

FAQ FOR SARAWAK CLUB MOBILE APP

a) What is the Sarawak Club Mobile App for?

To provide the latest information about club events and happenings, member only sport facilities reservations, viewing outstanding balance and monthly statement of account.

b) How do I download the App?

Available from Apple App Store and Google Play Store.

c) Who are eligible to register to log in?

Ordinary and Associate members, Term Members and Corporate Member nominees. Junior Members are not able to register to log in.

d) How to log in as first-time user?

For first time use, click “Don’t have account? Register now”. Key in your email address which you have registered with the club as username. Initial password is your membership ID with capital letter alphabet followed by numbers. (Eg. X001 or X001-1). Then click “Register”.

If you failed to login, it could be because you have multiple email addresses in our system. Kindly contact membership executive at the admin office for assistance at 082-242299 or email to membership@sarawakclub.com.

Our office hour is 8.30am to 5.00pm from Monday to Friday and 8.30am to 1.00pm on Saturday. Please allow us some time to get back to you. Thanks for your understanding and patience.

e) How to change my password?

After logging in, click on the menu on the top left. Click “Profile”. Then click “Edit”. You can change your password at the box then click “Save Changes”.

f) I do not have any registered email with Club. Can I view the mobile App?

Yes, you may click “Continue as guest” to view.

If you wish to log in as member, kindly contact membership executive at admin office for assistance at 082-242299 or email to membership@sarawakclub.com to update us with your email address.

g) Can I edit my profile info with the App?

No, you are unable to update the profile info at the moment. If you wish to update your info, kindly contact membership executive at admin office for assistance at 082-242299 or email to membership@sarawakclub.com.

h) I am an Associate Member; can I view the statement of account?

No, only Ordinary Member can view the statement of account.

i) Can I make payment through the mobile app for my monthly statement of account?

Yes. Payment can be done via FPX, Credit Card and SarawakPay.

FAQ FOR SARAWAK CLUB WEBSITE MEMBER LOG IN

a) What is the website address?

www.sarawakclub.com

b) What is the Sarawak Club Website for?

To provide the latest information about club events and happenings, member only log in for viewing outstanding balance, monthly statement of account, upcoming/past sports facilities booking.

c) How to log in?

To log in the website, a pre-requirement is to log in to the Mobile App first to register the username and password.

You may refer to “How to log in as first- time user” at the FAQ for Club Mobile App.

At the top right corner, click on the user profile icon. Key in your email address which you have registered with the Club as username. Initial password is your membership ID with capital letter alphabet followed by numbers. (Eg. X001 or X001-1)

d) How to change my password?

After logging in, click on the menu on the top left. Click “My Profile”. Then click “Edit”. You can change your password at the box then click “Update Profile”.

e) Can I log in the website without install the Mobile App?

No, you can't. You must download the Mobile App to register for the username and password for log in.

f) Can I edit my profile at the website?

You are unable to update the profile info at the moment. If you wish to update your info, kindly contact membership executive at admin office for assistance at 082-242299 or email to membership@sarawakclub.com.

g) Can I book sport facilities through the website?

No, booking can be done through mobile app or contact the sports counter at 082-242299.

h) Can I make payment through the website for my monthly statement of account?

Not for now, but this feature is coming soon.

FAQ FOR RESERVATION OF SPORTS FACILITIES THROUGH MOBILE APP

a) How to I make sports facilities booking through the Sarawak Club Mobile App?

Key in your registered email address as username and password and click “Login”.

Click the top left menu button, then select “Reservations”. Click “New Reservation” and select “Outdoor Sports” or “Indoor Sports”.

“**Outdoor Sports**” are Tennis Court, Swimming Pool, Basketball Court and Futsal Court.

“**Indoor Sports**” are Squash Court and Badminton Court.

b) How many days in advance can I book the sport facilities?

You may book Squash, Tennis, Basketball, and Futsal up to 1 day in advance. For Badminton you may book up to 7 days in advance. For Swimming, you may book up to 3 days in advance. These are as per the respective Bye-Laws.

c) Can I cancel my booking that I have made?

Yes, you may do so through App or communicated to the sports counter at 082-242299 to cancel any sport facilities booking cancellation with at least 4 hours notice period before the start of the booking.

If member reserving the court does not occupy it within 10 minutes after the time stated in the booking, the member will still be charged.

d) Can I view the reservation(s) I have made?

Yes, you may view all your sports facilities booking under the reservation menu.

e) Can I make reservation for open court session with the mobile App?

Yes.

f) How do I know when are the day and time for the open court?

You may click the info button at the right corner on the sports facilities page. All the open courts info is listed accordingly.

Kindly refer to the Club Bye-Laws or contact the sports counter at 082-242299 (ext. 188) if you have further enquiries.