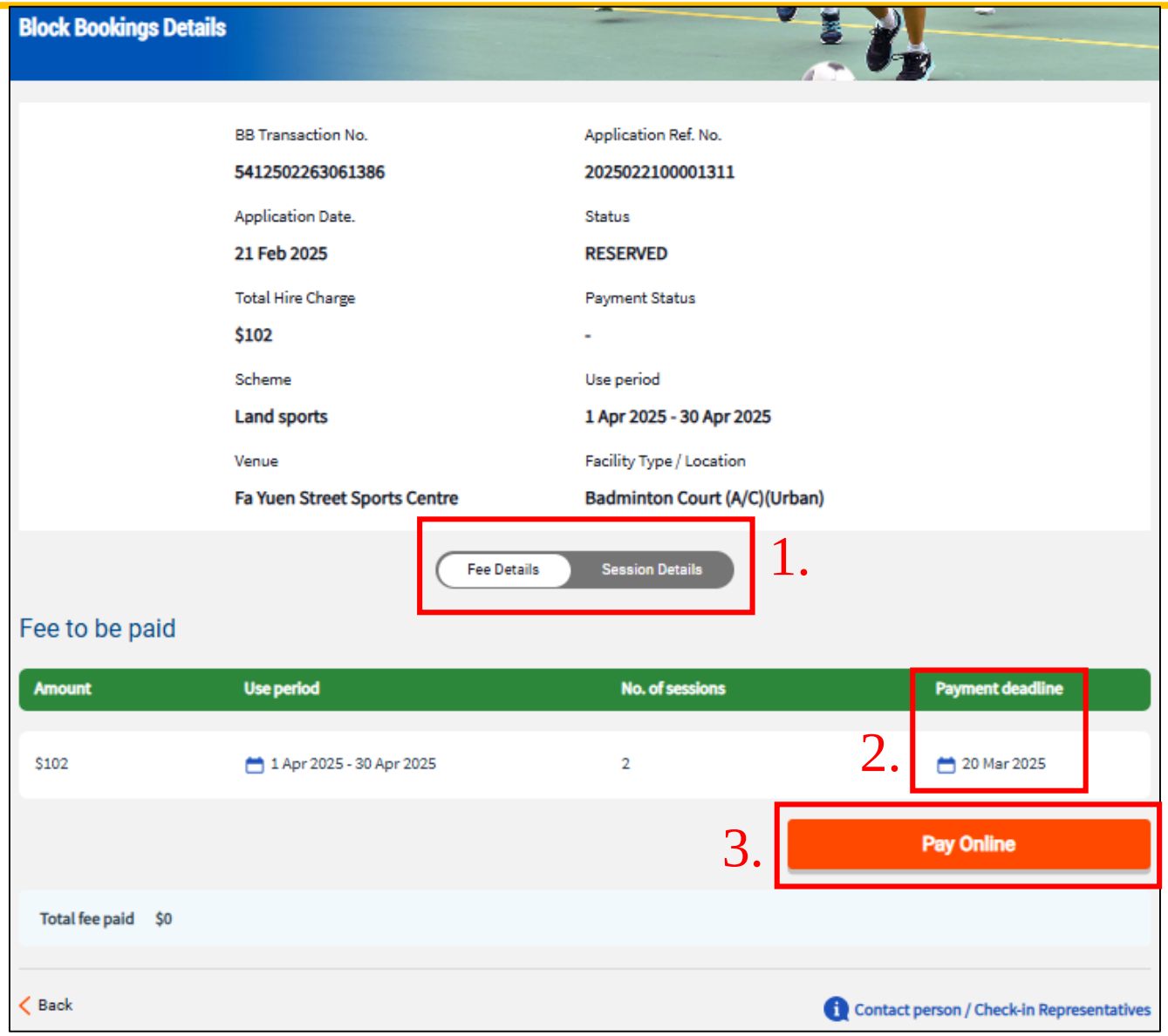
1. Organisation users can click “My Records” after log-in SmartPLAY ;
2. Then click “Bookings” to manage and view the block bookings record

PAY THE BOOKING FEE



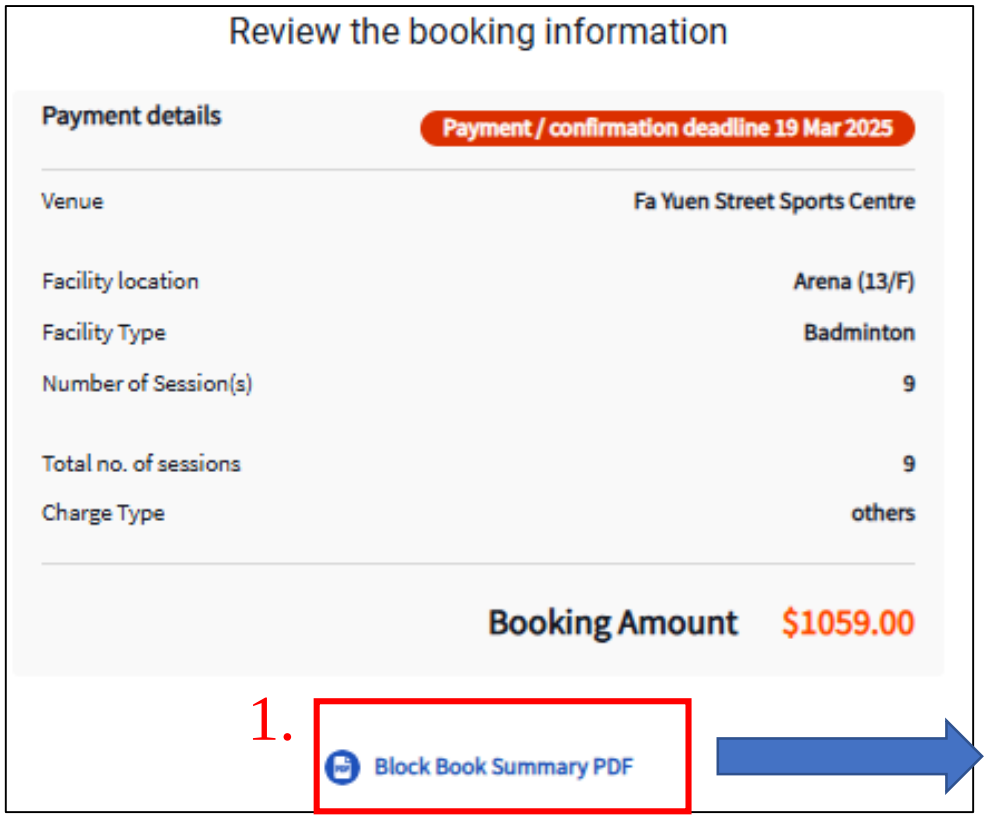
1. Select different searching criteria to search booking record;
2. Click “Search”;
3. View the “Reserved” booking record, click “Transaction No.” to conduct the payment

