

## Purchasing a Membership using GoCardless

GoCardless is a Direct Debit organisation and you can purchase a membership as a one off payment (pay in full) or via monthly installments.

**Please note:** Coylton LTC uses the GoCardless payment services provider to collect payments. This payment provider is authorised by the UK Financial Conduct Authority. Neither Coylton LTC nor Clubspark holds any financial details in the product.

The advantage for you and the club is that your membership is made active from the moment you complete the registration which means there is no lag time before doing this. If you pay by cash or by direct debit through your own bank, it can take up to a week to make your membership active.

Also note that the following images are from a test environment and not the club's.

### Purchase a Membership and Set up a Direct Debit

**Step 1:** On the club's membership page - select the package you wish to purchase.

#### Memberships

<p><b>Adult 2024/25</b></p> <p>01/04/2024 - 31/03/2025</p> <p>Adult Membership</p> <p><i>Eligibility: Aged over 18</i></p> <p>Age: 18 and over</p>	<p>Choose payment option</p> <table><tbody><tr><td>Pay in full One off payment</td><td>£150.00</td></tr><tr><td>Pay monthly per month for 12 months</td><td>£13.00</td></tr></tbody></table> <p><a href="#">Join now</a></p>	Pay in full One off payment	£150.00	Pay monthly per month for 12 months	£13.00
Pay in full One off payment	£150.00				
Pay monthly per month for 12 months	£13.00				
<p><b>Adult Monthly DD</b></p> <p>Monthly membership</p> <p>Monthly DD package</p>	<table><tbody><tr><td>Pay monthly per month continuously</td><td>£40.00</td></tr></tbody></table> <p><a href="#">Join now</a></p>	Pay monthly per month continuously	£40.00		
Pay monthly per month continuously	£40.00				

**Step 2:** Click the payment option you want to buy, either in full or by monthly installments.

The membership package shows both options as it does for the Adult 2024/25 example:

## Memberships

**Adult 2024/25**  
01/04/2024 - 31/03/2025  
Adult Membership  
*Eligibility: Aged over 18*  
Age: 18 and over

Choose payment option

Pay in full One off payment	£150.00
Pay monthly per month for 12 months	£13.00

**Join now**

**Step 3:** Once you have selected a payment option click '**Join now**':

## Memberships

**Adult 2024/25**  
01/04/2024 - 31/03/2025  
Adult Membership  
*Eligibility: Aged over 18*  
Age: 18 and over

Choose payment option

Pay in full One off payment	£150.00
Pay monthly per month for 12 months	£13.00

**Join now**

**Adult Monthly DD**  
Monthly membership  
Monthly DD package

Pay monthly  
per month continuously

£40.00

**Join now**

**Step 4:** This will then redirect you to the first step in the check-out process. Firstly, you will be taken to confirm the Purchaser details (not the member's details).

The first section is auto filled by the system from the LTA account you have logged in with, so please add your LTA number to your personal details if you can before you proceed. If you know your LTA details but can't manage it, email them to [coyltontennis@gmail.com](mailto:coyltontennis@gmail.com) with a covering note. It may take several days to action.

## Purchaser details ⓘ

Check details below for:

- person paying for this membership
- you'll be asked for **member details after** on the **next step**

*All fields are mandatory unless stated otherwise*

### Purchaser details

First name Last name  
Clubspark Test

Phone number  
00000000000

Email address  
yancstest@gmail.com

Date of birth  
01/01/1985

Gender  
Male

### Your basket(1)

MEMBERSHIP

Adult 2024/25

Pay in full

Pay today cost

£150.00

TOTAL

£150.00

Scroll down to the 'Purchaser's contact details', and fill in the billing address for the purchaser's card. (Any non-optional fields need to be filled in.)

### Purchaser's contact details

Address 1

Clubspark

Address 2 (optional)

Address 3 (optional)

Town

Town

County

County

Postcode

EC1 7NB

Work number (optional)

Mobile number (optional)

Agree to the Membership Terms & Conditions and any of the clubs Privacy Policy or custom consents (if you are a new member)

Then go to '**Continue to member details**'.

Cancel

Continue to member details

**Step 5:** On the member details page, you need to choose who the membership is for. If they are not listed already under your account, you can use the '**+Add a new member**' to add them.

Purchaser details

Members

Add-ons

Payment

Confirmation



### Member details

Choose or add the member who this membership is for below

You can check or update member information via the 'Edit' link on the right of each member.

You (Clubspark Test Acct) Edit details

---

Any new members below

[+ Add a new member](#)

<b>Your basket(1)</b>	
MEMBERSHIP	
Adult 2024/25	
Pay in full	
Pay today cost	£150.00
<hr/>	
<b>TOTAL</b>	<b>£150.00</b>

Back to details

Continue to add-ons

Once you have selected the correct member (or members for a Family Membership), click '**Continue to payment**'.

