

Renewing your membership for 2023/24 on the GTC website

USER GUIDE (March 2022)

Introduction

To reduce manual administration and simplify the renewals process for members, the annual membership renewals process this year will be automated using the GTC website (www.groombridgetennisclub.org.uk) as follows:

- 1 Receive renewal email from the club
- 2 Click on the link in the email
- 3 Log into the GTC website
- 4 Check your membership details
- 5 Pay with your debit or credit card
- 6 Receive renewal confirmation

1) Receive renewal email

The Primary Contact in each household receives a renewal email from the club as follows:

From: "Groombridge Tennis Club." <mail@clubspark.co.uk>
Date: 3 March 2023 at 17:18:21 GMT
To: John.Smith@gmail.com
Subject: Adult Couple Membership 2023/24 at Groombridge Tennis Club.
Reply-To: "Groombridge Tennis Club." <groombridgetennisclub@gmail.com>

Hi Lee,

You are invited to renew the following membership -

Package: Adult Couple Membership 2023/24

The cost is £160.00. You can activate the membership via the ClubSpark website.

 You will need to login with your existing ClubSpark account (LTA username **JOHNSMITH123**).

[Apply now and activate membership](#)

Kind regards,

Groombridge Tennis Club.

This example is for a Couple. If you are renewing as an adult, junior, family etc. then the wording and cost will differ accordingly

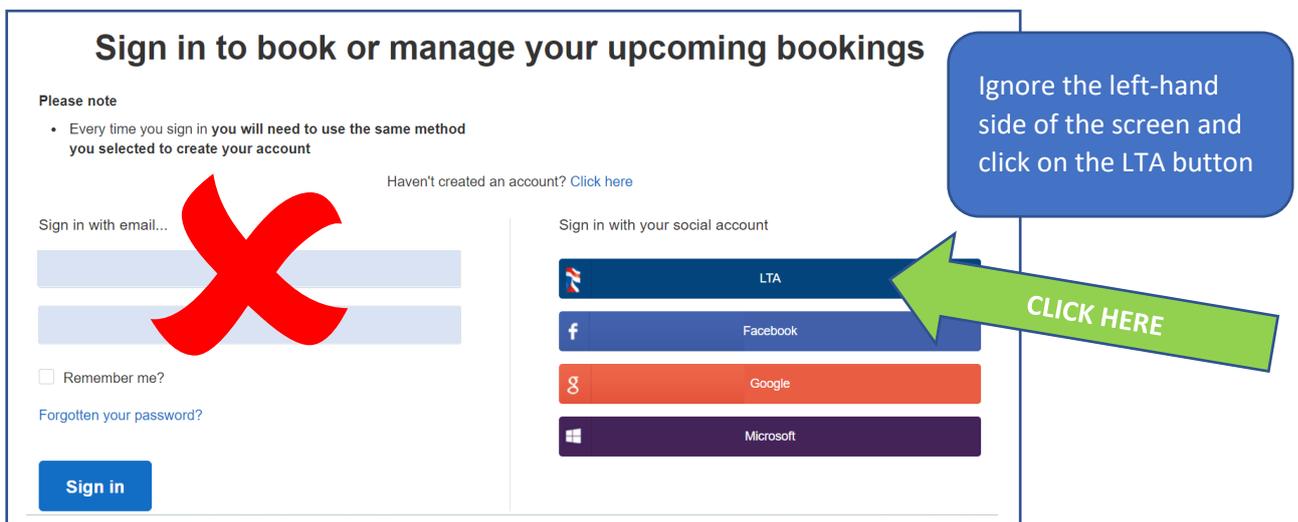
2) Click on the link

Click on the link in the email to take you to the GTC website.

