



Igloohome

Padlock (2E)

Cost effective court access solution for your club

The Igloohome padlock is integrated with the ClubSpark software that enables players to simply book & pay online, receive a 9-digit pin that will provide them with access to the tennis courts at the time of their booking.

- No internet connection is needed at the venue
- A 9-digit PIN is provided on booking confirmation that will grant court access for each booking.
- PINs are active at least 30 minutes before the booking start time and expire at least 2 hours after the booking end time.
- To connect the lock with the ClubSpark software, a fee of USD\$2 per lock is deducted monthly from a debit/credit card set up with Iglooconnect.
- Manual PINs can be generated via the Igloohome App or access can be granted via Bluetooth. These methods of access bypass the requirement for making a booking online with ClubSpark.
- Lock activity status, including PIN entries, can be viewed via the Igloohome App. For up-to-date activity status, the lock must be synced with the App.



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Benefits of Igloo lock for the club:



Reduced administration impact to volunteers



Low-cost access solution



Attract occasional players to your club

EASY

Simple installation method that can be performed by a member of the club



Minimal pre-installation requirements



No internet connection required

Benefits to your members and occasional players



Improved and streamlined process to purchase memberships, hire courts and more, giving control, flexibility, and freedom



Instantaneous access to courts



Visibility of courts to meet their requirements dependent on time and surface

For more information, read the Igloo lock FAQs below.

tennis.kiwi/bookacourt

Frequently Asked Questions

What is the Igloohome lock and how does it work?

This lock provides a flexible access solution for anytime court hire that is unlocked via a unique 9-digit booking PIN generated when a booking is made using the ClubSpark online booking software.

When does the booking PIN open the lock?

Only when you want it to – the active period of each PIN is seamlessly integrated with the player's court booking made through ClubSpark (plus a grace period for entering and exiting the court for safety).

This removes the need for committee members to provide keys or attend onsite to lock up late at night.

When a booking is made, how long does it take for the booking pin to become active?

Instantaneously! If a booking has been made on the spot, the booking pin associated to that booking will work straight away – no need to book hours in advanced.

Is there a limit to how many locks I can have set up at my Club?

No - Clubspark can intergrate with as many locks as you need.

Note: Each lock requires a separate exchange code to be purchased from to activate the ClubSpark booking integration.

Will my booking PIN open all locks at the Club?

No - each lock is assigned specifically to the court in ClubSpark.

What type of battery is required, and how often does it need charging?

The lock comes with a lithium rechargeable battery that can be charged via the USB-C port at the bottom of the padlock. Simply connect the USB-C cable (provided with your lock) into a USB-C Power Adapter plugged into a power outlet.

Alternatively, you can connect the USB-C cable to a power bank or Android phone.

Note: The USB-C Power Adapter is not included and can be purchased from any electronics store.

Charging time is 30 minutes to 50% and 1 hour for 100% battery level. The battery has approximately 2000 recharge cycles.

We recommend a fortnightly-monthly occurrence of syncing the padlock to track the battery percentage.

What happens if the battery goes flat?

Multiple warnings let administrators know that the battery is running low for several days / weeks before it drains completely.

However, in the unlikely event that the battery does go flat, the lock can be jumpstarted by using the USB-C cable connection.

Can a player get locked inside?

A grace period is active before and after the court booking time to allow players to enter and exit safely using their unique booking PIN if the lock has been locked while players are on court.

If the padlock is unable to be accessible from either side, other venues advise players to keep the padlock unlocked and relock if you are the last to leave.

Is the gate fully connected to Clubspark, i.e. do the bookings go into Igloo then integrate to Clubspark, or do they go directly into Clubspark?

To clarify; that the Igloo is a padlock, however bookings go directly to the Court Booking page on ClubSpark, Members and Non-Members make bookings via this single website.

Can Coaches and Team Captains still book courts through Clubspark, or will they need to book through Igloo App?

Yes, Captains / Coaches can book courts and have recurring bookings via ClubSpark you can set rules around court bookings according to the user, A video session from Club Spark will train you on this if you decide to go ahead with the lock. Igloo App is solely for the maintenance of the lock

For Non-Members: Does the code come through to them as soon as the payment is confirmed?

Yes codes are generated on the spot when a booking is made and this also gets emailed to them. E.g. the time is 2:55pm and they are booking for 3:00pm then they will be able to access the court via the code immediately.

Note: Codes only work for the time/s specified in the booking. With a 10 minute before and after active period.

Assuming the unit is battery operated, what is the expected lifetime of the battery if operating under normal usage? What type of batteries does it use?

The Igloo Lock is battery powered and this lasts 8-12 months with normal usage. The battery is rechargeable and supplied is a USB C cable which only needs 30 minutes for 50% and 1 hour for 100%

The igloo lock app allows you to check the battery levels when you are at near the igloo lock.

How many Administrators can be loaded on the Unit and are Admins able to update and make changes remotely or do they need to physically be at the unit?

You can have as many, but ideally only 2 admins should access the Igloo App, this is only because every couple Qof months you will need to “Sync” within proximity of the lock to

1. Check battery status of the lock
2. To allow the app to send more codes to ClubSpark
3. allow you to provision manual codes for contractors etc..

Do members have to log into Club Spark to book courts or can they access through the website. If through website, what credentials are required to recognise them as a member?

Correct, members and non-members book via Clubspark. Your contacts section on Clubspark holds your active members, they can be sent an invite link to sign into their profile so members can book courts without paying.

ClubSpark can go through this via a video session and help get you setup if you were to go through with the lock.

Can Administrators make changes to bookings?

Admins can make changes at any time via Club Spark

What is the least number of digits to the code that can used?

9 digits is the minimum as this is a cost effective solution there's no way at this stage to make this shorter this is done at the Club Spark booking site.

The Igloo lock app can create user access codes at 4 digits, but this is only recommended for contractors, club staff, regular organised events.

You could issue out a code if there is a couple of members who you think needs it for example: veterans with limited access to technology

Can anyone lock the gate or does that also need a code?

Anyone can lock the gate, our recommendation is if you are at the court for a hit. Leave the padlock, if you turn up to the court and there is already someone there, enter the code as normal so it registers the entry (but don't lock/unlock the shackle, all you ask is the last one on the court needs to lock the padlock, but you don't need a code for doing this. .

Is the payment function run through the Clubspark payment option or Igloo?

It needs to be run via ClubSpark as the non-member is booking the courts via CS
The club will need to set up a Stripe account via ClubSpark to take payments, <https://clubspark.zendesk.com/hc/en-us/articles/360040838292-Registering-With-Stripe>

Fee Structure for Stripe payments:

<https://clubspark.zendesk.com/hc/en-us/articles/8406781216157-What-Are-the-Costs-of-ClubSpark>

What ongoing digital/technical support is available for the system, and is this included in the monthly fee?

If you need help with Booking modules or anything Clubspark related a great team is available via tnzsupport@clubspark.com

Although technology can come with tech-related challenges, Igloo Locks were trialled in 2022 in over 400+ clubs in Australia and clubs found great success with the locks, TNZ is able to help with [step-by-step visual guides](#).

Hardware Support

For all other hardware-related issues (e.g. the lock is not locking or responding), please contact our Igloohome supplier directly:

Email: sales@iotlocks.com.au

Phone: 03 9981 0486

Please include your Bluetooth ID and, if possible, videos that demonstrate the issue.

\$450 INC. GST
One off cost for the Padlock

\$4/month
Integration Slot (for the lock to send codes to Clubspark)