



**Modern solutions
for the entire club**

Member Booking FAQ

Lab 18



Updated: June 2026

We're excited to announce Lab 18 is utilizing a new club management system in order to enhance your member experience and increase the efficiency of our staff.

Getting Started

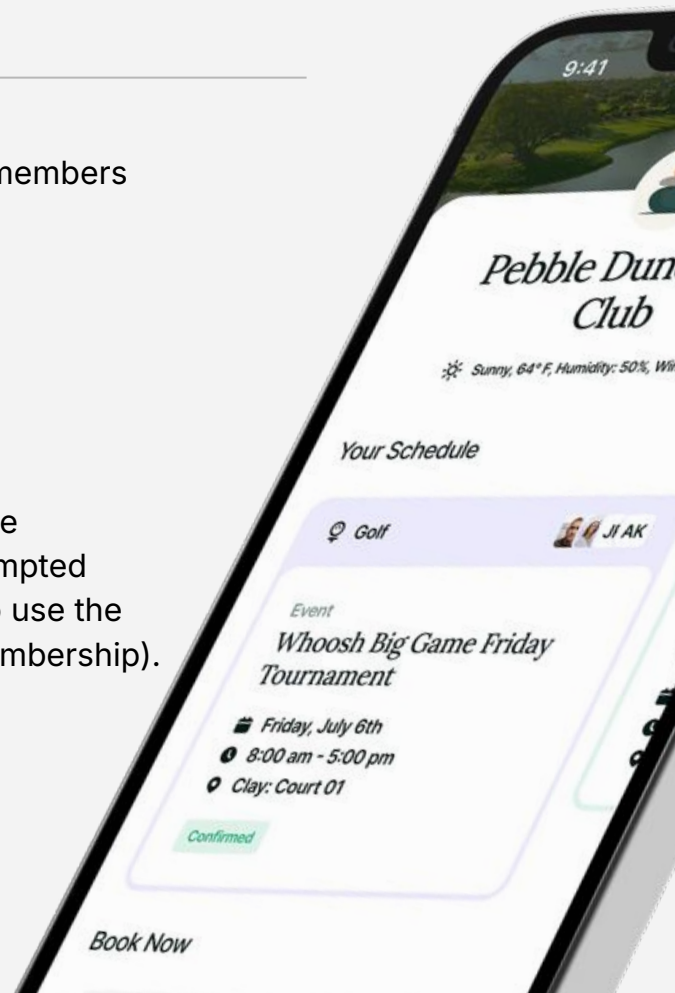
Access via Desktop

Easily book from your desktop computer by navigating to the Lab 18 website, and following the link to book. On your first visit to Whoosh, you'll be prompted to login and set a password (please be sure to use the email address associated with your Lab 18 membership). Once logged in, you'll be able to book tee times, register for events, and view your monthly statements.

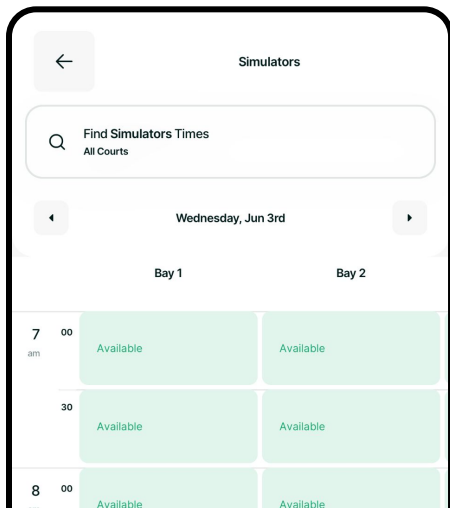
Whoosh also has their own booking app that members can leverage for added convenience.



Use your mobile phone to scan the code above to download. Once downloaded, you'll be prompted to login and set a password (please be sure to use the email address associated with your Lab 18 membership).



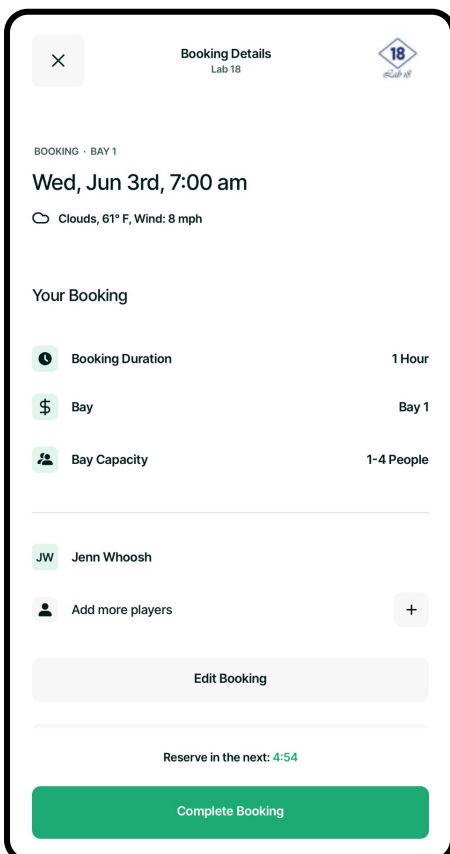
Booking Simulators



How do I make a reservation?

