

Welcome to our Turf Booking Platform —Turf Set Connect(TSEC) your one-stop solution for booking your favorite turf in just a few taps. Start by selecting your city, then choose the turf that suits your location and budget. Browse available time slots for the date you want to play. Once you find your slot, tap 'Book Now', enter player details, and proceed to payment. Once payment is confirmed, our system notifies turf admins via WhatsApp for approval. You get a WhatsApp confirmation once approved. If not approved within 15 minutes, the amount is auto-refunded.

We support various payment options including UPI, credit/debit cards, wallets, and net banking. Post-payment, you'll be redirected to the Booking Status page which keeps you updated. If the turf admin denies your request, a full refund is initiated immediately and the amount reflects within 3-5 business days depending on your payment method. Our approval-based system ensures turf availability is synced in real-time.

Our standout feature is real-time WhatsApp integration. As soon as you complete your payment, both you and the turf admin are notified on WhatsApp. Admins can approve or deny directly from their WhatsApp interface — no need to log into any panel. You'll receive confirmation or refund updates in WhatsApp chat, making booking management seamless and instant.

You also receive automated reminders one hour before your booked slot starts, along with directions to the turf, rules, and any items you might need to bring (e.g., turf shoes, ID, water bottle). You can message the turf admin directly through WhatsApp for last-minute changes or assistance.

We are more than just a booking platform. We are a sports community. On your profile page, you can create a personal player card. Add your preferred position (e.g., striker, defender), sport (football, cricket, etc.), skill level (casual, semi-pro), and city. Based on this, our system recommends nearby players you can connect with.

We have a dedicated Community tab. Players can post "Looking for Players" (LFP) notices. Teams can post "Looking for Teams" (LFT) posts for tournaments. You can also create or join public and private teams, manage your own squad, or even assign a team captain. Team chats are also available, with tournament registration reminders and updates.

We allow any verified turf partner or registered team to host tournaments. Use our Tournament Panel to list your event, add rules, player eligibility (e.g., under-18, women's, mixed teams), registration fees, prize money, and sponsors. Players or teams can apply through their dashboard. Auto-reminders go to all players before matches. Fixtures and results are auto-updated.

Organizers can accept or reject applications. You can message all participants through a WhatsApp broadcast list we help you set up. Your tournament listing remains on our home page until the final whistle is blown. After the tournament, team pages update automatically with trophies and rankings. Individual player stats like goals, assists, and saves can be manually inputted.

Q: How do I know my booking is confirmed?

A: Once your payment is successful, you'll receive a WhatsApp message within 15 minutes confirming your slot. If the turf admin doesn't approve it in time, your payment is refunded automatically.

Q: Can I cancel a booking?

A: Yes, but cancellation policies differ by turf. Some allow cancellations up to 6 hours in advance with full refund. Others may offer partial refund or rescheduling. You'll see cancellation terms before payment.

Q: How do refunds work?

A: All refunds are processed instantly if a slot is not approved. For manual cancellations, refund times vary between 1 to 5 business days depending on your bank or payment provider.

Q: Can I book for my team?

A: Yes! When booking, select "Booking for Team" and add the names or user handles of your teammates. They'll all get a WhatsApp notification and the booking will be added to your team calendar.

Q: What if the turf is closed or unplayable due to weather?

A: If the turf admin cancels the slot due to weather, your refund is processed in full. You will also get a WhatsApp message and email notification about the cancellation.

Turf slots are typically 1 hour long, but can be extended in 30-minute increments. Most turfs operate between 6:00 AM and 12:00 AM, with early morning and late-night slots being more affordable. Prices differ on weekends, public holidays, and demand-based peak hours (5 PM to 9 PM).

All players must wear proper sports gear. Turf shoes or non-marking shoes are mandatory. Spikes, studs, or metal cleats are strictly prohibited and could result in being asked to leave without refund. Any damages to turf property may be charged to the booking account.

We have a zero-tolerance policy for abuse, violence, or unsportsmanlike conduct. Turf admins can file a report which can result in temporary or permanent ban. We encourage fair play and inclusivity — everyone is welcome regardless of skill level or background.

Each player gets a profile score based on reliability (did you show up on time?), friendliness (team ratings), and commitment (number of matches played). Teams also get a rank and trophies based on tournaments participated. Players and teams can earn badges like “Early Bird”, “MVP”, “Community Builder”, or “Fair Play”.

You can also add video highlights of your best moments to your profile and share your unique player card on social media. If you consistently perform well in tournaments, our partner scouts may even reach out with opportunities.

Your dashboard includes a calendar with all upcoming and past bookings. Each match has its own summary, including final score (if added), turf rating, opponent team (if a match), and photo uploads. Use this to track your play stats and frequency.

You can export your booking history as a PDF for expense tracking, reimbursement, or club record-keeping. Teams get a shared match calendar to coordinate availability. Managers can invite or remove players from team events.

Turf admins get a dedicated panel with tools to manage bookings, approve/reject in real time, send bulk messages to players, issue refunds, and update pricing or slot availability. Admins can also activate auto-approval mode for trusted repeat players or known teams.

Admins can create and share deals, like “Happy Hour (25% off 2 PM to 4 PM on weekdays)” or “Weekend Passes”. Booking history helps turf managers understand traffic and optimize staff. QR check-in systems are also available to validate entry.

We reward loyalty. After every 10 bookings, you get 1 slot free (auto-applied). Referral codes give both the sender and recipient ₹50 in wallet balance once the recipient makes their first paid booking. Top referrers of the month win vouchers and recognition badges.

Our Wallet system allows you to add funds in advance and pay instantly during booking. Wallet balance can be topped up using any standard method. Wallet money is refundable in case of cancellations or turf rejections.

Coming soon:

- AI-based teammate suggestions
- Skill rating from community feedback
- Live match scoreboard for tournaments
- Video playback and highlights
- Marketplace for jerseys, shoes, and gear
- Verified coach booking
- Club-level analytics for pro teams
- Turf rating based on lighting, cleanliness, staff, and parking