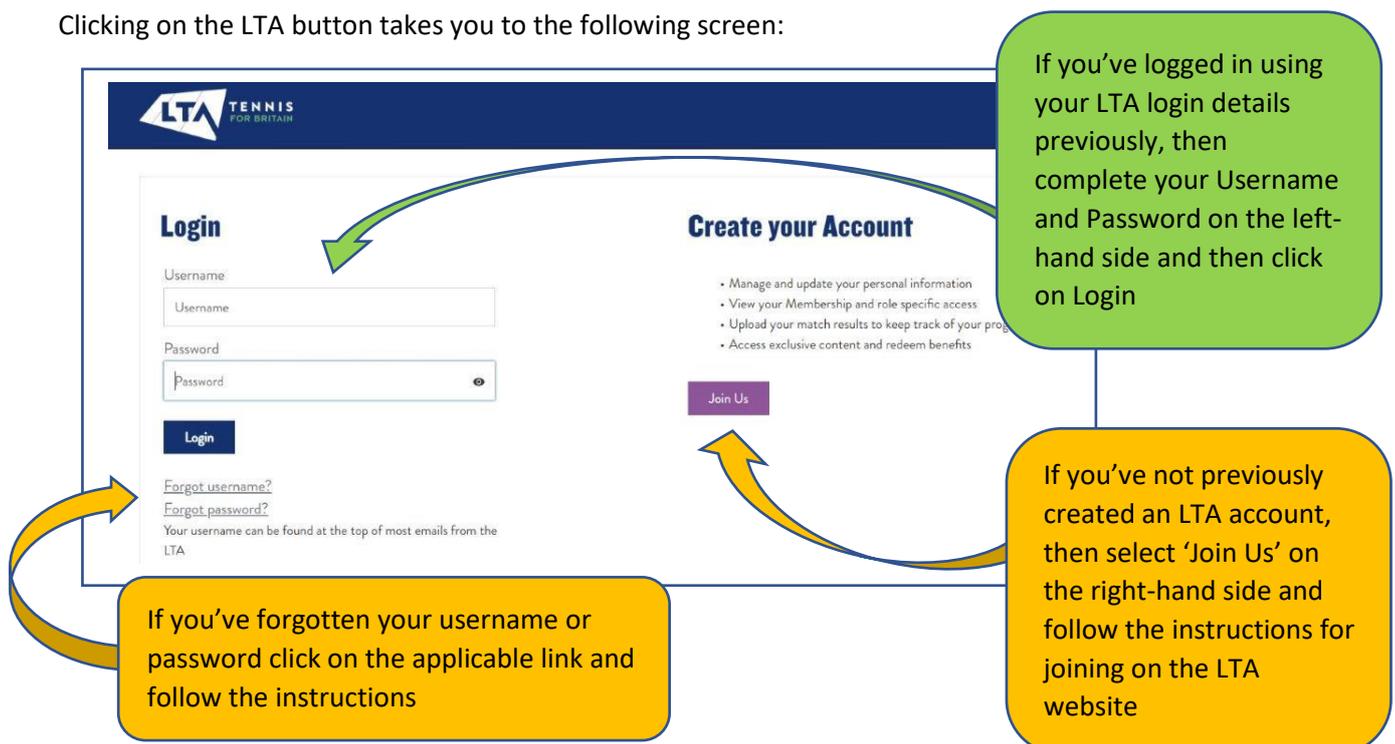


3) Log into the GTC website

Having clicked on the link (step 2), you will be taken to the following screen.



Clicking on the LTA button takes you to the following screen:



4) Check your membership details

Having logged-in (step 3), you'll be taken to the following GTC webpage:

The screenshot shows the user's profile for John Smith with an 'Edit profile' button. Below this are sections for 'Court bookings' and 'Memberships'. The 'Memberships' section contains a table with the following data:

MEMBERSHIP PACKAGE	MEMBERS	STATUS	PAYMENT
Adult Couple Membership 2023/24 01/04/2023 - 31/03/2024 £160.00 in full	John Smith Gail Smith	ACTIVE	JOIN NOW

Callout boxes provide instructions: a blue box points to the membership details, stating to check the package and member names; a green box points to the 'JOIN NOW' link, stating to click it if everything is correct; and a yellow box points to the 'JOIN NOW' link, stating not to proceed if incorrect and to contact the club at groombridgetennisclub@gmail.com.