Select "Simulator" on the Navigation Bar and choose your preferred day on the calendar
Note: Restrictions, blocks, and events will populate within the reservation sheet.

Choose your start and end time under the "Duration" section.



Add other players by clicking on an "Available Spot". Edit player information by clicking the 3 dots next to the player's name.

- If you are bringing **non-member guests** to your reservation, please include each guest's name and email address, at the time of booking. Guest fees will be automatically applied to your member account based on the guest information provided.
- If you are adding **another member** to your reservation, do not add them as a guest. Members should be added to the booking through their membership profile and are not subject to guest fees.

Click the "Add Note" to leave a note for the staff (such as demo clubs, etc.)

Click "Complete Booking". This booking will populate under "Your Schedule" on the Homepage.



Booking Events

How do I register for an event?

Once logged in on desktop, select "Book" on the Navigation Bar to be taken to the Whoosh interface. On mobile, simply open the Whoosh app.

Select the "Featured Events" section on the Homepage or select "Events" on the Navigation Bar.

Note: You can filter by date or department.

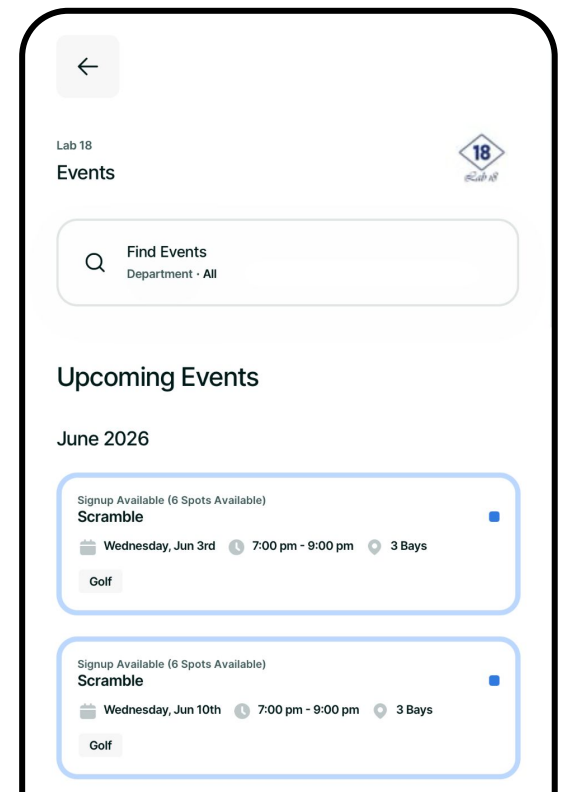
Upon selecting an event, details will populate at the top, along with other events in that series. Pricing and attendees lists will appear at the bottom of the event page.

Add other members by clicking on an "Available Spot".

If applicable to your event:

- Fill out the event form with the requested information.
- Specify how charges are handled.

Click "Join Event". This registration will populate under "Your Schedule" on the Whoosh Homepage.



How do I edit or cancel a booking?

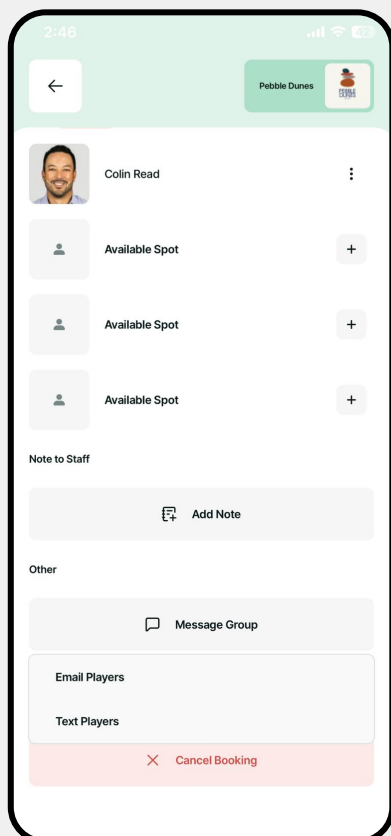
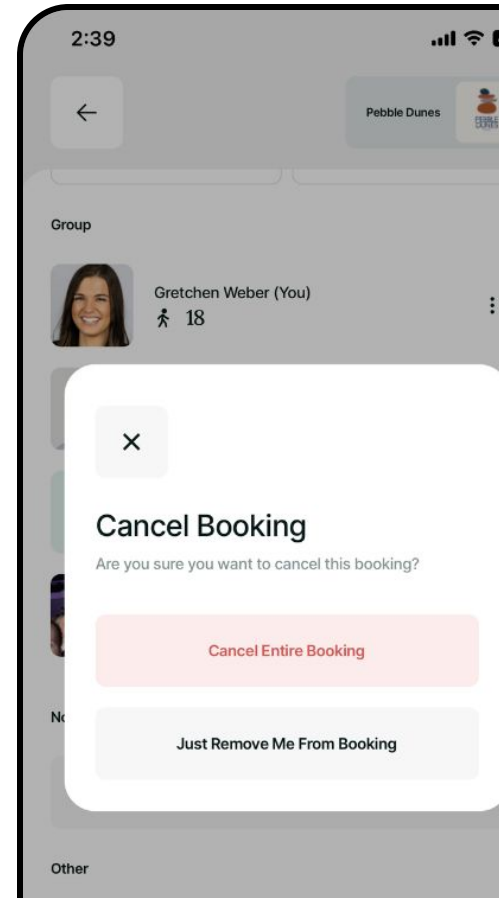
Under "Your Schedule", click the existing reservation you would like to edit or cancel.

