

Conway Lawn Tennis Club Membership / ClubSpark FAQs

Can't find your answer? Contact: support@conwaytennis.co.uk

FREQUENTLY ASKED QUESTIONS

QUESTION: How does the club manage my subscription?

ANSWER: Conway Lawn Tennis Club uses ClubSpark to manage its membership. This is an online platform endorsed and promoted by the Lawn Tennis Association (LTA). The LTA makes this service available to all member clubs.

QUESTION: How do I set up a ClubSpark account?

ANSWER: If the club hasn't already sent you an invitation to join ClubSpark, then please email support@conwaytennis.co.uk. The invitation will provide you with the necessary link for registration.

QUESTION: How are my details held?

ANSWER: Your details are held on a secure database accessible only to the club. They are not shared with third parties.

QUESTION: How can I pay?

ANSWER: You can pay online via ClubSpark and handled by ClubSpark's nominee, GoCardless / Stripe.

QUESTION: Can I pay by monthly instalments?

ANSWER: No, we do not currently offer payment by monthly instalments.

QUESTION: How does membership payment work?

ANSWER: We have partnered with Stripe and GoCardless to allow people joining the club to pay for their membership packages at the point of signing up. You will need to enter your bank details during the sign-up process using either a direct debit (which will be set up directly with your Bank), or by paying annually using your credit/debit card. The page that is used for this is secured and uses **https**, your browser will show a padlock in the address bar to give you reassurance. You will receive confirmation of payment directly from Stripe (credit/debit card) or GoCardless (direct debit) with HTC logo branding as well as your normal ClubSpark confirmation. We have structured the packages to allow for one off payments for the year.

QUESTION: Must I set up a direct debit for memberships payments?

ANSWER: You can set-up a membership either as a direct debit (GoCardless), or pay annually using a credit/debit card (Stripe). If you pay annually, you will be sent a reminder to renew each year.

QUESTION: How do I access the cheaper membership renewal rates?

ANSWER: Renewing members will receive an email with a link from Conway Lawn Tennis Club. Follow the link in the email and SIGN IN with your existing details, you will see the renewal price.

QUESTION: How long do the membership packages run for?

ANSWER: Typically, a membership package is for a full 12-month period. Signing up will give you access to all club membership benefits for one year.

QUESTION: How do I book courts?

ANSWER: You need to be registered with ClubSpark and logged into the system to be able to book courts. There is a court booking FAQ available on our website.

QUESTION: What is the maximum court booking time?

ANSWER: Members may book up to a maximum of two hours on any one weekday day, up to 3pm. That means the last 2-hour session that can be booked is for 3-5pm, unless there remains court availability from 10am on the day.

A 2-hour session must be booked in as two separate, consecutive hours.

QUESTION: Can I amend a court booking?

ANSWER: You can cancel a court booking, but you cannot amend names or add another player after booking.

QUESTION: I have forgotten my password, what do I do?

ANSWER: If you have forgotten your password, click on "forgotten password" at the sign-in page to create a new one.

QUESTION: I have forgotten my username and password, what do I do?

ANSWER: If you have tried and failed to remember your username and password, email: support@clubspark.co.uk.

QUESTION: How do I update my email and phone number in ClubSpark?

ANSWER: All members are responsible to update their own contact details. You can do this as follows:

1. sign in to ClubSpark with your username and password at top right of page.
2. after signing in, click on your name on top right of page
3. click on My account
4. make changes as needed
5. click on SUBMIT

QUESTION: How do I add a family member to the family package?

ANSWER: When you purchase a family membership package you can add family members at the time of purchase.

If your family membership has been set up by the club:

1. The main contact clicks on their name in the top right corner, selects 'Profile' then they will see the membership they have paid for with the names of the members listed there.
2. Click on the name of the member that needs to have their existing details added to the package. Send an 'invite' to the family members to register (Adults will email themselves a link for their children – make sure to click this link to register).
3. If you do not see the name of your family member, email: support@conwaytennis.co.uk.
4. After registering, ClubSpark will recognise the family member as an active member + registered so they will be able to sign into their own ClubSpark account and book a court.

QUESTION: Are floodlights included in my membership package?

ANSWER: Yes, floodlights are included for free within all 18-30, Adult and Family membership packages and can be switched on via the code-box outside the clubhouse.

QUESTION: Can members bring guest players?

ANSWER: Yes, members can bring guest players in off-peak times (weekdays 8.00am-5.00pm, all-day weekends). Each guest incurs a £5 fee which is paid when you book a court through our ClubSpark system. Choose 'Guest' in the participants field when adding the guest player's name. You will then be asked to confirm and pay for that guest by entering your card details.

QUESTION: Do you sell tennis balls?

Yes, members can buy balls from the clubhouse when a committee member is available. Card payment can be made via the mobile system or the bank account.

HSBC

Sort Code: 40-07-32

Account: 51002902