BACK TO MEMBERS

CONTINUE TO PAYMENT

**Step 5:** On the next page 'Review and Pay', the first thing you will notice is the Order summary. Please make sure you have selected the correct membership package and the correct member to receive this membership. An example of where to verify this information is shown below:



## Review and pay

Check you have everything you need

Order summary	
MEMBERSHIP	
Adult 2024/25 01/04/2024 - 31/03/2025 Pay in full Member: Clubspark Test Acct	£150.00
EXTRAS	
Key Fob Quantity: 2	£20.00
<b>TOTAL COST</b>	<b>£170.00</b>

**Please note:** If it is the incorrect package you will need to go back to the Memberships page and start again selecting the correct package.

If the member or add-ons are incorrect you can simply go back in the membership process to amend these.

**Step 6:** If the order Summary is correct, you can proceed to choosing how you want to pay. To pay via GoCardless, select the option highlighted in red, and then click **'Confirm'**.

Choose how you want to pay:

- Pay with credit/debit card  
Via Stripe **stripe**
- Other payment
- Direct Debit  
Via GoCardless **GOCARDLESS**


[View order summary](#)


BACK TO ADD-ONS

CONFIRM

Set up your payment to ClubSpark

ClubSpark Tennis Club (CSMs): Adult 2023-24  
 £ 100.00 One-off payment

Direct Debit setup [More details](#) 

Instant bank pay 


Country of residence

Your personal details

First name  Last name   
[or click here to use a company name](#)

Email address  
We'll only use this to keep you updated about your payment

Billing address  
  
[or click here to enter your address manually](#)

**Continue** →

Securely powered by **GoCardless**  
 rob.peters@clubspark.com | +44 7926 082897

**Step 7:** You are taken to the GoCardless page. If you have opted to pay the full amount this will be a one off instant payment via Direct Debit, and would show as below:

Below this, you will enter in your personal details, and then click '**Continue**'.

**Step 8:** Select the bank you are using to purchase the membership with. Use the search bar and select the matching bank below the search bar. **NOTE:** If you do not have access to your online banking details or you don't use online banking, or your bank is not recognized see : *Q: I don't have access to my mobile banking app?* which will provide the workaround steps.

← Go back

## Please select your bank

You'll be asked to authorise this payment using your mobile banking app or online banking


🔍 Search for your bank

**Step 9:** Once you select the bank, this will take you to the next page to enter in 'Your bank details'. Confirm the Account holder name, add the Sort code & Account number, and then click '**Set Up this direct debit**'.

**Please confirm your details**  
We'll now connect to your bank to authorise payment


2024/2025

£ **330.00** One-off payment

Direct Debit setup [More details](#) 

Name [Change](#)  
Rebecca Vibert-Ward

Email  
@gmail.com

 Barclays Personal [Change](#)

I can authorise Direct Debits on this account myself


[Set up this Direct Debit](#)

[View your Direct Debit instruction](#)


**Step 10:** If you are completing this on your phone and you have your bank app, it will automatically link to your app to confirm the payment.


If you are completing on a desktop, you can scan the QR code with your mobile phone or instead, you can do this via online banking, click the '**Continue on desktop**' option, highlighted in red below.

**Please authorise the payment**

 **Success Bank - Automatically authorises the payment request**

Scan the QR code with your phone camera to quickly complete the payment using your banking app.  
**Need help?**

 Your password will not be shared or saved at any time




Don't have an app installed?

[Continue on desktop →](#)

The desk top will take you to your online banking on your computer. If you have set up the Direct Debit via Online Banking, you will see this success message for a short moment until it redirects you back to Clubspark.

✔ Your Direct Debit was successfully set up. [See more](#) ▾

**GoCardless powers seamless payment collection for businesses like this one.**



- Automate payment collection
- Lower the cost of taking payments by 50%
- Prices from 1% + £/€ 0.20 per transaction

[See how it works](#) ↗

○ Redirecting you to ClubSpark in 2 seconds...

**Step 11:** The Direct Debit is set up, and you will be redirected to the order confirmation page, with a summary of your purchase:



## Thank you for your purchase

✔ Your order has been confirmed

An email confirmation has been sent to your registered email address

Please find your order details below:

Order summary	
MEMBERSHIP	
Adult 2024/25 01/04/2024 - 31/03/2025 Pay in full	£150.00
Member: Clubspark Test.Acct	
EXTRAS	
Key Fob Quantity: 2	£20.00
<b>TOTAL COST</b>	<b>£170.00</b>

Welcome to ClubSpark Tennis Club! 🎾 We are thrilled to have you join our community of tennis enthusiasts. Get ready for an exciting journey filled with rallies, matches, and a whole lot of fun on the court.