Add players by clicking "Available Spot".

Edit or remove players using the 3 dots next to the player's name.

Adjust the date or time by selecting "Move Booking".

Cancel booking by selecting "Cancel Booking".



NEW

Message Group

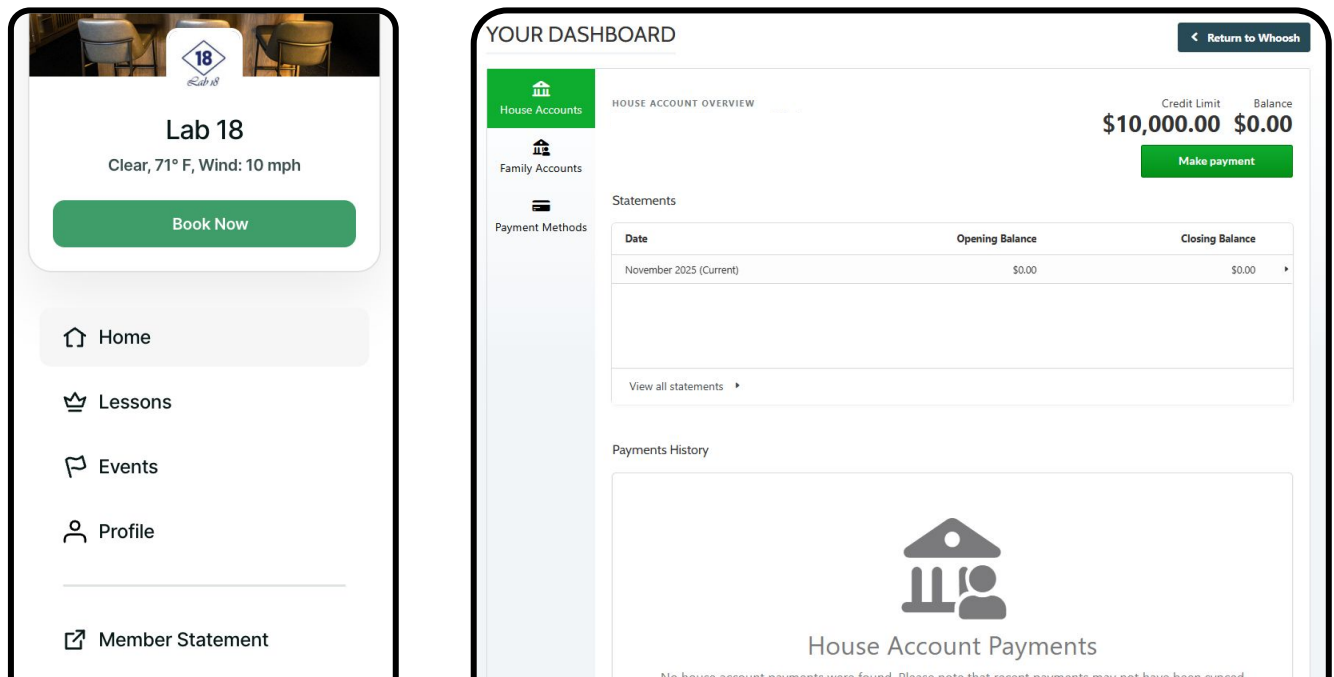
You can now text or email members in your booking if they have a phone number and email associated with their Whoosh account.

- Click "Message Group".
- Then select "Email Players" or "Text Players".
- This will populate an email message in your default email app, or a text message in your default SMS texting app.

Accessing Your Member Statement

Your Member Statement is easy to access in real-time via Whoosh.

Once logged in, you'll see a "Statements" tab in Whoosh which will take you directly to your current statement. If accessing via the Whoosh Booking app, the same tab will appear after selecting "More" from the bottom navigation bar.



The Difference between a House and Family Accounts



House Accounts

House Accounts pertain to each individual and are not an accumulation of all charges or payments for the family.



Family Accounts

Family Accounts are only available to the primary on the account and represent all charges and payments for the family. The primary may set credit limits for each individual (either single members or family members). All auto-billing payments occur at the Family Account level.