Registration Instructions

Below are instructions on how to register your player at Sports Performance Park. All players/guardians on the team must register by the due date provided by your team using SPP's reservation system, MindBody. Feel free to reach out to teams@sportsperformancepark.com or 716-565-2096 should you have any questions.

Some of our Team Packages include player memberships. Those memberships will only be activated once all players on the team have registered. Memberships are activated starting 10/12. Once the membership is activated, then you can book cages or mounds via the MindBody app or online.

Please Note:
- You must use the Players information during the registration process.
- Only the registered player is allowed to use the cage/mound that is booked under their profile. There is an additional fee for guests and instructors. Reach out to teams@sportsperformancepark.com for additional information and pricing.
- Guardians must review the Facility Rules with their players.

Account Registration
New Players to SPP
1. Visit www.sportsperformancepark.com from a browser. This can be done from a Mac, PC, tablet or phone browser. You cannot use the app for registration or to sign the liability waiver.
2. Click on Customer Log In at the top.
   a. MindBody will open, if you are using a phone or tablet browser, it will prompt you to open the app, click the X in the top right corner to continue to the online site.
3. Enter 'sports performance park' in the search bar and click 'Select' next to our company name.
4. Select Continue to Site without logging in.
5. Enter your email under Create an Account and click 'Next.'
   a. If you are receiving an error, then most likely the email address you are using is already in use by someone (usually a sibling) else. Try using a different email address and that should correct the issue.
6. Enter the **PLAYERS** first name, last name, DOB, gender, address, phone, and email.
   a. *Each player will need their own account and our system does not allow an email address to be used for more than one account. If you have more than one player in your household, then you will need to create separate accounts for them and use different email addresses for each so that they can properly reserve cage time online or via the app, and so that we have a profile and liability waiver for each player.*
7. Emergency Contact information should be one of the guardians. The guardian's phone and email may be the same as the players information if they are too young to have their own.
8. Create your password.
9. Sign the check box that you agree to the Liability Waiver and click 'Create Account.' Registration is now complete!

Previous SPP Players
If you played at SPP last year, then you are likely already registered and have signed the liability waiver. You should login to your account to double check all information is still up to date.

MindBody App Setup

1. Search 'MindBody app' in your app store and download.
2. Open the app and Select 'Continue with Email.' (Do not select continue with Facebook)
3. Enter the email address that you used to sign up for your players account and use the same password you used for the initial setup.
4. At this point during the setup it may seem like the app is requesting that you create a new account but after you sign in, the software will search its database and see that an account is already created with that email address. At that time, the app and online account will sync with one another.
5. You will then be prompted to enter your first and last name, and country. You must enter the first and last name that was on the account when it was originally created. Make sure you are entering your **player's information** if you are a guardian logging in for them.
6. Select 'Create Account.'
7. Go to your email and click the verify link in the email.
8. This will open a browser that says your account has been verified. On this page, search our company name under businesses.
   a. Enter your SPP login.
   b. By completing this action, you are syncing the app and the online site.
9. Open the app and select Favorites and you will see Sports Performance Park listed since you already have an account with SPP. If you do not see it then you may need to search Sports Performance Park and click the heart to save it to your favorites.
10. If the information that you are seeing on the app does not match what is listed on the online site (membership status, history, purchase information, etc) then you may need to sync the app to the online site by following the below instructions.
    a. Click on the Profile icon at the bottom right corner of your screen (app).
    b. Tap Settings
    c. Tap Resend Verification Email
    d. Open the verification email and click the enclosed link, then scroll to the "Search for a business" section at the bottom of the screen.
        i. Enter Sports Performance Park and tap Search.
        ii. Tap on Sports Performance Park.
        iii. Enter the email address and password you use with SPP.
        iv. Tap Sign in.

Reservation Instructions
MindBody App Reservations
1. Select 'Schedule.'
2. Select 'Member Reservations.'
3. Select the Cage or Mound you would like to reserve.
4. Select 'View Availability.'
5. Select the date you would like to make your reservation for.
6. Select the available time you would like to book.
7. Follow the checkout process.

MindBody Online Reservations
1. Click on the Reservations tab.
2. Select the Cage or Mound that you would like to reserve.
3. Select any date parameters and then select 'Search.'
4. Click 'Book' next to the appointment time that you would like to reserve.
5. Click 'Book Appointment' or you can create multiple appointments by clicking 'Book Recurring Appointment.'
6. Click 'Check Out.'
7. Follow the checkout process.

Please note that you will be required to pay for the reservation with a credit card at the time of booking if you do not have an active membership. Your cost will be $0 at checkout if you have an active membership.