5) Pay with your debit or credit card

Clicking on JOIN NOW (step 4) will take you to the payment screen:

The screenshot shows the 'Groombridge Tennis Club' payment screen. The navigation menu includes HOME, CLUB CALENDAR, MEMBERSHIP (selected), COACHING, POLICIES, BOOKING, MATCH RESULTS, and MORE. The main heading is 'How would you prefer to pay?'. There are two radio button options: 'Pay in full using a Credit/Debit Card' (selected) and 'Other payment'. The 'Pay in full using a Credit/Debit Card' option is linked to Stripe. A 'Pay Now' button is at the bottom left. A callout box points to the 'Pay Now' button, instructing the user to check details and click 'Pay Now' if happy to proceed.

Clicking on the Pay Now button takes you to the following screen:

Groombridge Tennis Club.
John.Smith@gmail.com

1234 1234 1234 1234

MM / YY CVC

Pay £160.00

Enter your card number, the expiry date and the 3 digit code on the back of the card.

Then click on Pay

This example is for a Couple. If you are renewing as an adult, junior, family etc. then the cost will differ accordingly

6) Receive renewal confirmation

Clicking on Pay (step 5) takes payment from your card and completes the GTC membership renewal process. Confirmation of your renewal will be shown on screen. In addition, you will receive 2 emails: one confirming your membership and another providing a receipt for your payment.

Thank you for your membership purchase

Thank you for applying for Adult Couple Membership 2023/24 at Groombridge Tennis Club.. Please find below confirmation of your application.

We've received your payment for £160.00 and have now activated your membership.

Adult Couple Membership 2023/24	
Total cost	£160.00
Payment method	Credit/Debit card
Membership starts:	01 April 2023
Membership ends:	31 March 2024

Receipt from Groombridge Tennis Club.
Receipt #1904-0533

AMOUNT PAID	DATE PAID	PAYMENT METHOD
£160.00	Mar 4, 2023, 12:26:36 PM	- 1234

SUMMARY

Groombridge Tennis Club. - Adult Couple Membership 2023/24	£160.00
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From: "Groombridge Tennis Club. (ClubSpark)"
Date: 4 March 2023 at 12:26:42 GMT
To: John.Smith@gmail.com
Subject: **Membership confirmation**
Reply-To: groombridgetennisclub@gmail.com

Hi John,

Thank you for applying for Adult Couple Membership 2023/24

Please find below confirmation of your application.

Payment method: Credit/Debit card

Membership package name: Adult Couple Membership 2023/24
Cost: £160.00
Membership starts: 01/04/2023
Membership ends: 31/03/2024

Many thanks,

Groombridge Tennis Club.

That's it. All done! If required, take look at the Frequently Asked Questions overleaf.

Frequently Asked Questions (FAQ)

Question	Answer
Can any member in my household process the renewal?	No. Only the Primary Contact for your household (to whom the renewal email is sent) can process the renewal.
What if I haven't registered previously for an LTA username and password	Click on the LTA button as shown in step 3 and then select Join Us on the right-hand side. You will then be asked to submit your name and date of birth, and to create a username and password
What if I can't remember whether I have an LTA username and password?	Click on the LTA button as shown in step 3 and then select Forgot username? on the bottom left-hand side. You will then be asked to submit your name and email address. Your LTA username (if you have one) will then be sent to you by email. If you don't have an LTA username, you will be asked to create one by clicking on Join US
What if I can't remember my LTA username?	Click on the LTA button as shown in step 3 and then select Forgot username? on the bottom left-hand side. You will then be asked to submit your name and email address. Your LTA username (if you have one) will then be sent to you by email.
What if I can't remember my LTA password?	Click on the LTA button as shown in step 3 and then select Forgot password? on the bottom left-hand side. You will then be asked to submit your username and email address. Instructions for resetting your password will then be sent to you by email.
What if the renewal details shown are not correct?	Don't proceed online. Contact the club using the email address: Groombridgetennisclub@gmail.com
What if I want to change my membership (e.g. from Family to Couple)	Don't proceed online. Contact the club using the email address: Groombridgetennisclub@gmail.com
What if I want to add another member to my household or remove member from my household?	Don't proceed online. Contact the club using the email address: Groombridgetennisclub@gmail.com
What is Clubspark?	Clubspark is the software package behind the LTA website, the GTC website and many other club websites