

3. Lobby Bans

Ban Types

1. Patrons Banned at your club are in RED

Bankstown Sports Patron search JS

Latest sign-ins

Member **Assistance**

Jerome Bell
Flagged 1 min ago

[Resolve](#) [View details](#)

Member **Banned**

Darrell Wong
Flagged 1 min ago

[View details](#)

Member

Jenna Warren
Signed-in 2 min ago

[View details](#)

Flagged patrons (3)

Jerome Bell
Assist - 1 min ago

Darrell Wong
Assist - 2 min ago

Cameron Williamson
Assist - 5 min ago

Today's summary

212 In-venue	1,843 Total sign-ins
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2. Patrons Banned in affiliate clubs are in PINK

Bankstown Child Club Patron search JS

Latest sign-ins

Member **Flagged**

Jerome Bell
Flagged 1 min ago

Member

Darrell Wong
Signed in 1 min ago

Member

Elizabeth Warren
Signed in 2 min ago

Flagged patrons (3)

Jerome Bell
Assist - 1 min ago

Today's summary

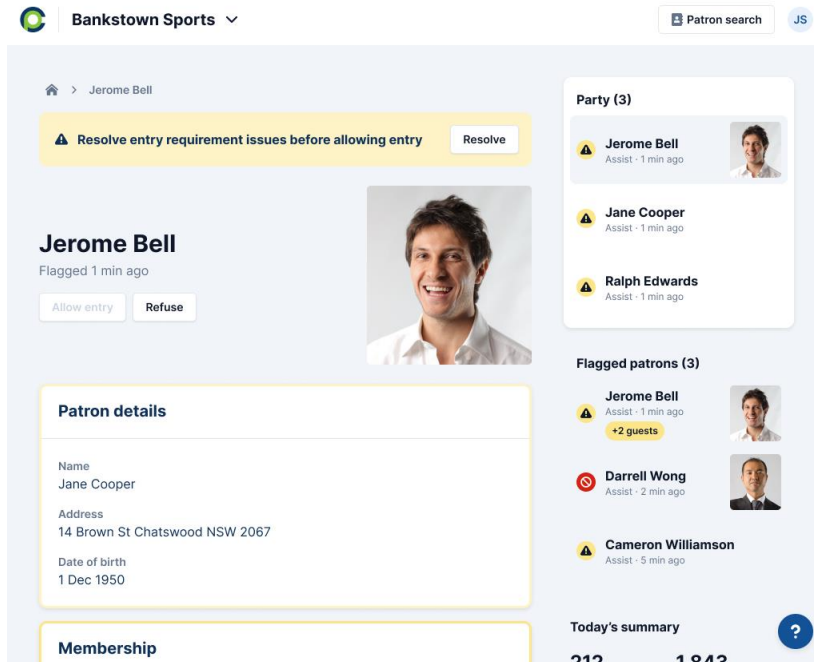
212 In-venue	1,843 Total sign-ins
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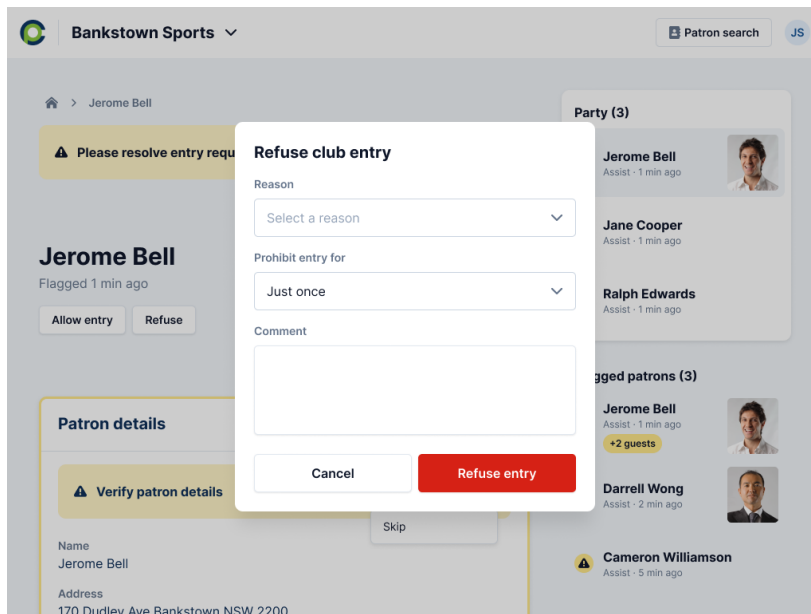
3. Self-excluded Bans do not have a notification, instead an direct message is sent to onsite handlers

Ban Patrons from Lobby

1. Click on the patron to bring up their details screen
2. Select the Refuse button if at the door, or Eject button if already signed in



3. Fill out the details of the ban, the patron will be automatically signed out



Lobby bans will appear with a different tag in the admin section. These bans can be uploaded as full bans if needed via a CSV upload.

Affiliate Bans

This type of ban appears in your club is apart of a Club Group, and a patron has been banned at a club in this group.

1. Signed in Patron will appear as pink and the details of the ban will show in their details screen

The screenshot shows a user interface for a club member's profile. At the top, it says "Bankstown Child Club" with a dropdown arrow and a "Patron search" button. The profile is for "Jerome Bell". A prominent pink notification box at the top left states: "Patron banned at Bankstown Sports", "Reason: Intoxicated", "Time banned: Fri 1 Jan 2021, 1:11 am", "Prohibit entry until: Fri 8 Jan 2021, 1:11 am", and "Comments: Patron was visibly intoxicated and refused entry. Patron... See all". Below this is an "Acknowledge Ban" button. The profile section shows "Group Member", "Jerome Bell", "Flagged 1 min ago", and buttons for "Allow entry", "Refuse", and "Sign Out". To the right, a "Flagged patrons (3)" list includes Jerome Bell (Assist - 1 min ago), Darrell Wong (Assist - 2 min ago), and Cameron Williamson (Assist - 5 min ago). A "Today's summary" box shows "212 In-venue" and "1,843 Total sign-ins". Below the profile are sections for "Patron details" (hidden), "Membership" (Club Group Member - Revesby Workers Club, Membership # 5382-2135-3546, Valid until 1 Jan 2022), and "ClubPASS card" (Add button, Patron doesn't have a ClubPASS card). A help icon is in the bottom right.

2. Acknowledge the ban
3. Your club can decide whether to allow entry to the patron or carry the ban over to you