

Q: How do I purchase/renew my membership?

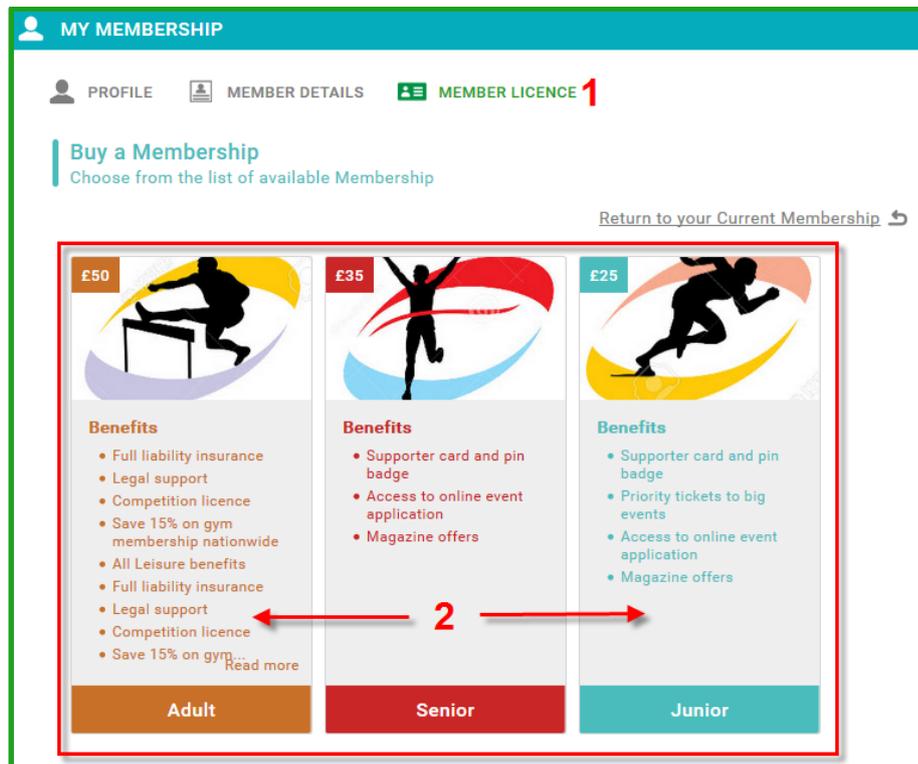
How to Purchase a licence/membership:

1. Sign in from the login-in screen using your username/password (these will be case sensitive!)
2. Once logged in to the system, from the homepage navigate to the 'Membership' tile

