

## **Introduction**

An online sport facilities booking system is a web-based application that allows users to make reservations for sport facilities like courts, fields, and halls through an online platform. In the past, reservations for sport facilities were made manually through walk in counters, phone calls, or paper records. These manual techniques frequently lead to scheduling conflicts, double booking, and ineffective facility use (SportMember, 2023). As the demand for sports facilities continues to grow, a more systematic and efficient solution is required to manage booking effectively. With the advancement of information systems, online booking platforms provide real time access to facility availability and automate the reservation process. Users are able to view available time slots, make reservations, and receive confirmations instantly. According to SuperSaaS (2024), online booking systems reduce administrative workload by eliminating manual scheduling and offering automated updates, which enhances overall accuracy.

Overall, the system operates in a self service environment where registered users can access real time information about available facilities and make reservations at any time. In sports facility management, such systems also support structured user management, booking history tracking, and transparent scheduling. These features improve user satisfaction and ensure fair access to facilities while allowing administrators to monitor usage effectively (SportMember, 2023). Therefore, implementing an online sport facilities booking system is essential for modern sport organisations for efficiency, transparency, and better service delivery