spoooorts.coach Documentation

Contents

Overview – spooorts.coach

spooorts.coach is the all-in-one platform for sports coaches, personal trainers, and fitness professionals. Your own website, your own app, online booking, athlete management, and finances — all in one free solution.

What is spooorts.coach?

spooorts.coach is a cloud-based platform that gives sports coaches, personal trainers, fitness coaches, and instructors a comprehensive toolkit for their daily coaching business. In just a few minutes you can create your own coach website with an integrated online booking system where athletes book training sessions and pay directly. On top of that you get a free management tool for athletes, schedules, bookings, and finances.

The platform is hosted in German data centres. spooorts.coach integrates seamlessly with spooorts.club and spooorts.events: training sessions you create can automatically appear in your club's calendar and at sports events.

Who is spooorts.coach for?

- **Personal Trainers** — individual coaches offering 1-on-1 or small-group sessions who need a professional online presence with booking functionality
- **Fitness Coaches** — trainers running group workouts, bootcamps, yoga, Pilates, and similar class formats
- **Club Coaches** — coaches at sports clubs who want to digitally manage their training groups, attendance, and communication
- **Martial Arts Instructors** — coaches for boxing, MMA, judo, karate, and other martial arts with belt gradings and structured courses
- **Dance and Gymnastics Instructors** — choreographers and instructors with recurring course blocks and performance dates
- **Sports Schools and Academies** — facilities with multiple coaches, rooms, and an extensive course catalogue

Key Features at a Glance

- **Own Website & App** — create a professional coach website in your own design with a custom URL (e.g. mycoach.spooorts.de) as a Progressive Web App or even as a native iOS and Android app
- **Online Booking System** — athletes book training sessions directly through your website or app, choose date, time, and session type, and pay instantly online
- **Training Planning** — create recurring sessions, one-off lessons, courses, and camps with flexible scheduling and capacity limits
- **Athlete Management** — all athletes, their bookings, attendance records, progress, and contact details at a glance — GDPR-compliant and exportable
- **Communication** — push notifications, emails, and an in-app messaging system for direct and group communication with your athletes
- **Payments & Finance** — online payments, invoice generation, financial overview with revenue, expenses, and DATEV-compatible export
- **QR Code Check-in** — digital attendance tracking at the training venue via QR code scan through the spooorts app
- **GPS Tracker** — in the Ultimate plan: built-in GPS tracker for running, cycling, and outdoor activities directly in the app

Quick Start

1. Sign up for free at spooorts.coach.
2. Choose your sport and upload your logo and banner image.
3. Create your first training session with date, time, and price.
4. Share your personal coach URL — athletes can book immediately.

5. Manage bookings, athletes, and finances through the free dashboard.

Tip: spooorts.coach is completely free on the Basic plan — no monthly fees. Only a 6 % service fee applies to online payments.

Integration within the spooorts Ecosystem

spooorts.coach is part of the spooorts ecosystem and works seamlessly with the other platforms:

- **spooorts.club** — training sessions automatically appear in the club calendar; club members can book directly through the club app
- **spooorts.events** — link training events with tournaments and competitions; participants from events can be imported directly as athletes
- **spooorts App** — athletes use a single app for club, event, and coach content; push notifications and calendar integration included

Dashboard

The dashboard gives you a quick overview of your sales, registrations and key metrics at a glance.

Overview

The dashboard is the home page of your spooorts Manager. At a glance you can see the most important metrics for your events: revenue from ticket sales, product sales and registrations. The bar chart shows the trend over the last six months.

Sales Chart

The central bar chart displays your monthly revenue graphically. You can switch between three views:

- **Total Revenue** – All income summarised per month.
- **Product Sales** – Only revenue from the shop (merchandise, equipment etc.).
- **Ticket Sales** – Only income from registrations and entry fees.

The default period covers the last six months. You can adjust the period freely using the date filters.

Quick Actions

The toolbar on the dashboard gives you direct access to the most important functions: create a new event, manage contacts or adjust settings. This saves you the detour through the navigation.

Tips

- Check the dashboard regularly to spot trends in registrations and revenue early.
- Use the date filters to evaluate the performance of individual events.
- Note that events in different currencies will show amounts separately.

Website & App

Create your own coach website in minutes with a custom design, your own URL, an integrated booking system, and Progressive Web App support — or go native with your own iOS and Android app on the Ultimate plan.

Your Own Coach Website

With spooorts.coach you create a professional coach website without any programming skills. The guided setup wizard walks you through the design step by step. Your website is hosted in German data centres and is immediately accessible via your personal URL.

- Custom URL in the format `myname.spooorts.de` or your own subdomain on the Premium plan
- Responsive design — optimised for desktop, tablet, and smartphone
- Upload your own logo, banner image, and colour scheme
- Coach profile with description, qualifications, and photos
- Integrated booking page for athletes directly on your website
- News section for current announcements and updates
- Embeddable results and performance overviews
- SEO-optimised with meta tags, structured data, and sitemap
- SSL encryption (HTTPS) included for all pages
- GDPR-compliant cookie management and legal notice integration

Website Builder

The built-in website builder enables visual design of your website. All content is managed through a dashboard and changes are visible immediately.

- Drag-and-drop arrangement of page sections
- Pre-defined sections: hero banner, about me, training offers, pricing, contact, gallery, testimonials
- Photo gallery with automatic image optimisation
- Embeddable maps for your training location (Google Maps)
- Social media links (Facebook, Instagram, YouTube, TikTok)
- Contact form with email forwarding
- Multi-language content possible (German, English, and more)

Progressive Web App (PWA)

Your coach website automatically works as a Progressive Web App. Athletes can save it to their smartphone home screen and use it like a native app — with full-screen mode, fast loading times, and basic offline capabilities.

- Home screen installation via "Add to Home Screen"
- App-like navigation without the browser toolbar
- Push notifications for booking confirmations and schedule changes
- Offline caching for faster loading of frequently visited pages
- Automatic updates — athletes always get the latest version

Native iOS & Android App (Ultimate)

On the Ultimate plan you get your own app in the Apple and Google app stores under your name and with your branding. The app is developed and maintained by spooorts — all iOS and Android updates are included in the subscription.

- Own listing in the Apple App Store and Google Play Store
- Custom app icon, splash screen, and app name

- Native push notifications for maximum reach
- Built-in GPS tracker for outdoor training (running, cycling, hiking)
- Offline access to training plans and exercise descriptions
- Biometric login (Face ID, Touch ID, fingerprint)
- Calendar sync with the athlete's smartphone calendar
- All iOS and Android updates included — no extra development costs

Important: The native app requires the Ultimate plan (€399/month) and a one-time setup fee of €3,990. Store publication takes 4–6 weeks after design approval.

Custom Domain & Branding

On the Premium and Ultimate plans you can connect your own subdomain or domain to your spooorts.coach website. The Basic plan provides a free spooorts.de URL.

- Basic: `myname.spooorts.de` (free)
- Premium: custom subdomain (e.g. `training.mydomain.com`)
- Ultimate: fully custom domain possible
- On the Basic plan, subtle spooorts logos are displayed; on Premium they are replaced by your own logos

News

The news feature lets you publish updates for athletes and training groups directly on your website and in the app.