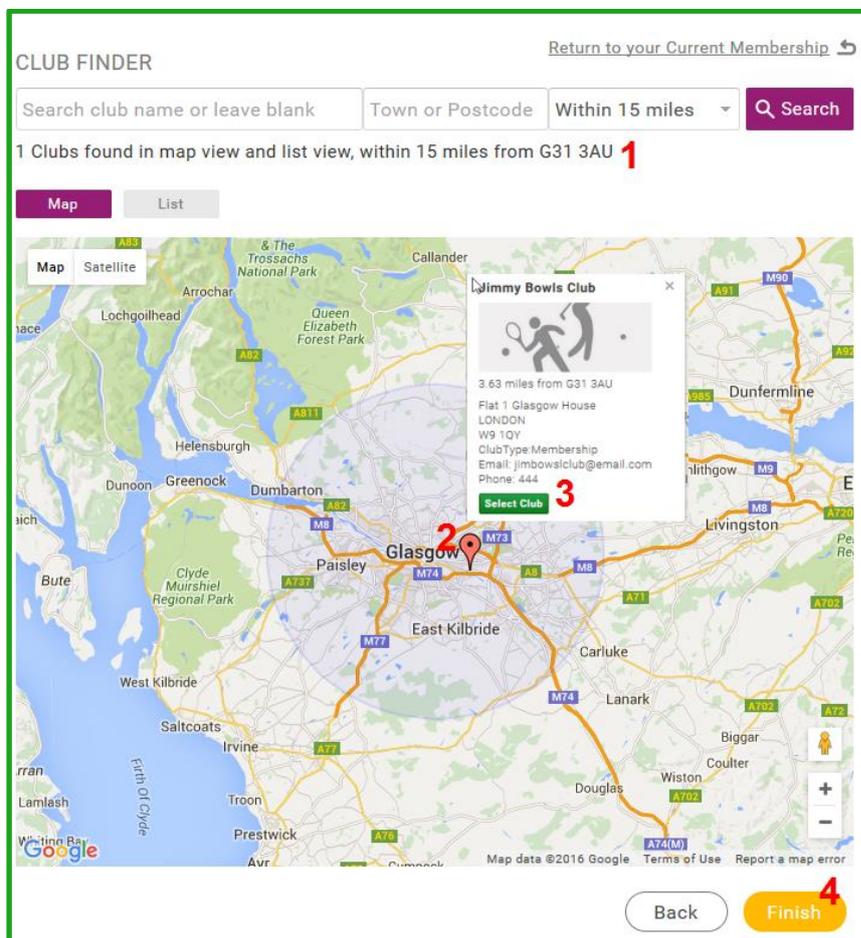


3. From the member licence tab select the licence type that is appropriate to your membership:

Note: In order to purchase specific licences you may be asked for additional details such as 'Full time student status' etc. this is used to determine any discounts or surcharges applicable to your specific membership purchase.



4. Once you have selected a membership type (There are 3 shown above) and accepted the customers 'Terms of Use/Code of Conduct' by selecting the checkbox you may then be asked to select/update your current club information if not already linked to one via the 'Club Finder' tool.



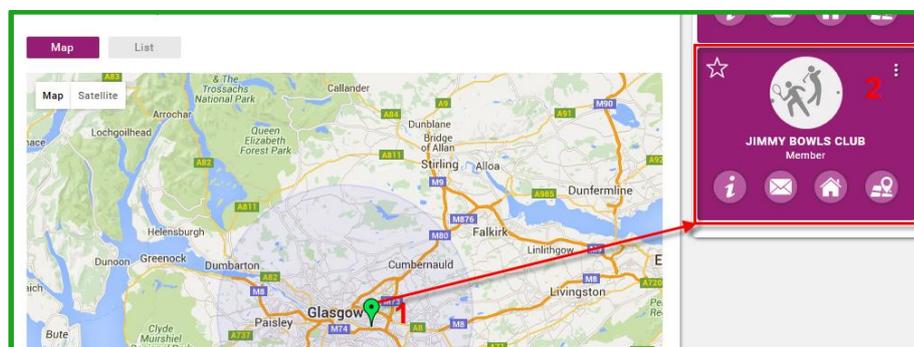
4.1 The page will be defaulted to list all clubs within a 15mile radius of your home postcode as shown above. (If needed you can change the search area and specify your own criteria)

4.2 A number of geo-location map pins will be rendered on the map showing the exact location of active clubs, by clicking on these the club information will be displayed on screen

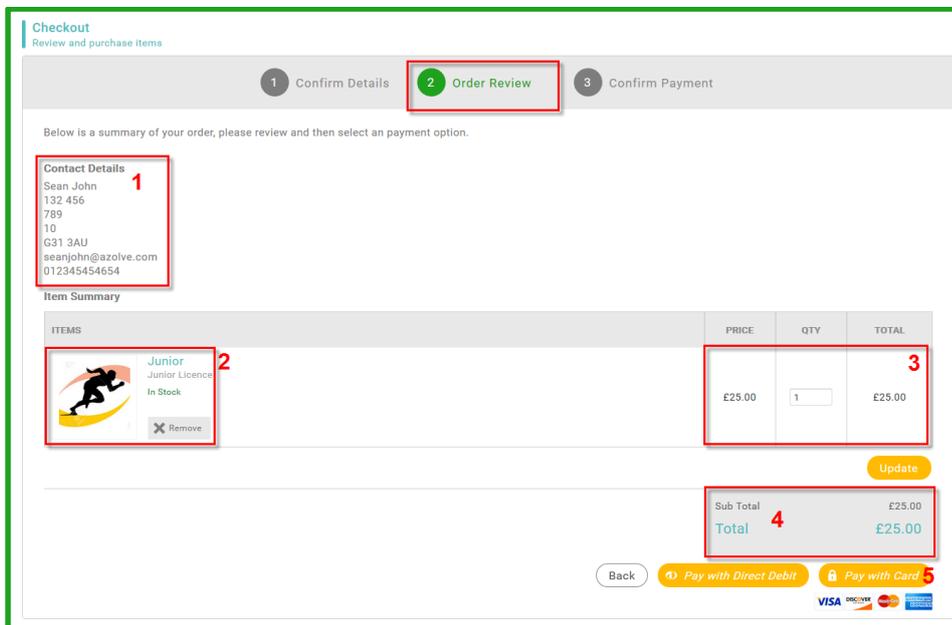
4.3 In the club info window you can then choose to 'Select Club' or close and continue

