



BRITISHROWING

ClubHub - An introduction for new users

FAQ Sheet

TEAMWORK | OPEN TO ALL | COMMITMENT



FAQ regarding ClubHub

Do club members receive a reminder when their club membership is up for renewal?

Yes, reminder emails can be set up in the ClubHub system using the CLUB EMAIL tile.

How well does the system work with clubs that offer monthly subscriptions rather than annual ones?

As the Club Admin you can specify which membership types you offer, and the method/frequency in which they can be paid, eg direct debit, standing order etc.

Are members able to purchase things other than memberships, eg Race fees, or an event that has been organised? Is there a fee on every transaction

Yes, you can set up purchase options for any number of things. The system even has its own EVENTS tile, which allows you to manage event details ranging from rowing-related things like Learn 2 Row courses, to less rowing-related things like parties etc.

Yes, the transaction fee applies to all transactions.

If a club offers monthly memberships does the member have to buy a membership every month or can direct debits be set up?

Yes, the system allows individuals to set up direct debits allowing them to purchase monthly memberships. As the Club Admin, you can choose to turn this feature on/off for specific membership types if you wish.

Why is there a fee attached to each transaction?

The transaction fee is created by the providers of the financial platform behind ClubHub (namely Stripe and Go-Cardless).

Do members have to be a British Rowing member to hold club membership on the ClubHub system?

No, individuals do not need to hold a current British Rowing membership to show up on the system. In fact, each individual's membership tile will even display whether they hold current club/British Rowing memberships.

The system will display all individuals who have either indicated that your club is one of three with which they can associate, or those individuals added by you as the Club Admin.