Overview

The news feature in the coach management allows you to keep athletes and training groups informed about updates regarding your coaching service. Published news items appear on both your website and in the app, and can include a photo, a title and a detailed text.

Typical use cases include new training plans, class changes, competition dates or training tips.

Creating and Managing News

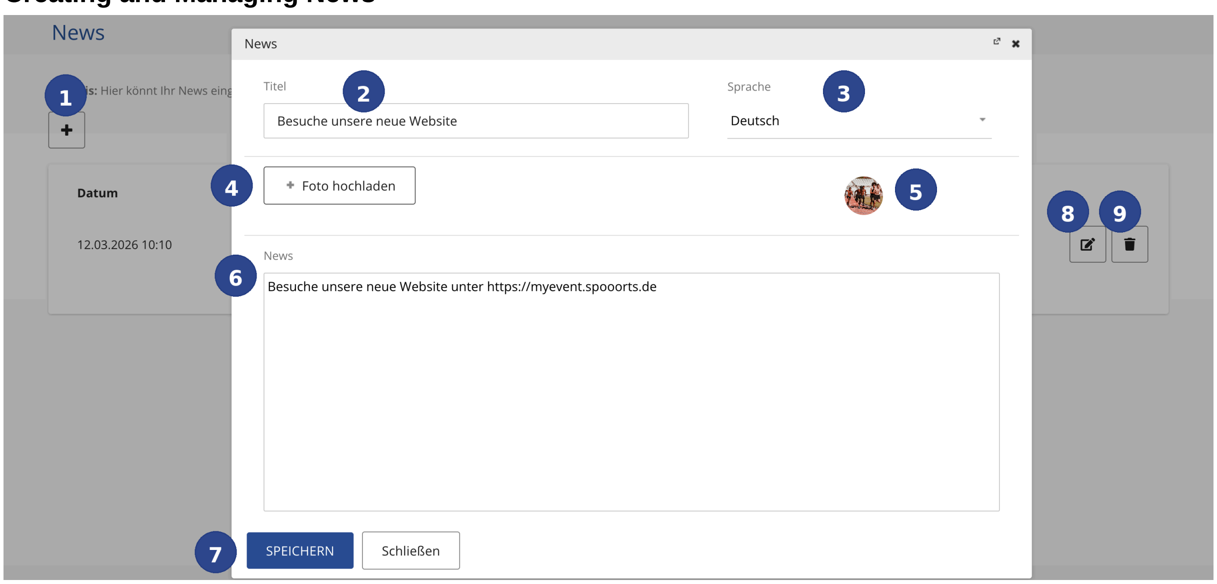

Figure 1: Creating and editing news in the spooorts Manager

① **Create New News**	Click the **+** button to create a new news item. The news editor opens as a dialog.
② **Title**	Enter the title of your news item here. The title is displayed as a heading on the website and in the app. Choose a short, descriptive title that catches the attention of your athletes and training groups.
③ **Language**	Select the language of the news item from the dropdown menu. You can publish news in different languages to reach an international audience. Each language version is managed separately.
④ **Upload Photo**	Click **+ Upload Photo** to add an image to your news. Photos make your news more visually appealing and increase engagement. Common image formats (JPG, PNG) are supported.
⑤ **News Image**	The uploaded photo is shown as a round preview. The image will appear on your website and in the app alongside the news text.
⑥ **News Text**	Write the full text of your news item here. You can include links, e.g. to your website or registration page. The text is displayed in full on the website and in the app.
⑦ **Save**	Click **SAVE** to publish the news item. The news will immediately appear on your website and in the app. Click **Close** to discard your changes.
⑧ **Edit**	Use the edit icon to modify an existing news item – for example, to update the text or add a new photo.
⑨ **Delete**	Use the delete icon to permanently remove a news item from your website and from the app.

Tips for Great News

To make your news resonate with athletes and training groups, keep these tips in mind:

- Use descriptive titles that spark curiosity.
- Always include a photo – news with images receives significantly more attention.
- Keep the text concise and informative. Link to additional pages when needed.
- Publish news regularly to keep athletes and training groups up to date.
- Use the multilingual feature if you have an international audience.

Booking & Scheduling

Online booking system for training sessions — athletes book conveniently through your website or app, choose date, time, and session type, pay directly, and receive an automatic confirmation.

Online Booking for Athletes

Your coach website includes an integrated booking page. Athletes see all available training sessions in a clear calendar view, select their preferred slot, enter their contact details, and pay directly online. The booking is confirmed instantly — no manual effort required on your part.

- Calendar view with all available slots (week and month view)

- Filtering by session type, location, and time of day
- Guest booking — athletes can book without creating an account
- Registered athletes see their booking history and can save favourites
- Waitlist for fully booked sessions with automatic notification
- Embeddable booking widget for external websites and social media profiles

Bookable Session Types

Define different session types with individual settings for duration, price, capacity, and description. Each type is displayed as its own tile or category on your booking page.

- **One-on-One Training** — personal session with one athlete; tailored to the individual's goals and fitness level
- **Small Group** — training with 2–6 participants; ideal for semi-personal training
- **Group Class** — open classes with larger capacity (e.g. bootcamp, yoga class)
- **Course Block** — a linked series of sessions (e.g. 10-session beginner course); athletes book the entire block at once
- **Trial Session** — free or discounted taster session for new athletes
- **Online Training** — virtual session via video link (Zoom, Teams, Google Meet); the link is automatically included in the booking confirmation

Availability & Calendar

Set your weekly availability. The calendar automatically accounts for buffer times between appointments and blocks out times when you are unavailable.

- Recurring availability per weekday
- One-off special availability and blocks (e.g. holidays, vacations)
- Configurable buffer time between consecutive appointments (e.g. 15 min)
- Maximum advance booking window (e.g. up to 30 days ahead)
- Minimum lead time (e.g. at least 24 hours before the session)
- Sync with external calendar (Google Calendar, Apple Calendar, Outlook) to avoid double bookings
- Automatic timezone adjustment for international athletes

Booking Confirmation & Reminders

After every booking the athlete receives an automatic confirmation by email and push notification. In addition, configurable reminders are sent before the session.

- Instant booking confirmation email with session details, location, and payment receipt
- Push notification in the spooorts app
- ICS calendar file (.ics) for adding to the personal calendar
- Reminders 24 hours and 1 hour before the session (configurable)
- QR code for check-in at the training venue included in the confirmation email

Cancellation & Rescheduling

Define your own cancellation policy. Athletes can cancel or reschedule bookings within the deadline themselves — automatically and without your manual intervention.

- Configurable free cancellation window (e.g. 24 hours before)
- Partial refund or no refund after the deadline
- Rescheduling to a different slot within the deadline
- Automatic notification on cancellation to coach and athlete
- Backfill of cancelled spots from the waitlist
- No-show marking with optional fee

Recurring Bookings & Subscriptions

Athletes can book a recurring session — e.g. every Tuesday at 6:00 PM. The booking is automatically created and charged every week.

- Weekly, biweekly, or monthly recurrence
- Auto-renewal until cancelled by the athlete
- Automatic payment on each recurrence
- Athletes can skip individual dates within the subscription
- Subscriber discount configurable (e.g. 10 % off the single-session price)

Calendar

Manage your training and event calendar with drag-and-drop scheduling and ICS import/export.

