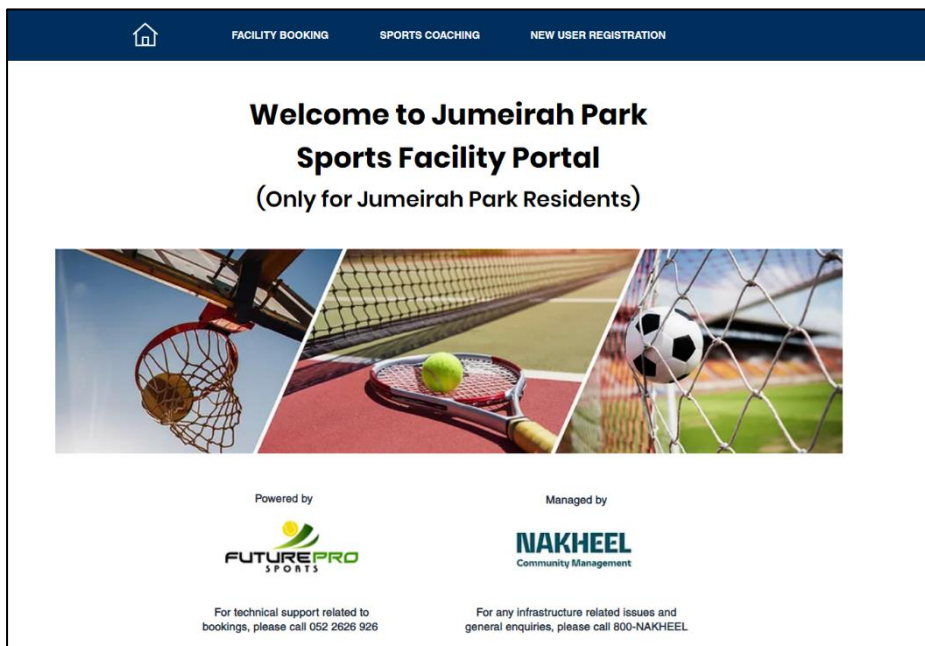




## Frequently Asked Questions (FAQ) Jumeirah Park Sports Facility Booking



The screenshot shows the homepage of the Jumeirah Park Sports Facility Portal. At the top, there is a dark blue navigation bar with a home icon and three menu items: 'FACILITY BOOKING', 'SPORTS COACHING', and 'NEW USER REGISTRATION'. Below the navigation bar, the main heading reads 'Welcome to Jumeirah Park Sports Facility Portal (Only for Jumeirah Park Residents)'. A central image features three panels: a basketball hoop, a tennis racket with a ball, and a soccer ball in a goal. At the bottom, the page is powered by 'FUTUREPRO SPORTS' and managed by 'NAKHEEL Community Management'. Contact information is provided for technical support (052 2626 926) and infrastructure issues (800-NAKHEEL).

Home | FACILITY BOOKING | SPORTS COACHING | NEW USER REGISTRATION

### Welcome to Jumeirah Park Sports Facility Portal (Only for Jumeirah Park Residents)

Powered by  Managed by 

For technical support related to bookings, please call 052 2626 926  
For any infrastructure related issues and general enquiries, please call 800-NAKHEEL

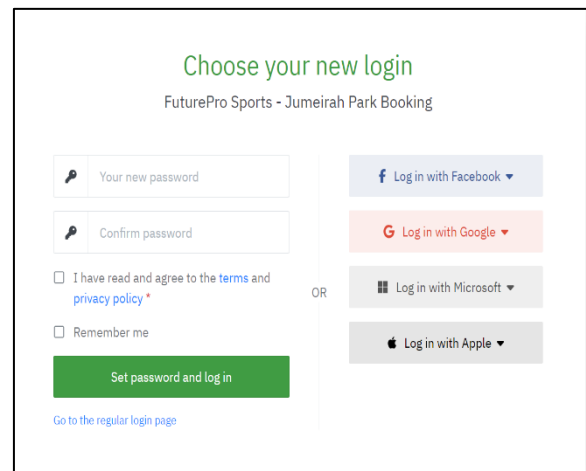
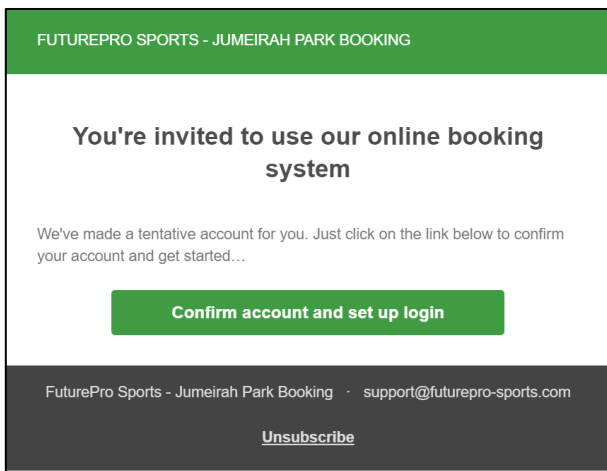
### What is the Link for the Booking Platform?