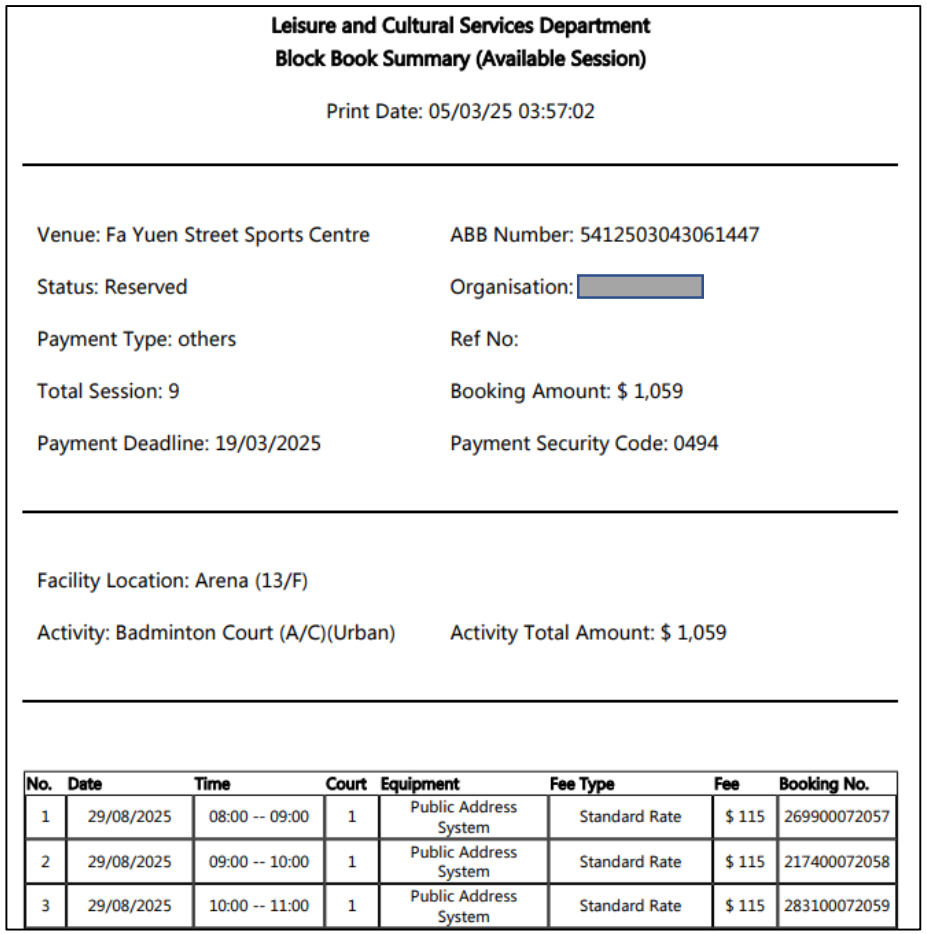
PAY THE BOOKING FEE



1. Organisation user can select to view the “Fee Details” or “Session Details”;
2. After selected “Fee Details, system will display the payment details and the payment deadline;
3. Click “Pay Online” to conduct the payment by using electronic payment methods

PAY THE BOOKING FEE





Leisure and Cultural Services Department
Block Book Summary (Available Session)

Print Date: 05/03/25 03:57:02

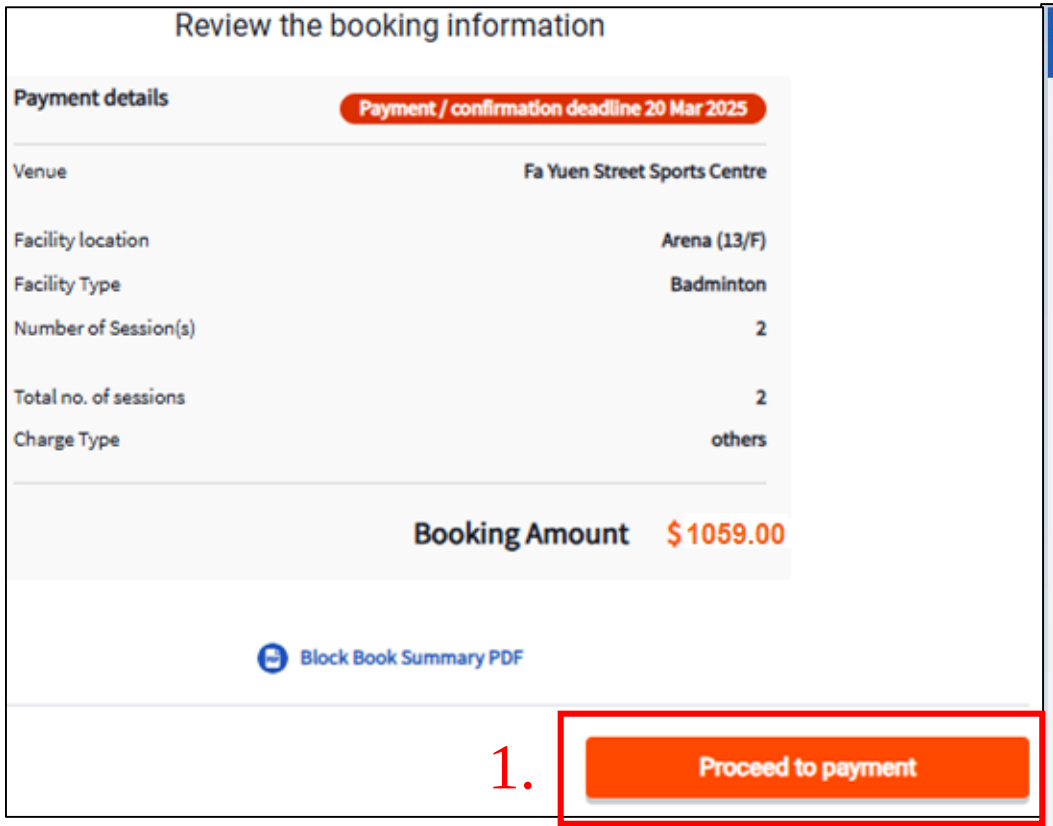
Venue: Fa Yuen Street Sports Centre
ABB Number: 5412503043061447
Status: Reserved
Organisation: [redacted]
Payment Type: others
Ref No:
Total Session: 9
Booking Amount: $ 1,059
Payment Deadline: 19/03/2025
Payment Security Code: 0494

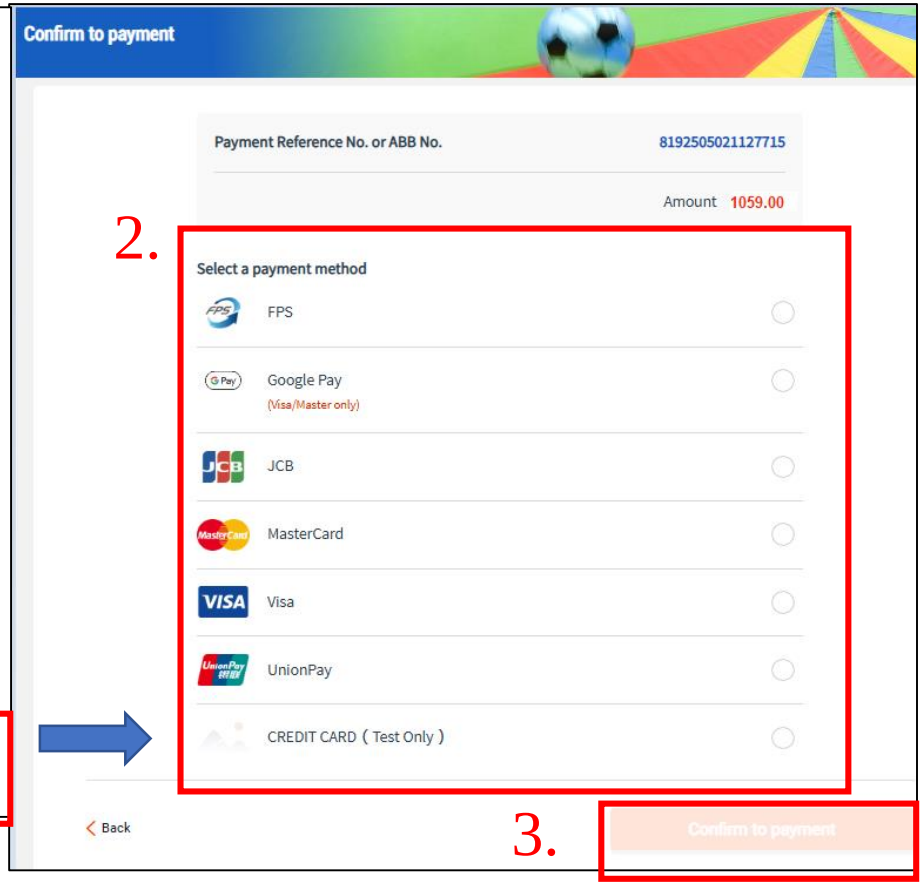
Facility Location: Arena (13/F)
Activity: Badminton Court (A/C)(Urban)
Activity Total Amount: $ 1,059