Overview

The calendar gives you a visual overview of all scheduled training sessions and events. You can create appointments directly in the calendar by clicking, move them by drag and drop, or resize them by dragging the edges.

Creating an Appointment

Click on a day or time range in the calendar to create a new appointment. In the dialog you enter the following information:

- **Title** – Name of the training session or event.
- **Start & End** – Date and time for the start and end.
- **Category** – Assign the appointment to a category (e.g. Training, Competition, Meeting).
- **Sport Category** – Select the sport if applicable.
- **Description** – Add details about the appointment.

ICS Import and Export

The calendar supports import and export in ICS format (iCalendar). This lets you import appointments from other calendar applications (Google Calendar, Apple Calendar, Outlook) or subscribe to your spooorts calendar from there.

- **Import** – Upload an ICS file to bring external appointments into your calendar.
- **Export** – Download the entire calendar as an ICS file.

Athlete Management

Centrally manage all athletes, their bookings, attendance records, progress, and contact details — GDPR-compliant, searchable, and exportable as CSV or Excel.

Athlete Database

The athlete management module is the central CRM for your coaching business. Every athlete who signs up through your website or whom you add manually gets a complete profile with contact details, booking history, payment status, and personal notes.

- Automatic profile creation on online sign-up or manual entry
- Contact details: name, email, phone, address, date of birth
- Profile photo (uploadable by athlete or coach)
- Free-text notes per athlete (e.g. injuries, goals, special requirements)

- Tags and categories for grouping (e.g. "beginner", "competition", "rehab")
- Search and filter by name, tag, registration date, or status
- Bulk actions: send messages to multiple athletes at once

Attendance Tracking

Track your athletes' attendance digitally — at the training venue via QR code scan or manually through the dashboard. The attendance history is viewable at any time and exportable.

- QR code check-in via the spooorts app — one scan per athlete
- Offline check-in mode for venues without internet
- Manual attendance marking via the coach dashboard
- Real-time counter: checked in / expected / missing
- Attendance history per athlete and per session
- Automatic no-show detection after session ends
- Export attendance lists as CSV or Excel

Tip: Print the session QR code on a poster — athletes can check themselves in when they arrive at the training venue.

Progress Tracking

Document your athletes' training progress with individual performance data. Data can be entered by the coach or by the athlete themselves through the app.

- Freely definable performance parameters (e.g. weight, reps, time, distance)
- Trend charts for each parameter over a selectable period
- Comparison with previous periods and personal bests
- Milestones and goals (e.g. "10 km under 50 minutes")
- Athletes can view their own progress through the app
- Coach comments and feedback per training session

Groups & Training Groups

Organise your athletes into groups — e.g. by skill level, age group, or session type. Groups simplify communication, planning, and reporting.

- Unlimited number of groups
- Athletes can belong to multiple groups
- Group messages via push and email
- Group-specific sessions and booking links
- Group statistics: average attendance, active members, revenue

Data Protection & GDPR

All athlete data is stored GDPR-compliantly in German data centres. You have full control over your athletes' data and can process access, deletion, and export requests at any time.

- Data processing in accordance with GDPR including Data Processing Agreement (DPA)
- Consent management: athletes agree to privacy terms at sign-up
- Right of access: full data export per athlete as JSON or CSV
- Right to erasure: athlete profile and associated data deletable with one click
- Automatic deletion of inactive profiles after a configurable period
- Audit log of all data changes for accountability

Import Contacts

Quickly and easily transfer existing contacts from other systems into the spooorts Manager – via file upload, drag & drop or using the CSV and vCard formats.

Why Import Contacts?

If you already have contact data stored in another application – for example in a spreadsheet, in your email programme or in another club management tool – you do not need to re-enter them one by one. The import function lets you transfer all contacts into the spooorts Manager at once. This saves time and avoids typing errors.

Step 1 – Open the Import Dialog

Navigate in the spooorts Manager to the **Contacts** section. In the toolbar above the contact list you will see several small buttons. Click the **Import icon** (an upward-pointing arrow – see **callout** ① in the image). The **"Import Data"** dialog opens.

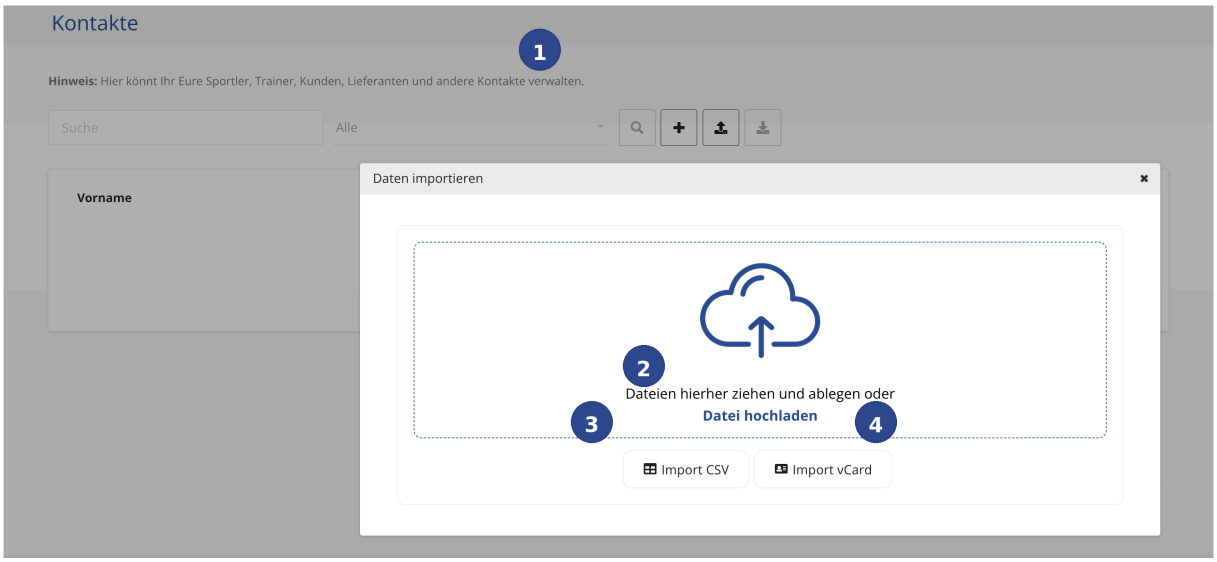

Figure 2: Import dialog in the Contacts section

Step 2 – Select a File

In the opened dialog there are two ways to provide your file:

Option A – Drag & Drop: The large dashed area in the centre of the dialog is the **drag-and-drop zone**. Open the folder on your computer where the import file is located. Click the file, hold the mouse button and drag it directly into this dashed area. Then release the mouse button. The file is recognised automatically and the import begins.

Option B – Select a file via the file browser: If you prefer to search for the file using a standard selection window, click the blue link **"Upload file"** (see **callout** ②). The familiar file selection dialog of your operating system (Windows, macOS or Linux) opens. Navigate to the desired file, select it and confirm with **"Open"**.