Jumeirah Park Sports Facilities can be booked using the following page :

<https://www.futurepro-sports.com/jpsports>

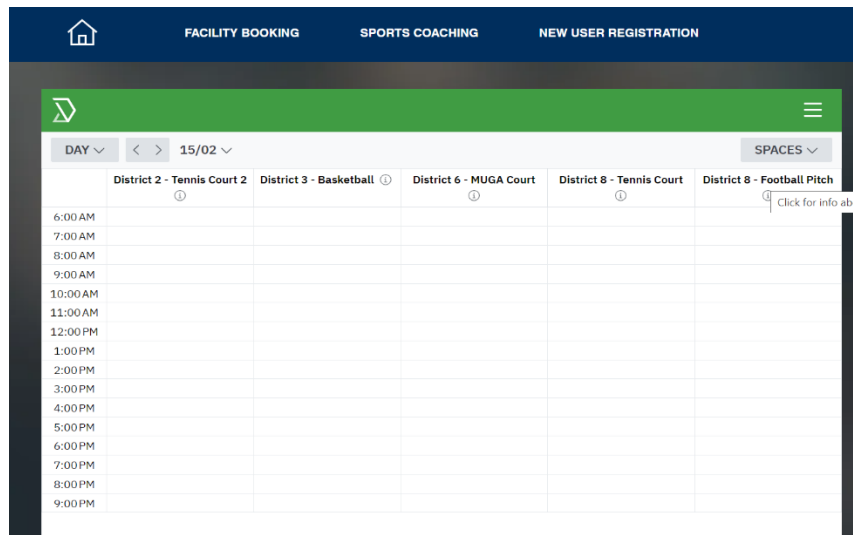
**1. What is the New user registration process to be able to book sports facilities?**

- a. The Facility usage & booking is permitted only for residents of Jumeirah Park community. As a first-time user, all residents are required to register and validate their resident status using the **New User Registration** Tab on the page.
- b. Fill up the form completely and upload your proof of residence (Ejari for Tenants and Title Deed for Owners) and submit the form.
- c. The resident status will be validated in 1-2 working days. You will receive an email with your temporary account and you will be prompted to complete the process by setting-up your login



**2. How do I book a facility?**

Your own username (your email address) and newly set password will allow you to access the booking system. You may start using the booking facility using the **BOOK FACILITY** button on the main page. You will be shown all available facilities (referred to as SPACES on the platform).



DAY	<	>	15/02	SPACES
				District 2 - Tennis Court 2   District 3 - Basketball   District 6 - MUGA Court   District 8 - Tennis Court   District 8 - Football Pitch
6:00 AM				
7:00 AM				
8:00 AM				
9:00 AM				
10:00 AM				
11:00 AM				
12:00 PM				
1:00 PM				
2:00 PM				
3:00 PM				
4:00 PM				
5:00 PM				
6:00 PM				
7:00 PM				
8:00 PM				
9:00 PM				

To book as particular slot, double click on the slot and verify details in the new window that pops up. Check your details and complete the booking by clicking **CONFIRM BOOKING** . (Booking Title and Notes are not required to be filled in )

NEW BOOKING
✕

**DATE & TIME\***

Monday, 5 February 2024 From 7:00 PM to 8:00 PM

**SPACES\***

District 6 - MUGA Court

**BOOKING TITLE**

An optional booking summary

**NOTES**

Any further information

**ADDRESS**

---

YOUR DETAILS

PRE-FILLED USER DETAILS

Edit details

---

CANCELLATION/CHANGES

You can cancel or change this booking any time before it begins.

Confirm booking
Cancel booking

**3. Will I receive any confirmation of my booking?**

Yes you will immediately receive your booking confirmation on your registered email address.

FUTUREPRO SPORTS - JUMEIRAH PARK BOOKING
SCHEDULE · MY BOOKINGS

## Your booking

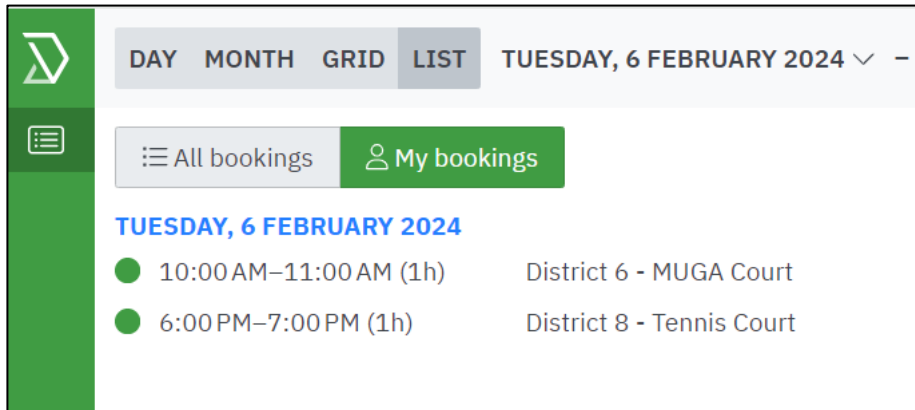
for Monday, 5 February 2024, 7:00 PM

<b>Start</b>	Monday, 5 February 2024, 7:00 PM
<b>Duration</b>	1 hour
<b>Spaces</b>	District 6 - MUGA Court
<b>Notes</b>	
<b>Address</b>	
<b>Changes &amp; cancellation</b>	Change/cancel until Monday, 5 February 2024, 7:00 PM (from your <a href="#">My Bookings</a> page)
<b>Sync</b>	Optionally sync your bookings with your own calendar by <a href="#">setting up a calendar feed</a> .