As a member, you now have access to our top-notch facilities, exclusive events, and a network of fellow tennis lovers. Whether you're a seasoned pro or just starting, there's something for everyone at ClubSpark.

Stay tuned for updates on upcoming tournaments, socials, and coaching sessions. If you have any questions or need assistance, feel free to reach out to our friendly team at [Club Contact Email].

[↓ DOWNLOAD SUMMARY](#)   [BACK TO MEMBERSHIP](#)



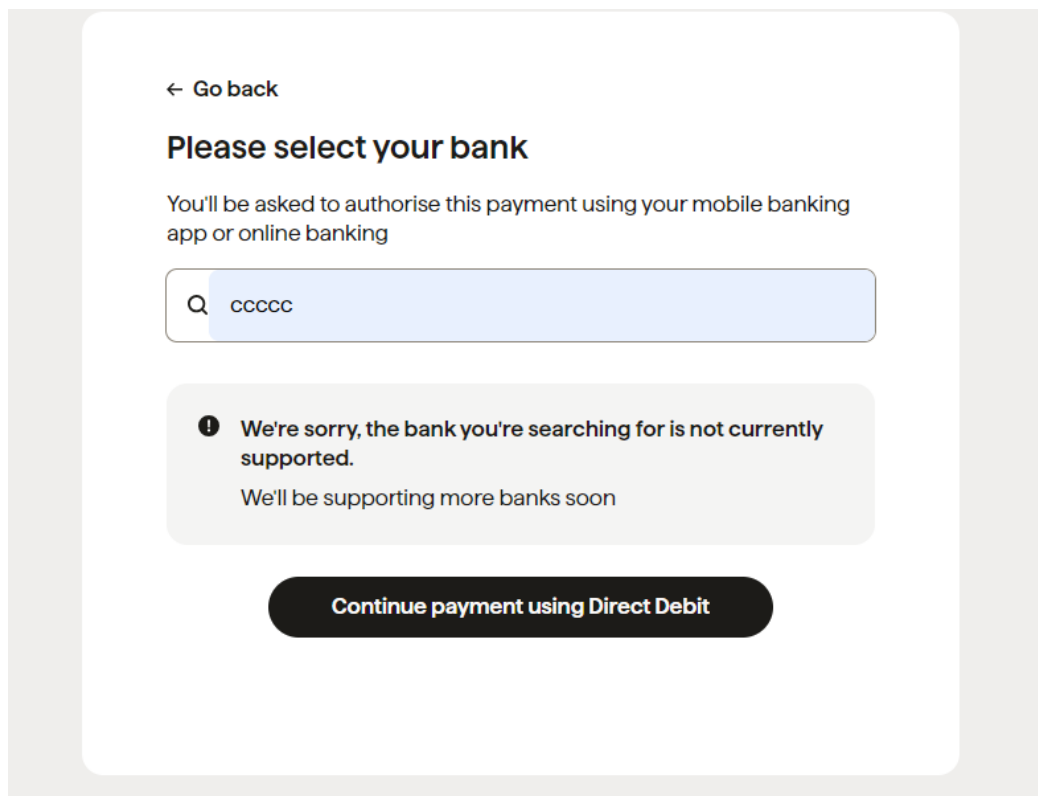
## Troubleshooting:

### ***Q: I don't have access to my mobile banking app?***

A: GoCardless has added this step in to prevent fraudulent transactions. They are working closely with all banks to ensure this is in place. GoCardless states 95% of UK banks are using this authorization method.

However, there is a workaround if you don't have access to your online banking.

In Step 8 - where it says enter your bank - in this enter OTHER or CCCCC. This will then show the button Continue payment using Direct Debit.



← Go back

### Please select your bank

You'll be asked to authorise this payment using your mobile banking app or online banking

**!** We're sorry, the bank you're searching for is not currently supported.  
We'll be supporting more banks soon


**Continue payment using Direct Debit**


From this page (shown above) - you can enter your sort code and accounting number:

**Q: My bank is not supported?**  
GoCardles are working with banks - all the banks that are supported are listed [HERE](#). If your bank is not listed, see above and follow the same instructions.

Set up your payment to  
[redacted] Club


[redacted] Tennis 2024/2025



Direct Debit setup [More details](#) 

⚡ Instant bank pay 

**Your bank details**

Account holder name  
[redacted]

Payments are protected by the Direct Debit Guarantee 

<b>Your sort code</b> Must be 6 digits long e.g. 10 - 20 - 30 	<b>Your account number</b> Must be 8 digits long e.g. 12345678 
---	--

[or click here to enter an IBAN](#)

**Continue** →