Tip: Both options lead to the same result. Drag & drop is slightly faster if you already have the folder open. The file browser is more convenient when you need to search for the file first.

Import via CSV File

Click the **"Import CSV"** button (see **callout** ③) to import a file in CSV format.

What is a CSV file? CSV stands for *Comma-Separated Values*. It is a simple text file in which the contact data is organised in a tabular layout – similar to a spreadsheet but without formatting. Each line corresponds to one contact, and the individual fields (e.g. first name, last name, email) are separated by a delimiter – usually a comma or semicolon.

When to use CSV? The CSV format is particularly well suited when your contacts are stored in a spreadsheet application such as Microsoft Excel, Google Sheets or LibreOffice Calc. Most programmes offer an **"Export as CSV"** or **"Save as → CSV"** function.

How to create a CSV file from Excel:

1. Open your contact list in Excel (or another spreadsheet application).
2. Make sure the **first row** contains the column headings, e.g. `First Name`, `Last Name`, `Email`.
3. Click **File → Save As** and choose **CSV (Comma delimited)** as the file type.
4. Save the file and then use it for the import.

Important: The exact order and naming of columns for the CSV import will be documented shortly. Make sure each column heading is spelled exactly as the system expects.

Import via vCard File

Click the **"Import vCard"** button (see **callout** ④) to import contacts in vCard format.

What is a vCard? A vCard (file extension `.vcf`) is an internationally standardised exchange format for electronic business cards. Virtually all contact and address book applications support this format – including Apple Contacts (iPhone, Mac), Google Contacts, Microsoft Outlook and Thunderbird.

When to use vCard? Use the vCard format when you want to transfer contacts from an email programme or a smartphone address book. A single `.vcf` file can contain one or even several hundred contacts at once.

How to export contacts as vCard:

- **Apple Contacts (iPhone / Mac):** Open the Contacts app, select the desired contacts, click **File → Export → vCard** and save the `.vcf` file.
- **Google Contacts:** Open `contacts.google.com`, select the contacts, click **Export** and choose the **vCard** format.
- **Microsoft Outlook:** Go to **File → Open & Export → Import/Export → Export to a file** and choose **vCard file (.vcf)** as the target format.

Tip: A vCard file automatically includes all important contact fields such as name, email address, phone number and postal address. Unlike CSV, you do not need to worry about the column order – the format handles the field mapping automatically.

Overview of Controls

Here is a summary of all elements in the import dialog:

1. ① **Import Button** – Opens the import dialog. Found in the toolbar in the Contacts section (upward-arrow icon).
2. ② **"Upload file"** – A clickable link that opens your operating system's file selection dialog.
3. ③ **Import CSV** – Starts the import process for a CSV file (tabular data).
4. ④ **Import vCard** – Starts the import process for a vCard file (electronic business cards).

Contact Categories

Create custom categories and group your contacts purposefully – for example by customer, supplier, athlete or coach. This way you always maintain a clear overview even with a large contact list.

What Are Contact Categories For?

Contact categories help you organise your contacts in a meaningful way. Instead of managing all people and companies in one long, unsorted list, you can assign one or more categories to each contact – similar to labels on a filing folder. This makes searching and filtering much easier later on.

Examples of useful categories: **Customer**, **Supplier**, **Athlete**, **Coach**, **Company**, **Member** or **Sponsor**. You can add new categories, rename existing ones or delete those no longer needed at any time.

The Overview – All Categories at a Glance

Navigate in the spooorts Manager to **Contacts** and select the sub-item **Contact Categories**. You will see a table with two columns: **Category** (the name) and **Description** (an optional explanatory text). Each row represents an existing category.

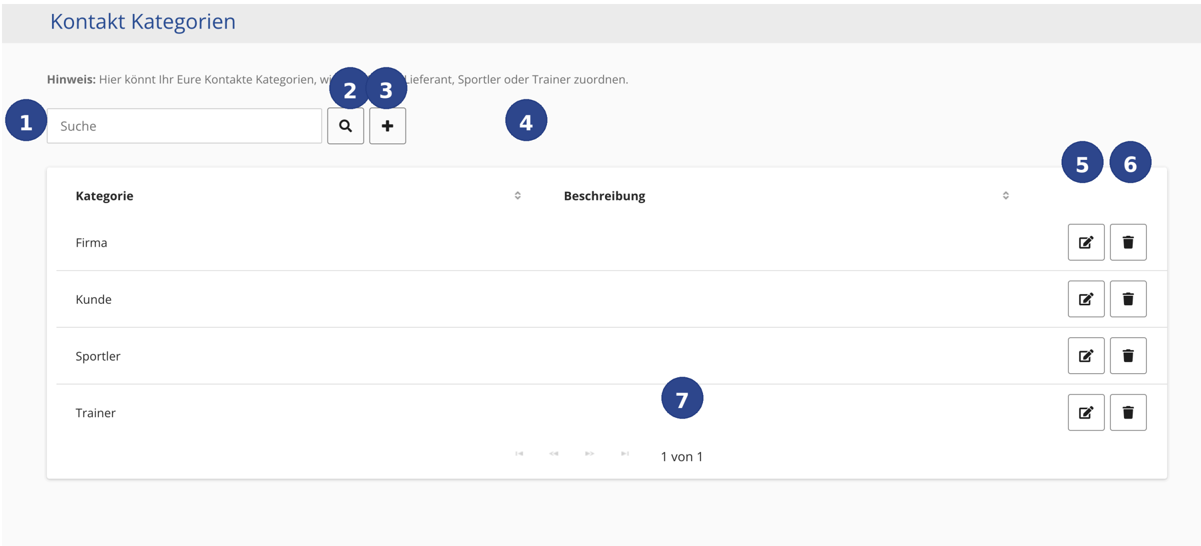

Figure 3: Overview of Contact Categories

All Controls in Detail

Callout ① – Search Field

The text field in the top left is labelled *Search*. Type a search term here to filter the list of categories. This is useful when you have created many categories and want to find a specific one quickly. The search field responds as you type – you do not need to press Enter first.

Callout ② – Search Button

The magnifying-glass icon to the right of the search field starts the search manually, in case you prefer to type the full search term first and then confirm. Clicking it instantly shows only the matching categories.

Callout ③ – Create New Category

The **plus icon** (+) opens a form where you can create a new category. Enter at least a name – a description is optional but recommended so that all team members understand what the category is intended for. Confirm with **Save** to add the category to the list.

Callout ④ – Sort Columns

The small arrows (up/down) next to the column headings *Category* and *Description* allow you to sort the list alphabetically. A click on the arrow next to *Category* sorts categories from A to Z; another click reverses the order (Z to A). The same applies to the *Description* column. This helps you find what you are looking for quickly, even in long lists.

Callout ⑤ – Edit Category

The **pencil icon** on the right side of each row opens the editing view for that specific category. There you can change the **name** and the **description**. Save your changes

	by clicking **Save**. The change takes effect immediately for all contacts that already have this category assigned – the new name appears everywhere automatically.
Callout ⑥ – Delete Category	The **trash icon** next to the pencil icon permanently removes a category. Before final deletion a confirmation prompt appears so that you do not accidentally remove something. Please note: when a category is deleted, all contacts that had this category assigned lose this entry. The contacts themselves, however, remain intact.
Callout ⑦ – Page Navigation	Below the category list you will find the page navigation. Here you can see which page you are currently on and how many pages there are in total – for example *1 of 1*. Use the arrow buttons (|◂ ◂ ▸ ▸|) to jump to the first page, the previous page, the next page or directly to the last page. The navigation appears automatically once the list contains more entries than fit on a single page.