No.	Date	Time	Court	Equipment	Fee Type	Fee	Booking No.
1	29/08/2025	08:00 -- 09:00	1	Public Address System	Standard Rate	$ 115	269900072057
2	29/08/2025	09:00 -- 10:00	1	Public Address System	Standard Rate	$ 115	217400072058
3	29/08/2025	10:00 -- 11:00	1	Public Address System	Standard Rate	$ 115	283100072059

1. Organisation user can click “Block Book Summary” to view the approved session details

PAY THE BOOKING FEE

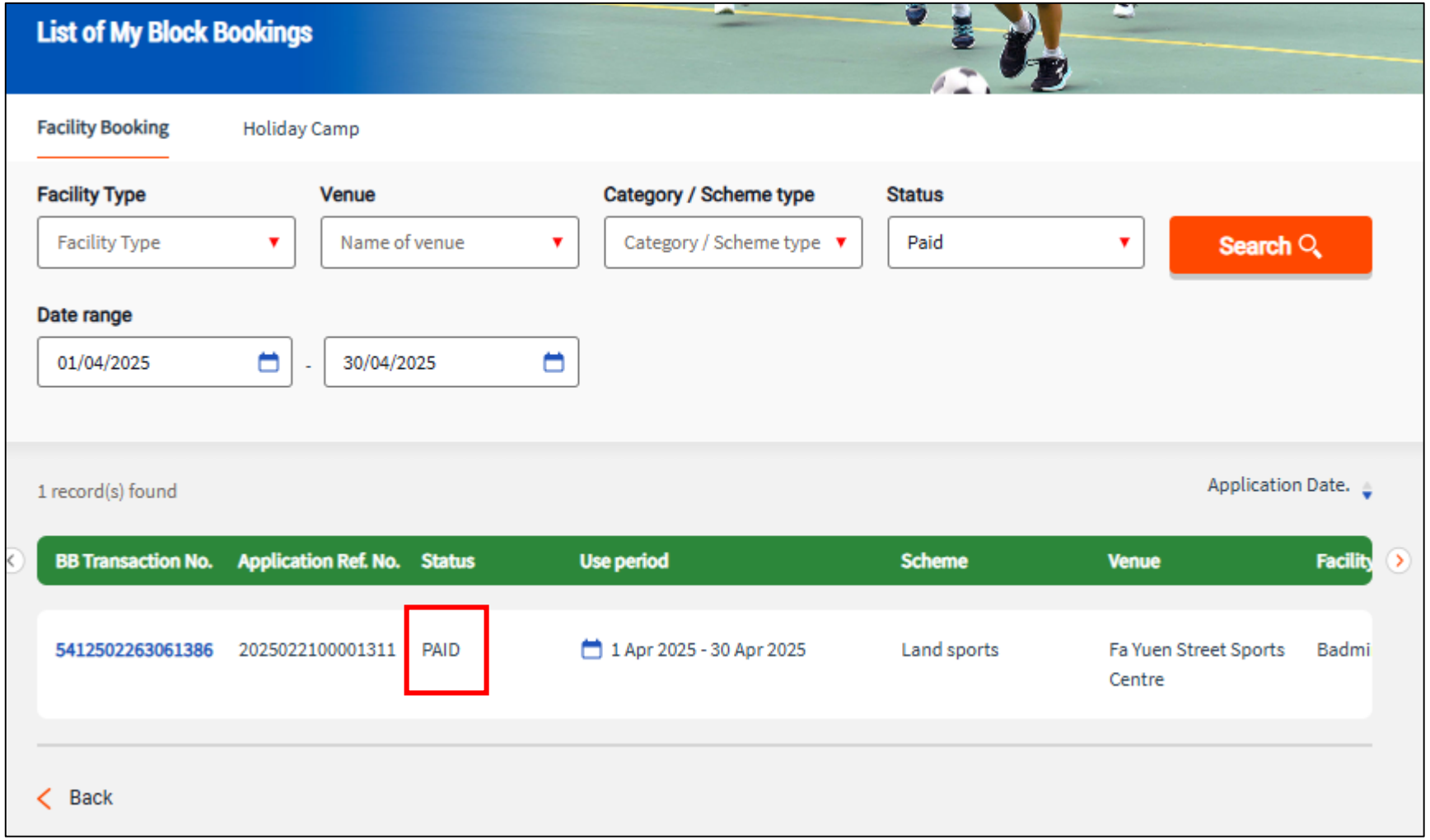




1. Click “Proceed to payment”;
2. Choose payment method;
3. Then, click “Confirm to payment”.

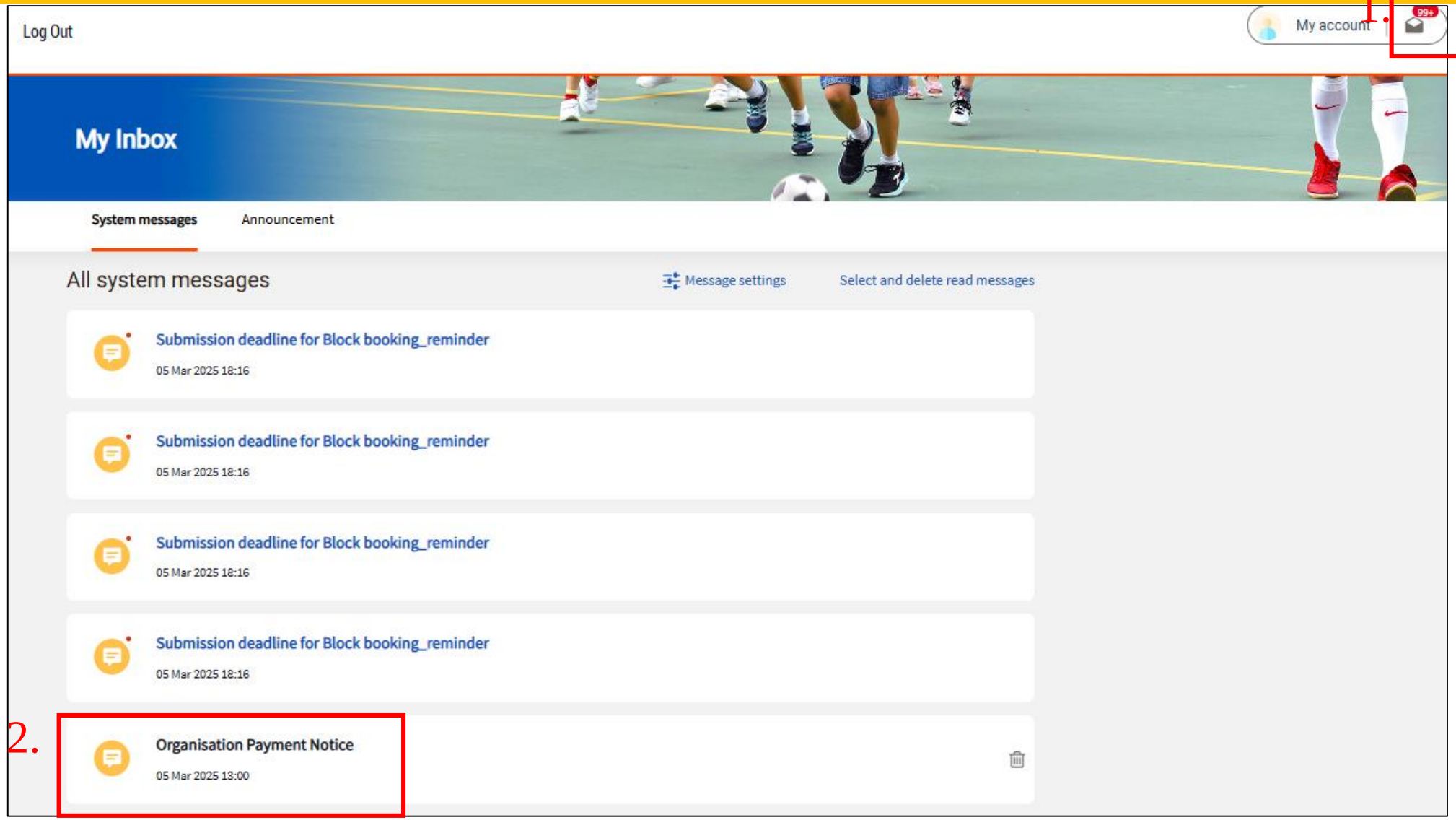
** LCSD will continue to provide counter services, accepting cash, Octopus and cheque for block booking payment

