

Clubspark Membership FAQ

1. I am having difficulties signing in to clubspark, how can I get my login details?

FYI: You need to visit <https://clubspark.lta.org.uk/RoundhayTennisClubLtd/Membership/Join> If you don't visit RoundhayTennisClubLtd part of clubspark then the membership options for the club will not come up.

If you set up your clubspark login with your email address then you can click the forgotten password and reset your login.

Sign in with email...

Email address

Password

Password is required

Remember me?

[Forgotten your password?](#)

SIGN IN

If you registered with your LTA or social account...



If you set up your clubspark via LTA, Facebook, Google or Microsoft login then your username and password are the same as what you would use to login to any of these platforms.

If you can't remember which of these platforms you signed up with then check your emails as you will have had contact from your club via one of these methods and use that email to sign in. If you still cannot sign in then contact the membership secretary or support@clubspark.co.uk

2. How do I add a junior member?

Individual Junior Member

You must set up a clubspark account in your name. Visit the membership tab and select the junior membership option. This brings up a form to write in your juniors details. Underneath that is your details so that we have a contact for the junior.

3. How do I add more than one membership?

If you are buying more than one membership then these need to be set up separately. If the membership is for you and a junior(s) then you can do that all on your login. If you are buying more than one adult membership then each adult needs their own login.

If you are buying a family membership then select that option and you will have the option of adding each family members details.

4. My direct debit details have changed how do I update this?

If your bank details have changed since last year or you would like to pay from a different account, then contact the membership secretary and they can delete your mandate from Go Cardless which will enable you to set up a new one.

5. Will my direct debit membership auto-renew next year?

No, the membership is a single direct debit payment, you are only authorising 1 payment. Next year you will be asked to join again in the same way.

6. How do I know if my payment was successful?

You will receive an email from Go cardless telling you Roundhay Tennis Club Ltd. Is charging you for the cost of your membership and when this payment will happen.

7. I can't pay my membership in full, is it possible to pay in instalments?

If you require a membership payment option which is not on the joining page then please contact the membership secretary to discuss.

8. I don't want to pay by direct debit, is there another way of paying?

This is our preferred way of members making membership payments. Paying by any other method creates a lot of extra admin work by our volunteer committee members. Unless you do not have a bank account we would like you to pay via this method. If you do not have access to the internet then the club house has an internet connection. If you do not have a phone, tablet or laptop in which to access the internet then please contact the membership secretary who will be happy to help you with sorting this.