FuturePro Sports - Jumeirah Park Booking · support@futurepro-sports.com
Unsubscribe

**4. Where can I see all my bookings?**

You can view all your bookings in **MY BOOKING** section of the Booking page once your logged in. You can select the **LIST view** on the top left and see all your Bookings.



**5. Can I cancel my booking?**

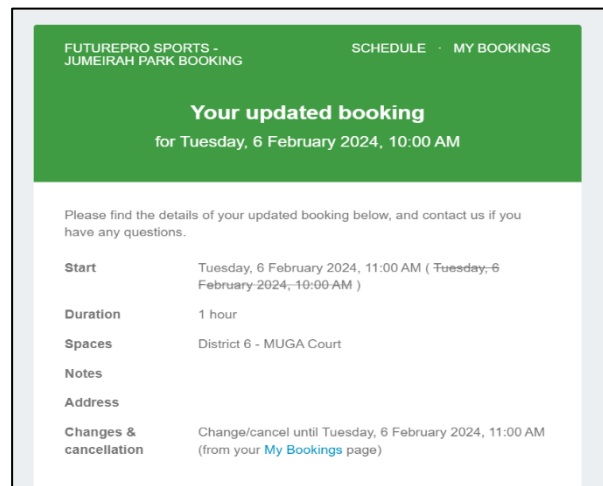
Yes in case you are unable to use the booked facility, you are encouraged to cancel the Booking to allow your other neighbours to use the facility. You may cancel by clicking the drop down arrow on any of your booked slots and click on **Cancel Booking**. Cancellation is allowed in the system only until the start of your session time.

**6. Can I book facilities in advance?**

As per NCM directive, the system is configured such that you will be able to book only for 2 days in advance (i.e current day + 2 more days). This is done to prevent block bookings and optimum use and availability of the facilities.

**7. Can I change the timing of my booking?**

Yes you can edit your booking by double clicking on your booked slot and then changing the date/times subject to availability. You will receive an email about your Updated Booking



**8. I missed my booking slot, can I book another slot on the same day?**

The system will not permit you to book the same venue again on that day. Each user will be eligible to book only 1 session per day per facility

**9. As a tenant, can I register on the Booking Platform?**

Yes. Tenants are eligible to register and Book the facilities. Valid Ejari will have to be submitted during the registration process.

**10. How long will it take to have access the Booking system after submission of registration form?**

The account will be activated within 1-2 days after verification of the submitted residence proof.

**11. How many hours a day can a court be booked per user ? Can I book multiple sports or slots at a time?**

Each user will be eligible to book only 1 session per day per facility

**12. Will there be any Fees for the booking?**

The facility usage is **FREE for all verified residents** of the community. For those who wish to avail coaching services, they will have to register for the coaching program with FuturePro Sports and pay the fees to them directly

**13. Can I book facilities and have my private coach?**

No. Sports coaching rights at the Jumeirah Park facilities has been exclusively granted to FuturePro Sports. You may contact them on 052 2626 926 for enquires of the Coaching programs

**14. Who do I contact for Sports coaching?**

For Tennis, Football, Basketball and Fitness coaching services, you may contact the exclusively appointed provider - **FuturePro Sports at 052 2626926**. Tennis coaching services will be starting immediately after Booking Platform is opened. Other Sports coaching will be starting soon and residents will be shared details about the same in due course of time.

**District 1, Tennis Court 1** is reserved for **FuturePro Tennis Academy** for Coaching services for residents. Bookings are not permitted on this court. District 2, Tennis Court 2 may be booked for self play by residents. You may find details of the Tennis program on the page below:

<https://www.futureprotennis.com/>

**15. What are timings for the sports facilities ?**

All sports facilities in Jumeirah Park will be operational **6:00 AM to 10:00 PM** on all 7 days of the week. The last booking slot will be 9:00pm to 10:00pm.

**16. Whom do we contact for reporting technical/infrastructural related with the courts?**

For any infrastructure related issues, suggestions, feedback, please contact 800 – NAKHEEL or your Community Management contact.

**17. Whom should we contact if I encounter technical issues with the booking system?**

For any assistance with the Booking Platform, kindly reach out to us at 052 2626 926 during business hours. After working hours, please feel free to email us at [support@futurepro-sports.com](mailto:support@futurepro-sports.com).