PAY THE BOOKING FEE



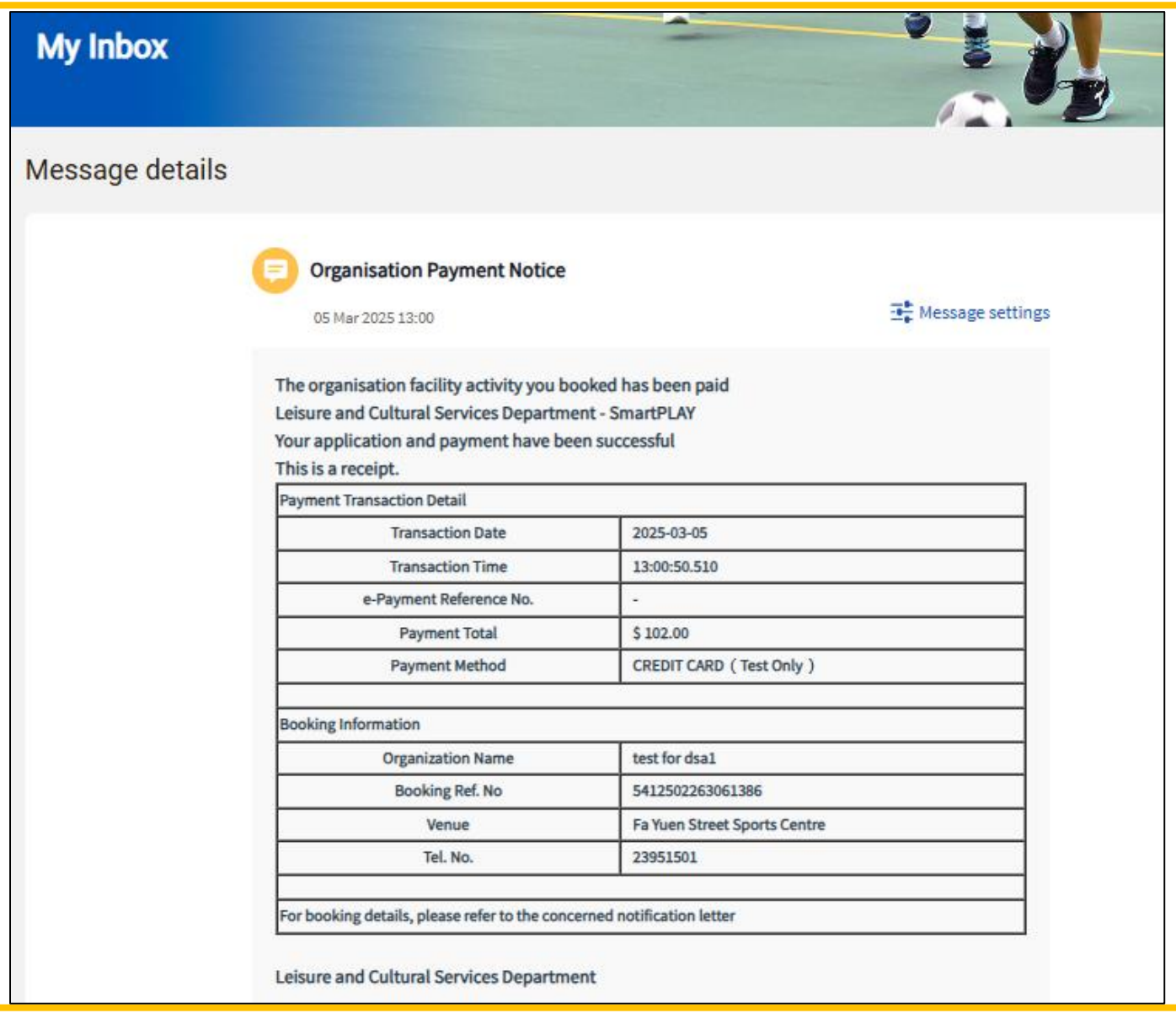
- After payment successfully, the booking status will change to "PAID"

PAY THE BOOKING FEE



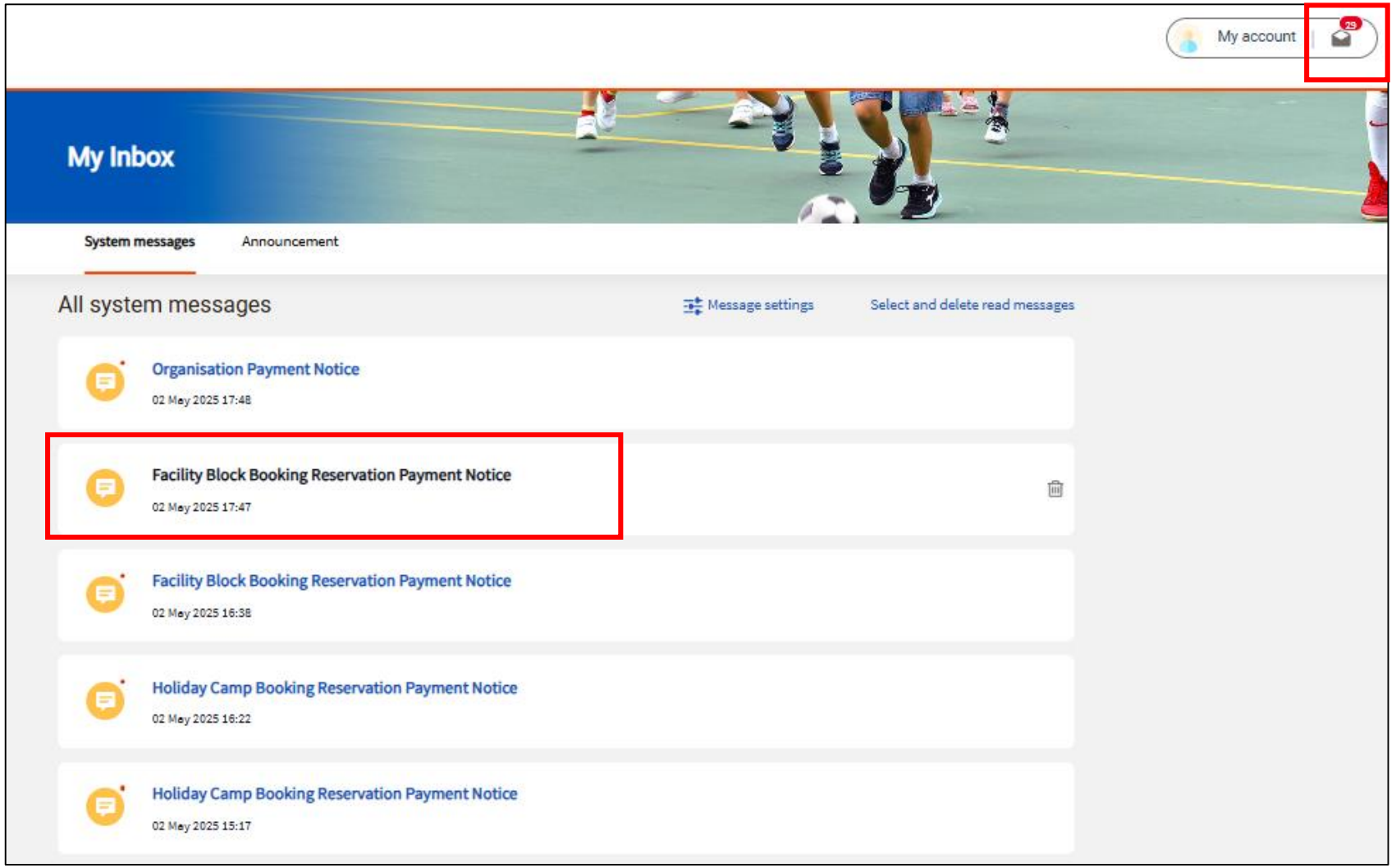
1. Organisation user can click " ✉ " to view the inbox message;
2. When complete the payment, "Organisation Payment Notice" will be sent by system.