Step by Step: Create a New Category

Here is how to create a new contact category:

1. Click the **plus icon** (callout ③) in the top right above the table.
2. A form opens. Enter a descriptive name in the **Category** field, e.g. *Sponsor* or *Club Member*.
3. Optional: Enter a short explanation in the **Description** field so that everyone on the team knows when this category should be used.
4. Click **Save**. The new category immediately appears in the list and is available for selection on all contacts.

Tip: Create categories before you import or manually enter large numbers of contacts. This way you can assign categories directly when creating a contact and save yourself extra work later.

Assign a Category to a Contact

A category is not assigned directly in this overview but in the **detail view of the respective contact**. Open the desired contact, find the **Category** field and select one or more of the categories you have created. Confirm with **Save**.

Important: A category only appears in the contact detail view for selection once it has been created here in the overview. Therefore, create all required categories first before editing contacts.

Training Groups

Organise participants into training groups, assign contacts and manage training plans.

Overview

Training groups let you organise participants and contacts into groups. Each group can have its own training plan and an assigned coach. This helps you keep track of who is training in which group.

Creating and Managing Groups

Navigate to the **Training Groups** section and click +:

- **Group Name** – Enter a name for the group (e.g. "Beginners Monday" or "Competition Team").
- **Description** – Add a description for the group.
- **Assign Participants** – Switch to the "Participants" tab and add contacts from your contact list. You can also create new contacts directly.

Training Plans

In the "Training Plans" tab you can assign a training plan to the group. Enter the plan name and the coach's name. Optionally you can add an image to the training plan.

Tips

- Use descriptive group names so participants immediately know which group is right for them.
- Do not use the group name "All" as it is reserved for internal purposes.
- Keep group sizes manageable for effective training supervision.

Training Planning

Create and manage recurring sessions, one-off lessons, courses, training camps, and online sessions with flexible scheduling, capacity controls, and automatic publication on your booking page.

Creating Training Sessions

Create new training sessions through the dashboard or the spooorts app. The wizard guides you through all settings: type, date, time, duration, location, capacity, and price. Published sessions appear immediately on your booking page.

- Session name, description, and category (e.g. strength, endurance, technique)
- Start and end date/time with configurable duration (30 min to all-day)
- One-off session or recurring series (weekly, biweekly, monthly)
- Maximum participant count per session
- Minimum participant count — session auto-cancels if not reached
- Draft mode — prepare a session without publishing it
- Difficulty level (beginner, intermediate, advanced)
- Required equipment as a checklist

Recurring Training Series

Define your training series once and spooorts.coach automatically creates all future sessions. Individual dates within the series can be adjusted or cancelled independently without affecting the rest of the series.

- Weekly, biweekly, or monthly recurrence
- Series end by date, by count, or open-ended
- Automatic holiday and vacation exclusions
- Edit individual dates within the series (change time, location, capacity)
- Cancel individual dates with automatic notification to booked athletes
- Add additional dates to an existing series retroactively

Training Venues & Rooms

Manage multiple training venues with individual capacities and equipment details. Each venue can be assigned to a session; the booking page displays the venue with address and map view.

- Unlimited number of saved training venues
- Address, GPS coordinates, and embeddable map
- Room management within a venue (e.g. Hall A, Hall B, Outdoor Court)
- Per-room capacity
- Automatic conflict detection — no double-booking of the same room
- Directions and parking notes for athletes
- Indoor/outdoor flag with weather advisory for outdoor sessions

Individual Training Plans

Create personalised training plans for individual athletes or groups. Plans contain exercises, sets, reps, rest periods, and notes — athletes see the plan directly in the app.

- Exercise library with pre-defined and custom exercises
- Exercises with description, image, or video link
- Training plan as weekly or daily view
- Parameters per exercise: sets, reps, weight, duration, rest time
- Assign a plan to an athlete or a group
- Athletes can log completion and results in the app
- Coach sees compliance rate: how much of the plan was completed
- Duplicate a plan and adapt it for new athletes

Training Camps & Workshops

For multi-day events such as training camps, intensive workshops, or holiday camps spooorts.coach offers a dedicated planning mode with daily schedules, accommodation details, and lump-sum pricing.

- Multi-day events with a daily timetable per day
- Multiple sessions per day
- Optional accommodation and catering details
- Lump-sum fee with optional instalment payments
- Packing list and preparation notes for participants
- Automatic integration with spooorts.events for publicly advertised camps

Schedule Overview

The coach dashboard shows your complete weekly schedule at a glance — with all sessions, booking status, and daily revenue summary.

- Day, week, and month view
- Colour coding by session type or occupancy
- Booking status per session (available, fully booked, waitlist)
- Quick access to participant list and check-in per session
- Drag-and-drop to reschedule sessions
- Daily revenue and projected weekly earnings

Communication

Communicate directly with your athletes — via push notifications, emails, in-app messages, and automated notifications for bookings, schedule changes, and news.

Messages & Chat

The built-in messaging system enables direct communication between coach and athlete. Messages are delivered as both push notification and email so that no athlete misses an important update.

- Direct 1-on-1 messages to individual athletes
- Group messages to all athletes, a training group, or participants of a specific session
- Delivery as push notification and email simultaneously
- Read receipts — see whether the athlete has opened the message
- Attachments: images, PDFs, and links embeddable in messages
- Message templates for frequently used notifications

- Message archive — searchable by athlete, date, or keyword

Automated Notifications

spooorts.coach sends automatic messages to athletes at key moments. Every automated message can be customised, previewed, or disabled in the dashboard.

- **Booking confirmation** — instant confirmation with session details, payment receipt, and QR code for check-in
- **Training reminder** — configurable: 24 hours and/or 1 hour before the session with location, time, and coach info
- **Session change** — athlete is notified immediately when time, location, or cancellation changes
- **Cancellation confirmation** — with refund status information
- **Waitlist notification** — when a spot opens, the next athlete on the waitlist receives a booking invitation
- **Welcome message** — on first sign-up of a new athlete
- **Inactivity reminder** — optional message to athletes who have not booked a session for a configurable number of weeks
- **Birthday message** — optional automatic birthday greeting

News Feed & Announcements

Publish news, training tips, photos, and updates in the news feed of your coach website and app. The feed is visible to all visitors and serves as a central information hub for your athletes.

- Text posts, image posts, and video links
- Pinned posts stay at the top
- Scheduled publishing — write now, post later
- Post categorisation (e.g. training tip, announcement, result)
- Social media sharing: posts can be shared directly to WhatsApp, Facebook, and Instagram

Email Campaigns

Send targeted email campaigns to your athletes — e.g. to announce new courses, promotions, or training camp invitations.

