



Football everywhere ... ™

# Important information

Dear Clients

On October 17 2009 GOAL! will introduce **important changes to the process of reserving its football fields:**

- The web site, [www.q8fields.com](http://www.q8fields.com), will be re-launched on that date and clients will be able to go on-line and **reserve fields up to 30 days in advance**. Web users will have to pay on-line through KNET to confirm a reservation.
- The call center, **222 50 129**, will be operational from 12:00 am to 12:00 pm Saturday to Thursday and Fridays 6:00 pm to 12:00 am to provide service for all clients including those that do not wish to pre-pay on-line. **Reservations through the call center can only be done 7 days in advance.**
- Clients reserving and paying through the web site will be entitled to 1 free hour for every 10 paid hour. To take advantage of that entitlement you must go on-line and register with [www.q8fields.com](http://www.q8fields.com) and start managing your own reservations.
- Clients that wish to cancel or reschedule a web reservation can go on-line and reschedule without any penalty up to 48 hours prior to the playtime. In addition to being able to cancel on line, we have introduced a mobile number dedicated for cancellations **600 25 250**, just sms us the letter **C** to this number and we will call you back.
- A new email address has been setup to facilitate communications with the reservation desk, just drop us an email to **reservations@q8fields.com** that includes your coordinates and we take care of the rest.

**If you are a regular client that reserves the same hours weekly we recommend you contact us as soon as possible to make the necessary arrangements to make sure you do not run the risk of losing these hours.**

On behalf of the entire GOAL! team I wish a very enjoyable football experience.

Sincerely

Ghassan Assi  
General Manager