4.4 Clicking on 'Finish' will direct you to the cart.

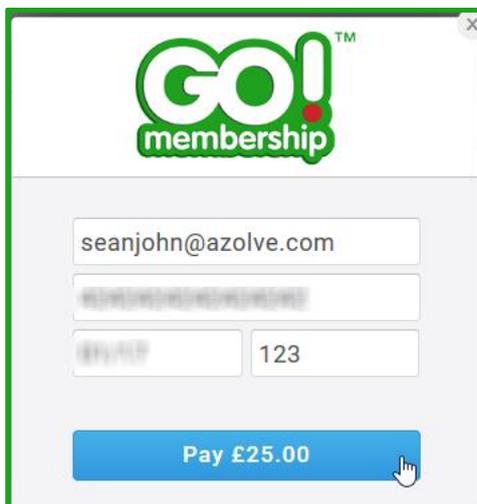
Note: Once you join or if you are already a member of a club then the geo-location pin will be shown as green on the map as shown below, also a new club will now be shown under the 'My Clubs' widget at top right of screen.



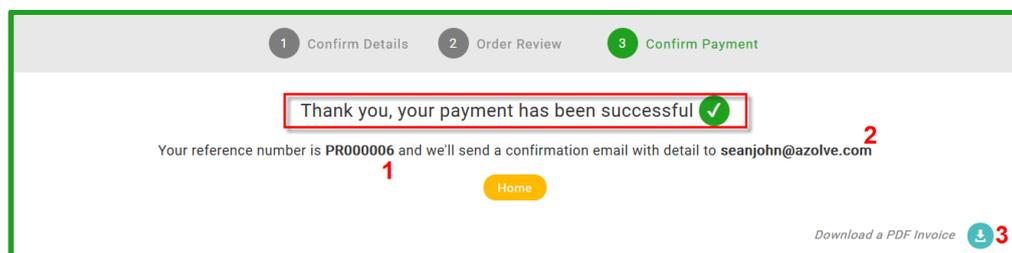
5. On clicking 'Finish' you will be directed to the checkout 'Order Review' page. If satisfied all details are accurate as shown in sections (1-4) then you can proceed to step 5 'Pay With Card' and confirm payment



- On action 'Pay with Card' a secured payment window will open up on screen, enter your card details and then hit the blue pay button.



- Once payment has successfully processed you will see the message as shown below:



7.1 A unique payment record will be created that you can view and check via your 'Payment History' tile:

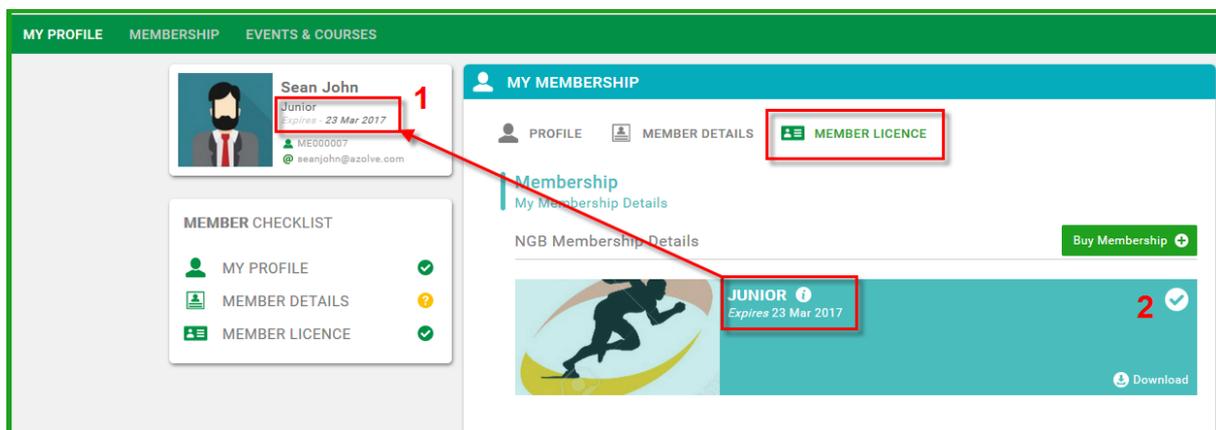
7.2 A payment confirmation email will be generated and sent to you

7.3 A printable Pdf receipt/invoice will allow you to download and save/print for your records.

8. Once payment is processed your membership/licence will be activated and your current licence details and expiry date will be visible from:

8.1 'My Profile' member summary widget

8.2 'My Membership' -> 'Member Licence tab



How to renew a licence/membership:

9. For members with an existing active membership/licence you will find that you will have the 'Buy Membership' button as shown above disabled until the renewal period is open again. When this button is visible again you can follow the steps above as shown to purchase your membership.