- Email editor with templates and your own branding
- Recipient selection: all athletes, a group, or individual
- Delivery report: sent, delivered, opened, link clicks
- Unsubscribe link in every email (GDPR-compliant)
- Scheduled sending available

Reviews & Feedback

Athletes can leave a rating and short feedback after each session. The results help you improve your offering and can optionally be displayed on your website as testimonials.

- Star rating (1–5) after the session via app or email
- Optional free-text feedback
- Average rating per session type and overall
- Publish selected reviews as testimonials on your website
- Notification to the coach on new reviews

Newsletter

Create newsletter campaigns with a rich text editor and send them to all registered contacts.

Overview

The newsletter feature lets you reach all your registered contacts by email. Whether event announcements, season reviews or special offers – you write your newsletter with the built-in rich text editor and send it to all recipients with a single click.

Creating and Sending a Newsletter

Navigate to the **Newsletter** section and click **+** to create a new newsletter:

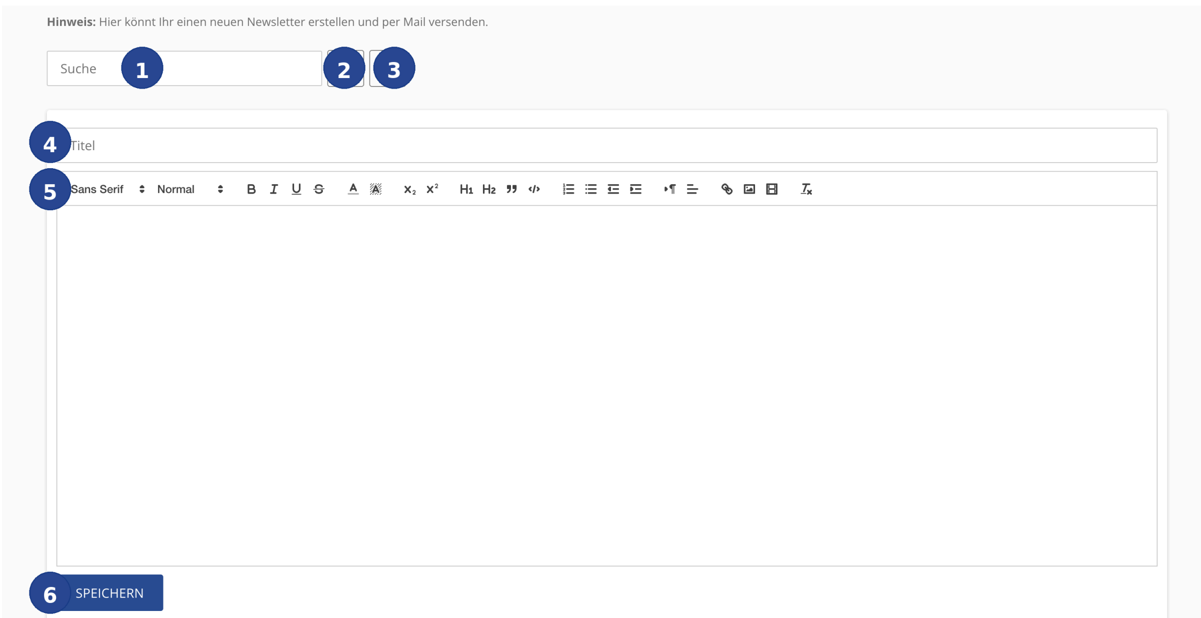

Figure 4: Creating a Newsletter

① **Search Field**	Search the list of existing newsletters by title.
② **Search Button**	Starts the search for the entered term.
③ **New Newsletter**	Creates a new, empty newsletter.
④ **Title**	Enter a subject line that will appear in the recipients' email inbox.
⑤ **Text Editor**	Write the newsletter content with the rich text editor. You can format text, add headings, insert links and structure the content.
⑥ **Save**	Saves the newsletter. After saving, it can be sent to all contacts via the send icon.

The newsletter list shows all created newsletters with date and title. Already sent newsletters can still be viewed and edited.

Tips

- Use a concise subject line – it determines whether the newsletter gets opened.
- Keep the text focused and use paragraphs for better readability.

- Don't send newsletters too frequently to avoid overwhelming recipients.

Notifications

Send targeted email and push notifications to individual contacts or selected groups.

Overview

Unlike the newsletter which goes to all contacts, notifications allow you to send targeted messages to individual people or selected contact groups. You can send both email notifications and native push notifications to the spooorts app.

Creating and Sending Notifications

Navigate to the **Notifications** section and click **+**:

- **Subject** – Enter the message subject.
- **Message** – Write the message text.
- **Select Recipients** – Switch to the "Contacts" tab and select the desired recipients using the checkboxes.
- **Send by Email** – Click the "Send Email" button to send the message by email.
- **Send by Push** – Click "Send Native" to send a push notification to the app.

Delivery Channels

Notifications support two channels that can be used independently:

- **Email** – The message is sent as an email to the stored address of the selected contacts.
- **Push Notification** – The message appears as a native notification on the recipients' smartphone (via Firebase). Prerequisite: the recipient must have the spooorts app installed.

Shop & Products

Manage your online shop with products, categories, images and prices – and offer participants merchandise, equipment or add-ons directly during registration.

Overview

The built-in shop lets you sell products directly through your event page and the app. Whether jerseys, medals, catering packages or add-on services – you create products with images, descriptions and prices and organise them into categories.

Products can be offered both in the standalone shop and directly during the registration process for an event (see Registration Products).

Creating and Editing Products

Navigate to the **Shop** section in the sidebar. The product list shows all existing products with title, price, currency and language.

- **New Product** – Click **+** to create a product. Enter title, description, price and language.
- **Upload Image** – Upload a product image (JPG or PNG). The image is automatically scaled to the optimal size.
- **Assign Category** – Select a product category from the dropdown or create a new one.
- **Stock** – Optionally enter the available quantity so stock is managed automatically.

Product Categories

Product categories help you keep the shop well-organised. You can create up to five hierarchy levels to structure your products precisely – e.g. Apparel > Men > Running Shirts.

Categories are managed per language. A category can only be deleted when no products are assigned to it.

CSV Import and Export

For efficient management of large product ranges the shop supports import and export via CSV files. This lets you prepare products in a spreadsheet and upload them in one step.

- **Export** – Click the export icon to download all products as CSV.
- **Import** – Click the import icon and upload your CSV file. Duplicate entries are detected automatically.

Tips

- Use compelling product images – they significantly increase purchase intent.
- Use categories so buyers can quickly find what they are looking for.
- Enable stock management to avoid overselling.
- Offer popular products directly during registration to boost revenue.

Shipping

Configure shipping methods with prices, delivery times and country-specific options for your shop.

Overview

In the Shipping section you define which shipping options are available to your buyers. Each shipping method can be configured per country with its own prices, delivery times and logistics parameters.

Creating a Shipping Method

Click **+** to create a new shipping method. The dialog lets you configure details across several areas:

- **General** – Title, country (ISO code), price, currency, delivery days and description.
- **Carrier** – Carrier name, service level, zone, product ID and insurance option.
- **Dimensions & Weight** – Minimum/maximum weight plus package length, width and height.
- **Options** – Tracking, pickup option, cash on delivery, signature required and active status.

CSV Import and Export

Shipping methods can be imported and exported via CSV files. This is especially useful when you want to create many country-specific shipping options at once.