PAY THE BOOKING FEE



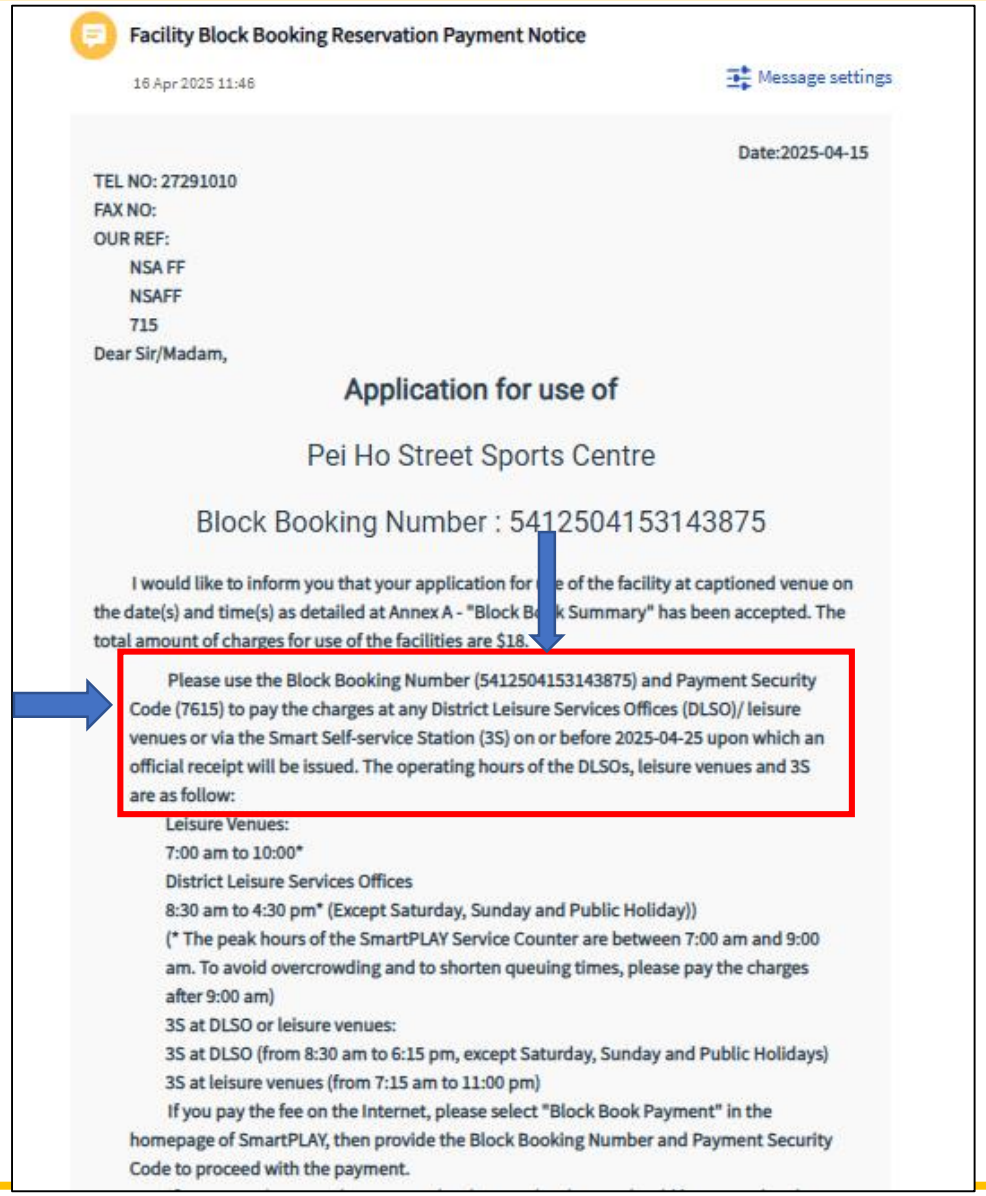
- Click into the inbox message to check the details of “Organisation Payment Notice”

PAY THE BOOKING FEE



- If Organisation user does not have the electronic payment, can click “ ✉ ” to view the inbox message;
- Click the “Facility Block Booking Reservation Payment Notice”

PAY THE BOOKING FEE



Facility Block Booking Reservation Payment Notice

16 Apr 2025 11:46

Message settings

Date:2025-04-15

TEL NO: 27291010
FAX NO:
OUR REF:
NSA FF
NSAFF
715

Dear Sir/Madam,

Application for use of

Pei Ho Street Sports Centre

Block Booking Number : 5412504153143875

I would like to inform you that your application for use of the facility at captioned venue on the date(s) and time(s) as detailed at Annex A - "Block Book Summary" has been accepted. The total amount of charges for use of the facilities are $18.

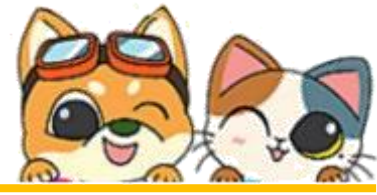
Please use the Block Booking Number (5412504153143875) and Payment Security Code (7615) to pay the charges at any District Leisure Services Offices (DLSO)/ leisure venues or via the Smart Self-service Station (3S) on or before 2025-04-25 upon which an official receipt will be issued. The operating hours of the DLSOs, leisure venues and 3S are as follow:

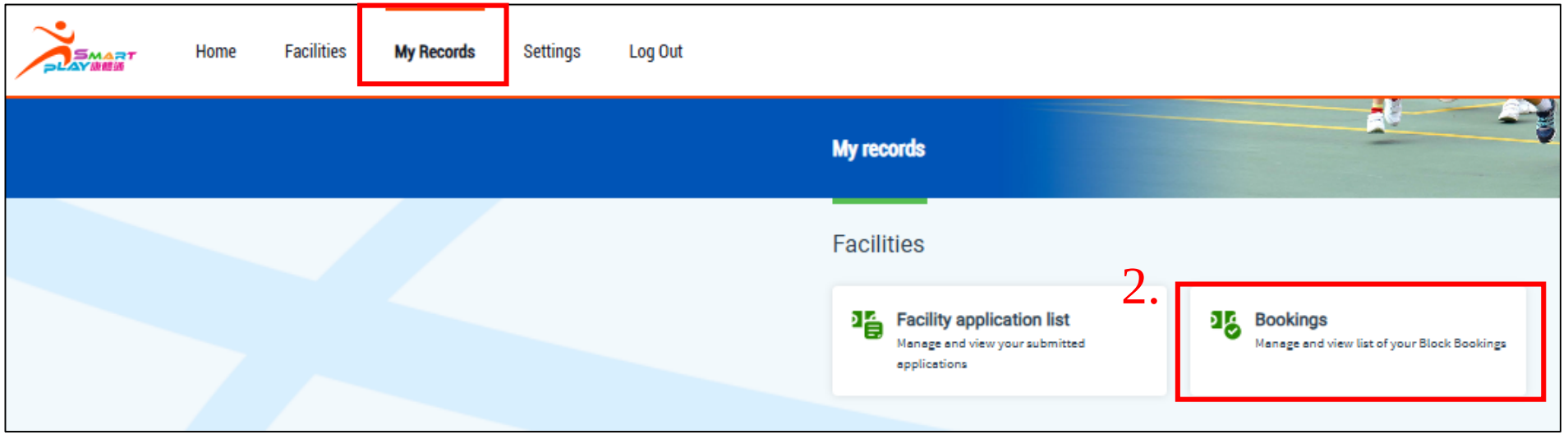
Leisure Venues:
7:00 am to 10:00*
District Leisure Services Offices
8:30 am to 4:30 pm* (Except Saturday, Sunday and Public Holiday))
(* The peak hours of the SmartPLAY Service Counter are between 7:00 am and 9:00 am. To avoid overcrowding and to shorten queuing times, please pay the charges after 9:00 am)
3S at DLSO or leisure venues:
3S at DLSO (from 8:30 am to 6:15 pm, except Saturday, Sunday and Public Holidays)
3S at leisure venues (from 7:15 am to 11:00 pm)

If you pay the fee on the Internet, please select "Block Book Payment" in the homepage of SmartPLAY, then provide the Block Booking Number and Payment Security Code to proceed with the payment.

- Organisation user can also pay the booking charge at any District Leisure Services Office or Smart Self-service Station by using the Block Booking Number and Payment Security Code provided in the inbox message before the payment deadline.

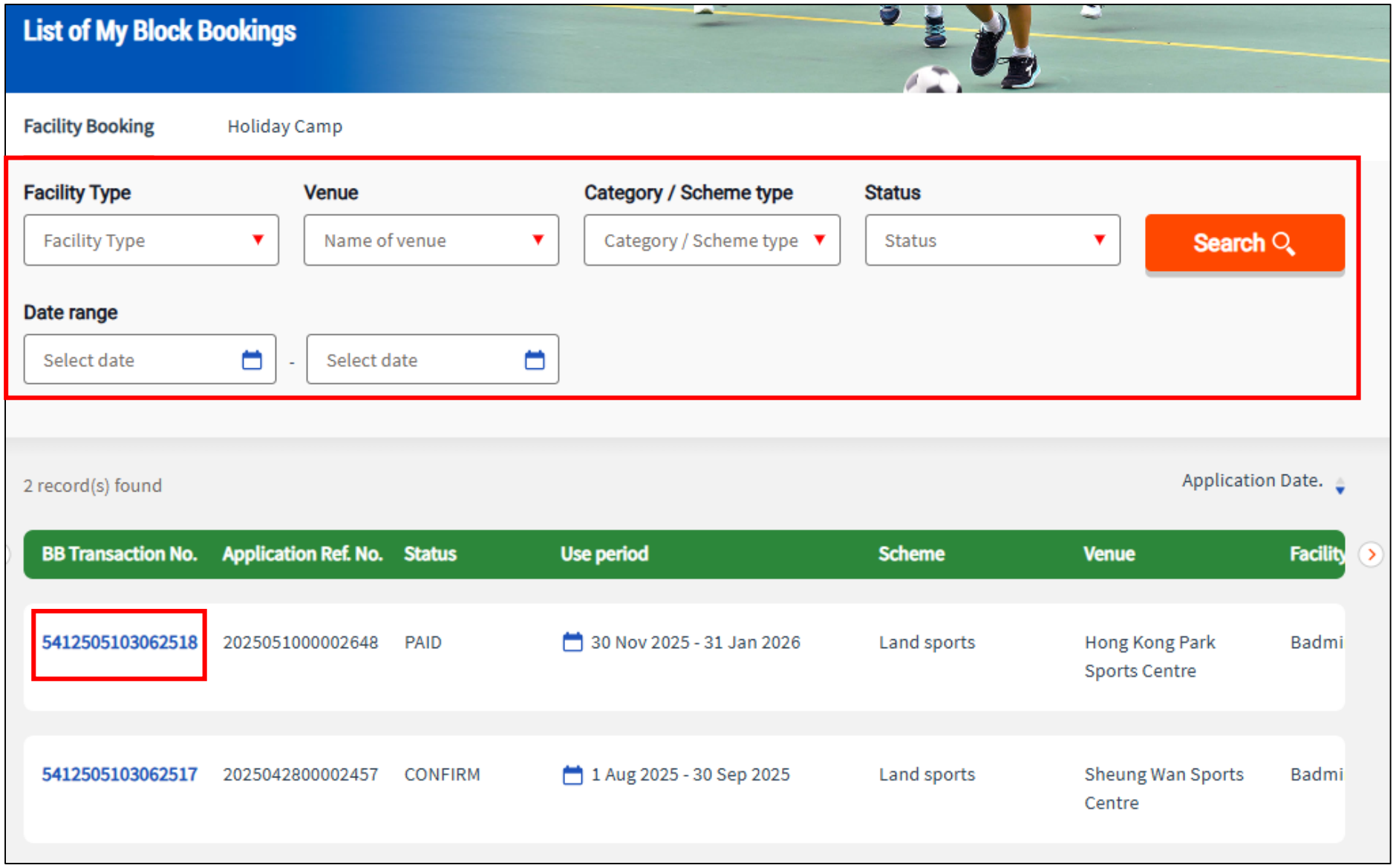
CANCEL BOOKED SESSION(S) (WITHOUT REFUND)