Discounts & Promotions

Create discounts as percentage or fixed amount and apply them to products, registrations or tickets.

Overview

The discount feature lets you set up price reductions for your products and events. Discounts can be defined as a fixed amount or a percentage and applied to different areas: all products, all registrations or individual tickets.

Product Discounts

Product discounts are managed under **Shop > Discounts**. Each discount has a name, an amount (or percentage), a validity period and can optionally be applied to all products.

- **Name** – A descriptive name for the promotion (e.g. "Early Bird 10%").
- **Amount & Unit** – Fixed amount in the currency or percentage discount.
- **Validity Period** – Start and end date of the promotion.
- **All Products** – When enabled the discount applies automatically to the entire range.

Event Discounts (Early Bird)

Event discounts encourage participants to register early. The discount is defined as a number of days before the event – e.g. "30 days before: 15% discount".

- **Days Value** – Number of days before the event start until which the discount applies.
- **All Registrations** – When enabled the discount applies to all categories and routes.

Registration Discounts

Registration discounts can be configured individually per event, route and rating. In addition to early-bird logic you can also set fixed validity periods. Global discounts are available as reusable templates that you create once and apply across events.

Coupons

Create gift coupons with a custom value, generate printable PDF certificates and send them to recipients by email.

Overview

The coupon feature lets you create gift coupons with a freely chosen monetary value. Each coupon receives a unique code and can be downloaded as a PDF certificate or sent directly to the recipient by email.

Creating a Coupon

Navigate to the **Coupons** section and click **+** to create a new coupon:

- **Name** – Give the coupon a label (e.g. "Birthday Gift" or "Early Bird Reward").
- **Value & Currency** – Set the coupon value and currency.
- **Email** – Enter the recipient's email address to send the coupon to.

After saving, a unique coupon code is generated automatically and a printable PDF certificate is created.

Managing Coupons

The coupon list shows all created coupons with code, value and recipient email. Use the search function to filter by coupon code or email address to quickly check the status of individual coupons.

Templates

Manage templates for bib numbers, awards, invoices, delivery notes and coupons with your own branding.

Overview

In the Templates section you define the visual appearance of your documents. Templates are used as background images and are automatically filled with the respective data (participant name, placement, invoice amount etc.).

Template Types

Five template types are available:

- **Bib Number** – Template for printed bib numbers. Recommended resolution: 2160 × 1515 pixels.
- **Award** – Template for participant and winner certificates. Recommended resolution: 4088 × 6320 pixels.
- **Invoice** – Template for automatically generated invoices.
- **Delivery Note** – Template for shipping documents.
- **Coupon** – Template for the PDF certificate of gift coupons.

Customising Templates

Select a template type from the list and click Edit. In the dialog you see a selection of predefined templates as preview images. You can choose a default template or upload your own template as a PNG file.

Custom templates should adhere to the recommended resolution for optimal display. The system automatically generates a preview of your uploaded template.

Settings

Configure global settings for language, currency, units of measurement, payment and social media links.

Overview

In the Settings section you define the basic parameters for your spooorts Manager. These settings apply globally to all your events and the shop.

General Settings

- **Language** – Select the default language for your event pages and the management interface.
- **Currency** – Set the default currency for prices, fees and invoices.
- **Sport Category** – Choose your main sport and optionally a sub-category.
- **Time Format** – Set whether times are displayed in 24-hour or 12-hour format.
- **Number Format** – Determine the format for decimal numbers (comma or dot as separator).
- **Length Unit** – Choose between kilometres and miles for distance values.
- **Weight Unit** – Choose the unit for weight values in the shipping section.

Social Media Links

Connect your social media profiles to your event page. The following platforms are supported:

- Instagram, Facebook, WhatsApp, YouTube
- Xing, LinkedIn, Twitter/X
- One freely configurable additional link

The links are displayed as icons on your public event page and in the app.

Logo & Sponsors

In the **Logo** section you upload your organisation's logo. It appears on your website, in the app and on documents such as invoices and certificates. You can upload multiple logos and select the active one by clicking it.

In the **Sponsors** section you upload your sponsors' logos. These are prominently displayed on your event page. You can add as many sponsor logos as you like.

Website & App

Under **App** you configure your public website and app integration. You can open the website directly in the browser, launch the website designer or use integration options such as embedding on external pages.

Receivables

In the open receivables overview you can see all payments that are authorized or in processing but have not yet been received. You can download invoices and dunning letters or send them directly by email.

Overview

Open receivables are payments that have been initiated by your members or customers but have not yet been completed. Typical reasons include pending bank transfers, ongoing direct debit processes, or unconfirmed credit card payments. In the receivables overview you can check the status of all open payments, download invoices and dunning letters, and send them directly by email.

View and manage receivables

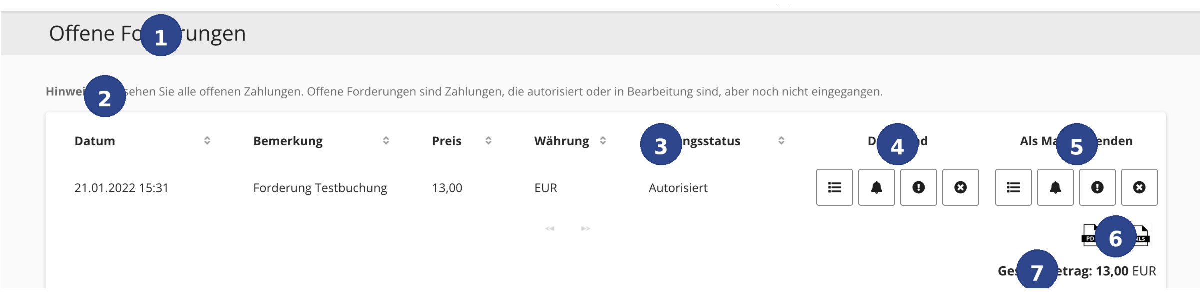

Figure 5: Overview of open receivables in the spooorts Manager

① **Notice** — The notice text at the top explains that all open payments are listed here. Open receivables are payments that are authorized or in processing but have not yet been received.

② **Sorting** — The column headers Date, Remark, Price, Currency, and Payment Status are sortable. Click a column header to sort the list in ascending or descending order.

③ **Payment status** — Shows the current status of the payment, e.g. **Authorized** (payment has been approved but not yet collected) or **In Processing** (payment is currently being processed).

④ **Download** — Use the four download buttons to download documents for each receivable as PDF. The buttons from left to right are: **Invoice** (list icon), **1st Dunning** (bell icon), **2nd Dunning** (exclamation mark), and **3rd Dunning** (cancel icon). This gives you quick access to all documents from the initial invoice to the final dunning level.

⑤ **Send by email** — Use these four buttons to send the same documents directly by email: **Invoice**, **1st Dunning**, **2nd Dunning**, and **3rd Dunning**. A dialog opens where you can enter the recipient's email address or select it from your contact list. The subject line and PDF attachment are filled in automatically.

⑥ **Table export**	Use the export icons at the bottom right to download the entire receivables list as a **PDF**, **CSV**, or **Excel** file. The export file contains all currently displayed receivables with date, remark, price, currency, and payment status.
⑦ **Total amount**	At the bottom of the table the total amount of all open receivables is displayed. This gives you a quick overview of the sum of all outstanding payments.

Sending emails

When you click one of the email buttons ⑤, a send dialog opens. The dialog shows the recipient name, an input field for the email address with auto-completion from your contact list, the automatically generated subject line, and the PDF attachment (invoice or dunning letter). After clicking **Send**, the email with the corresponding document as attachment is sent.

Dunning stop for fees

In the fee management you can activate a **dunning stop** for individual fees. When the dunning stop is set, no dunning letters are generated for open receivables of this fee. You can find this option in the fee settings as a checkbox.

Tips for receivables management

- Regularly check the payment status of your open receivables to detect payment defaults early.
- Use the sorting function to sort by date or amount and quickly find older receivables.
- Start with the 1st dunning and escalate to the 2nd and 3rd dunning level if needed.
- Send dunning letters directly via the email function — the recipient and attachment are filled in automatically.
- Export the receivables list regularly as CSV or Excel for your accounting.
- Use the dunning stop in the fee settings when no dunning letters should be sent for certain fees.

Payments & Finance

Online payments for training sessions, automatic invoicing, financial overview with revenue and refunds, and DATEV-compatible export for your accounting.

Payment Processing

Athletes pay for their training sessions directly at the time of booking via the spooorts payment gateway. The payment is processed securely and your earnings are transferred reliably to your registered bank account.

- Automatic payment processing on every online booking
- Payout to your bank account on a configurable cycle (weekly, biweekly, monthly)
- Transparent service fees: 6 % on Basic, 3 % on Premium
- Real-time notification on incoming payments
- Automatic matching of payments to bookings and athletes

Payment Methods

spooorts.coach supports all common payment methods so that your athletes can pay the way they prefer.

- Visa, Mastercard, American Express
- PayPal
- Apple Pay and Google Pay
- SEPA direct debit and bank transfer (with manual confirmation)
- Cash payment on site with manual confirmation in the dashboard

- Session packs and credit bundles: athletes pre-purchase credits and book against them

Session Pricing

Define your prices flexibly — per session, as a course block package, or as a subscription. Discounts and promotional prices are easy to configure.

- Individual price per session type and duration
- Volume pricing: lower per-session price for larger packs (e.g. 10-session card)
- Early-bird pricing with automatic cut-off date
- Discount codes (percentage or fixed amount, single-use or multi-use)
- Club member discount when linked with spooorts.club
- Free trial sessions as a separate price point
- Different prices for one-on-one, small group, and group training

Invoicing

spooorts.coach automatically generates invoices for every booking. Invoices comply with German requirements and can be downloaded as PDF by the athlete.

- Automatic invoice creation on every payment
- Sequential invoice numbering
- Invoice template with your logo, address, and tax number
- VAT display configurable (standard VAT / small business exemption)
- Invoices sent to the athlete by email
- PDF download available for athlete and coach at any time
- Credit notes automatically created on refunds

Refunds & Cancellations

Refunds are processed automatically according to your configured cancellation policy. Manual refunds for special cases are also possible.

- Automatic full refund within the free cancellation window
- Partial refund after the deadline (configurable percentage)
- Refund to the original payment method
- Manual refund with a custom amount
- Voucher instead of refund offered as an alternative
- Refund history with date, amount, and reason

Financial Overview & Reports

The finance dashboard gives you a complete real-time overview of your revenue, refunds, outstanding payments, and net earnings.

- Total revenue, refunds, and net earnings at a glance
- Breakdown by session type, payment method, and time period
- Payment status per athlete (paid, outstanding, overdue)
- Day, week, and month comparison with charts
- Forecast of projected monthly revenue based on booked sessions
- Export as CSV, Excel, or PDF
- DATEV-compatible export for German tax advisors and accounting software
- Annual summary for tax returns

Pricing & Plans

spooorts.coach offers three plans — from the free Basic version to your own native app on the Ultimate plan. Transparent pricing, cancel monthly, no hidden costs.

Plan Overview

Choose the plan that fits your coaching business. All plans include the core features — higher plans add premium branding, lower service fees, and native apps.

Basic — Free

The Basic plan is permanently free and includes all essential features for getting started as a sports coach with your own online presence.

- Own coach website as a Progressive Web App
- Custom design with logo and colours
- URL in the format `myname.spooorts.de`
- Online booking system for athletes
- Full coach management software (athletes, bookings, finances)
- Push notifications and email communication
- QR code check-in and attendance tracking
- 6 % service fee on online payments
- No monthly fees
- No setup costs
- Subtle spooorts logos displayed on the website

Tip: The Basic plan is perfect for coaches who are just starting out or have a manageable training volume. You can upgrade at any time.

Premium — €39/month

The Premium plan is aimed at coaches with professional ambitions who want to appear under their own branding and benefit from reduced service fees.

- All Basic plan features
- Custom subdomain (e.g. `training.mydomain.com`)
- Your own logo instead of spooorts logos — full white-label experience
- Only 3 % service fee on online payments
- Priority support via email and chat
- Advanced statistics and reports
- Email campaigns with your own branding
- Cancel monthly — no minimum contract
- One-time setup fee: €399

Ultimate — €399/month

The Ultimate plan is designed for sports schools, academies, and ambitious coaches who want their own app in the app stores and the full feature set.

- All Premium plan features
- Own native iOS and Android app under your name in the app stores
- Custom app icon, splash screen, and app name
- All iOS and Android updates included

- Built-in GPS tracker for outdoor training (running, cycling, hiking)
- Biometric login (Face ID, Touch ID)
- Offline access to training plans
- Fully custom domain possible
- Dedicated account manager
- Cancel monthly — no minimum contract
- One-time setup fee: €3,990

Important: Publication of your native app in the stores takes 4–6 weeks after design approval. Apple and Google developer fees are included in the setup cost.

Plan Comparison

The following overview highlights the key differences between the three plans:

- **Website & PWA** — Basic: yes | Premium: yes | Ultimate: yes
- **Native App in Stores** — Basic: no | Premium: no | Ultimate: yes
- **Own Branding (no spooorts logo)** — Basic: no | Premium: yes | Ultimate: yes
- **Custom Subdomain/Domain** — Basic: no | Premium: subdomain | Ultimate: full domain
- **GPS Tracker** — Basic: no | Premium: no | Ultimate: yes
- **Service Fees** — Basic: 6 % | Premium: 3 % | Ultimate: 3 %
- **Monthly Cost** — Basic: €0 | Premium: €39 | Ultimate: €399
- **Setup Cost** — Basic: €0 | Premium: €399 | Ultimate: €3,990

Billing & Cancellation

Premium and Ultimate plans are billed monthly and can be cancelled at any time effective at the end of the current billing period. On cancellation your access remains until the paid period ends; afterwards your account is automatically downgraded to Basic.

- Monthly billing via credit card or SEPA direct debit
- Annual prepayment with 2 months discount available
- Cancel any time through the dashboard — no notice period
- On downgrade to Basic, all athlete data and booking history are preserved
- 14-day money-back guarantee on the setup fee

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Legal information about the provider of this documentation pursuant to § 5 DDG (German Digital Services Act).

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