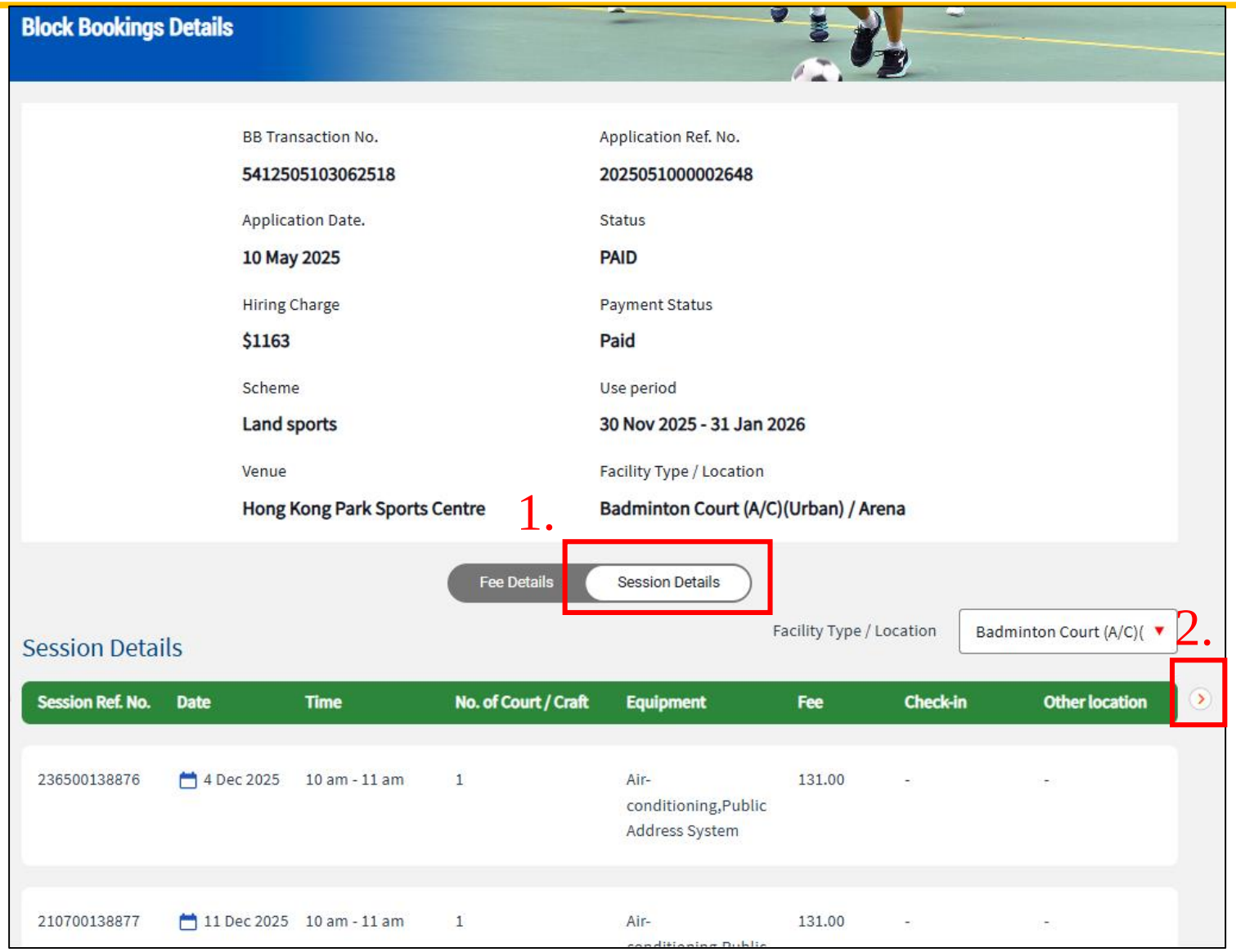
1. Organisation users can click “My Records” after log-in SmartPLAY
2. Then click “Bookings” to manage and view list of your Block Bookings.

CANCEL BOOKED SESSION(S) (WITHOUT REFUND)



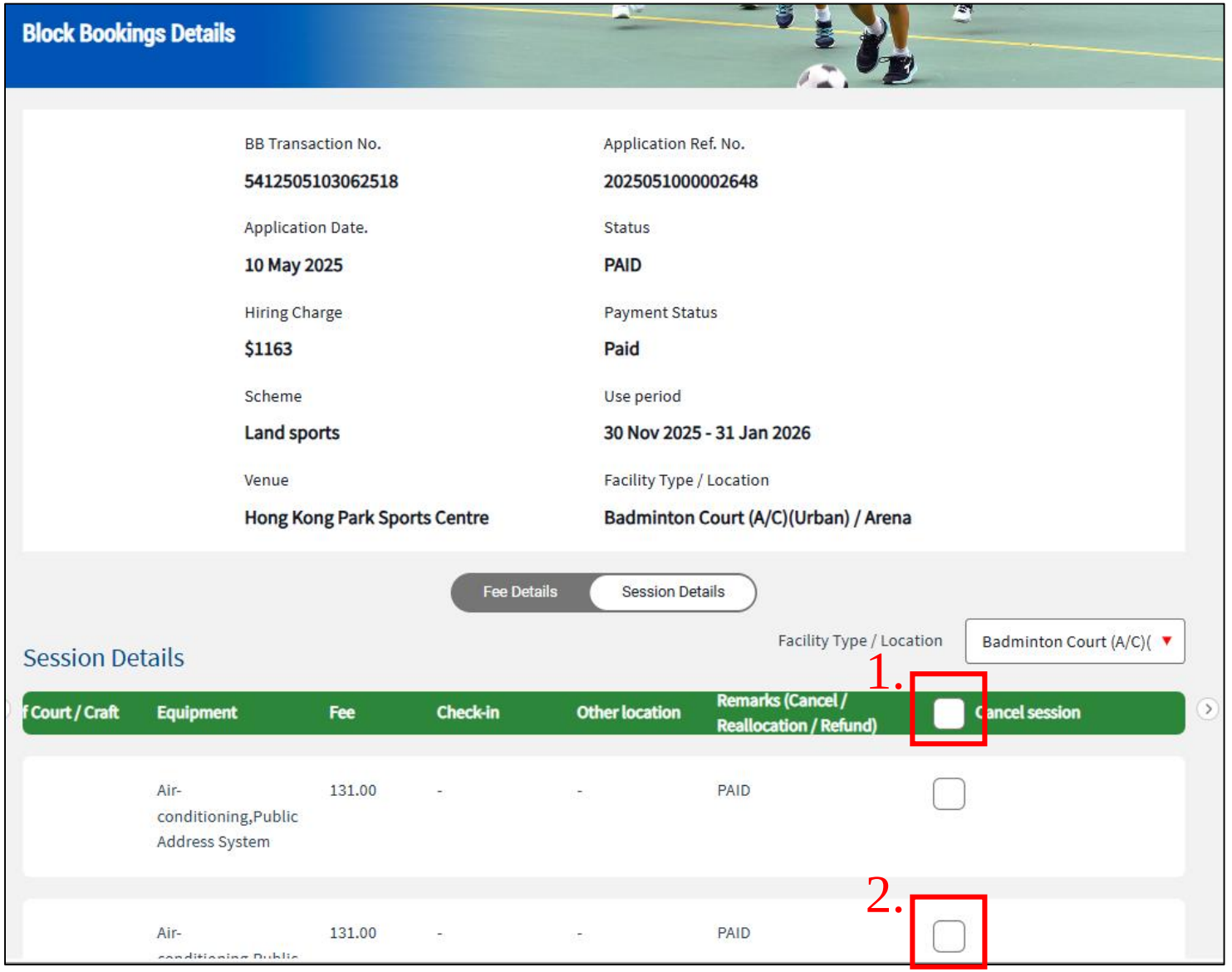
1. Select different searching criteria to search booking record;
2. Select the record that required for cancellation.

CANCEL BOOKED SESSION(S) (WITHOUT REFUND)



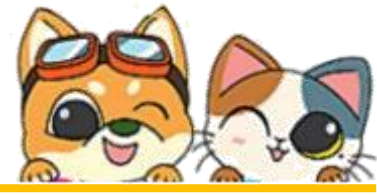
1. Select “Session Details”;
2. Click “ › ”

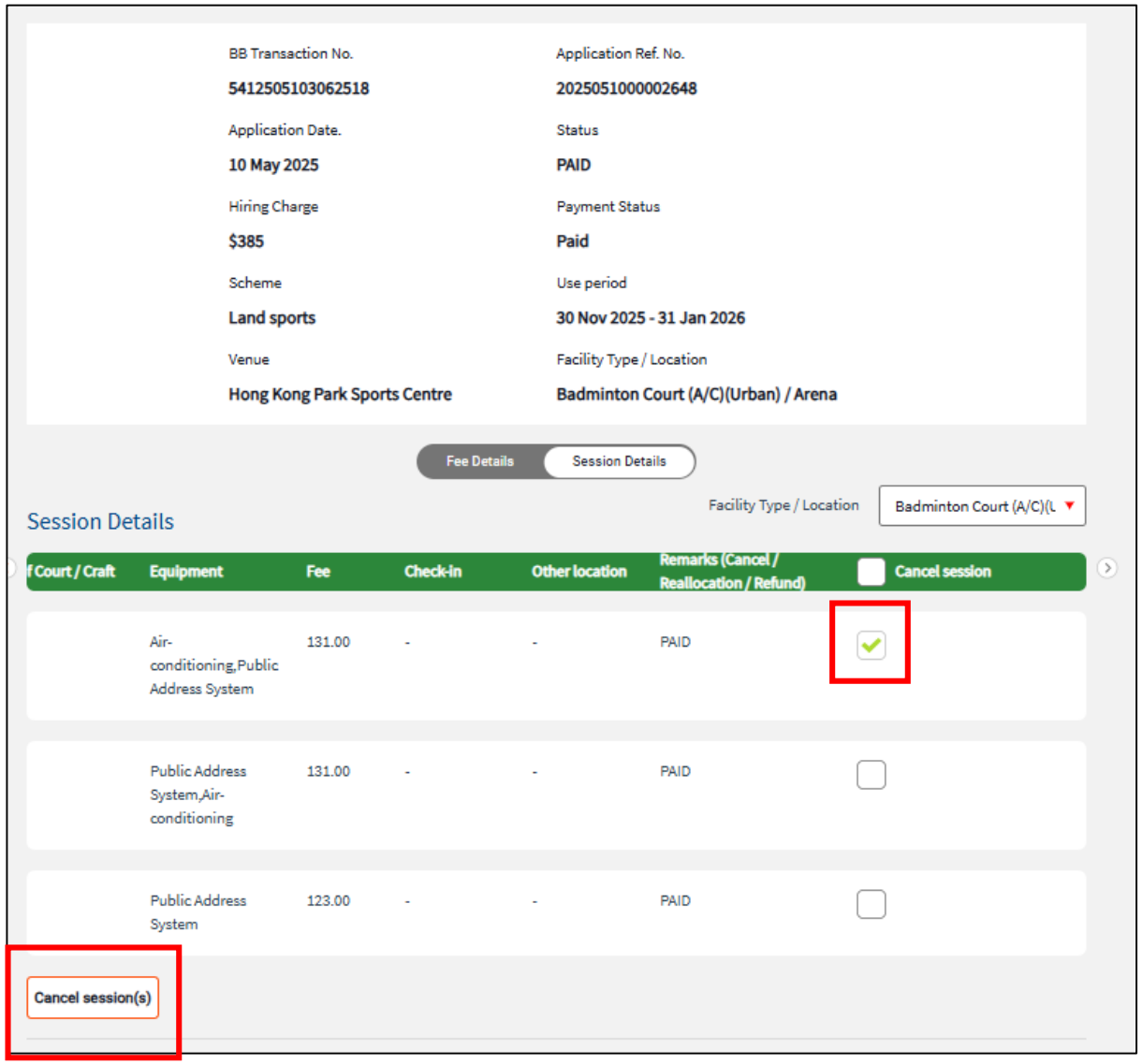
CANCEL BOOKED SESSION(S) (WITHOUT REFUND)



1. Click “ ☐ ”besides “Cancel session” to select all sessions for cancellation;
2. Or select specific session for cancellation.

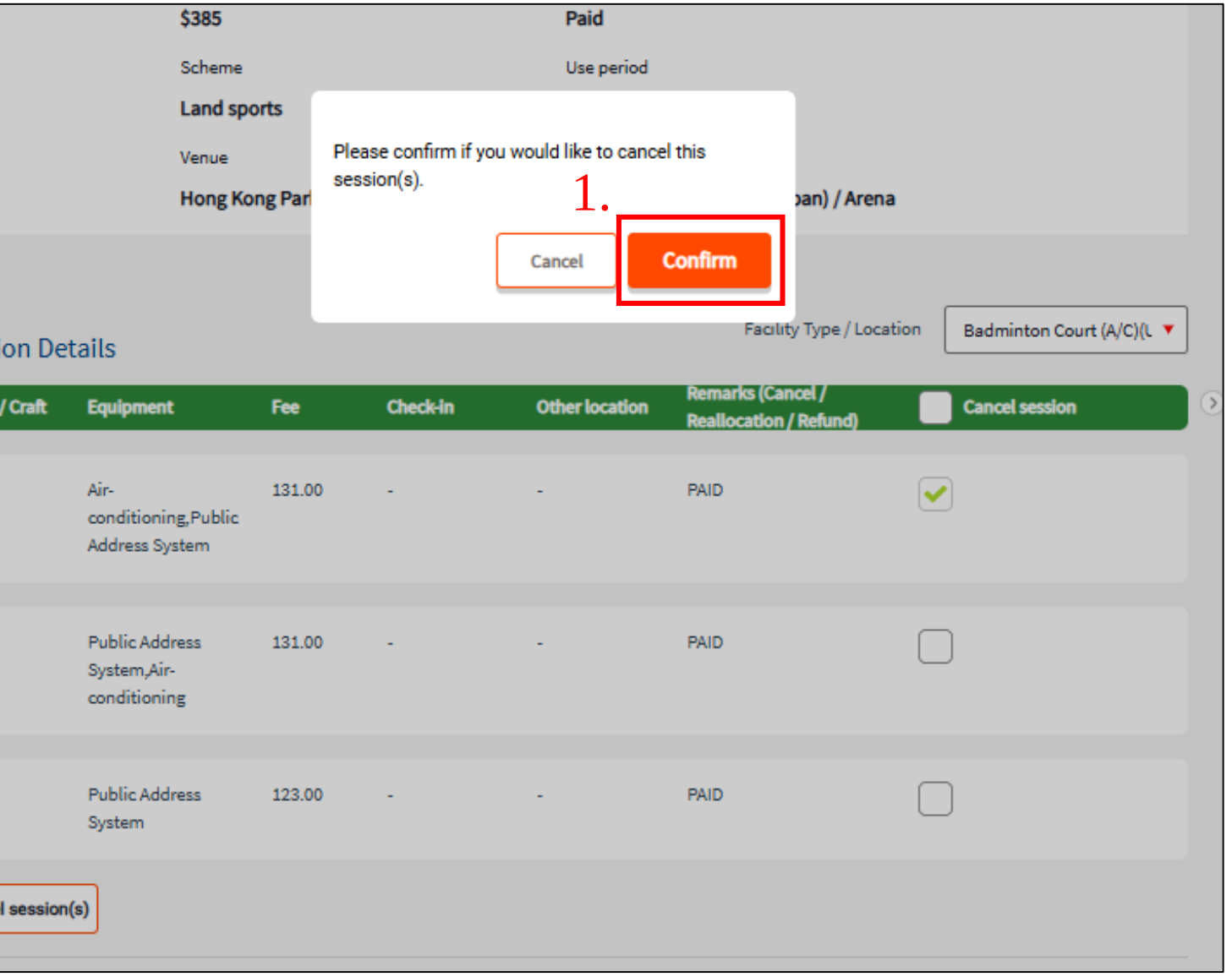
CANCEL BOOKED SESSION(S) (WITHOUT REFUND)





1. Select specific session and click “Cancel session(s)”.

CANCEL BOOKED SESSION(S) (WITHOUT REFUND)



1. Select “Confirm” to cancel the selected session(s).

**Refund will not be arranged for cancelled booked session(s) by hirer unless special circumstances. For refund arrangement, please contact venue staff accordingly.