



ClubHub Finance FAQs

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FAQs

Do you need a bank account linked to ClubHub to receive payments (or is the money kept on ClubHub, like Paypal for example)

Yes, your club does need a bank account. The money is not kept in ClubHub. You will need to set up a merchant account on the "Payment Setup" tile in ClubHub. This links your club bank account to ClubHub so that the money goes to the right place.

Can you pay race entry fees through the money on your ClubHub account.

ClubHub and BROE2 are separate systems and not linked. As there is no money kept in ClubHub race entry fees would need to be paid via a separate transaction.

Can you withdraw the money or does it have to be spent through British Rowing?

Any club membership payments that are made via ClubHub will be linked to your club bank account. Under the "Club Finances" tile, any clubs with a merchant account set up will be able to view payments, subscriptions and instalments - if you have these options available to your members - you can receive off-line payments, see failed payments and you can refund too.

FAQs

How do individuals pay club membership fees through ClubHub?

The first thing you need to do to set up memberships is to set up a merchant account. The online transaction fee is 2% + 20p (+ VAT). You have the option to set up either Adyen or GoCardless in your Payment Setup as Merchant accounts - which carry the money to your bank. We have considerations for both systems which you can read about on the 'ClubHub Payments and Refunds document'.

You would then need to set up your memberships under the "Membership Setup" tile so your members could purchase these. You can create new memberships and specify benefits, cost, duration etc.

You can set up a new membership to test this, but first you would have to create a merchant account. As long as you set the membership as a zero-value payment and no payments are taken, then no charges will be made.

To log into your club's Adyen account, you can go to the Payment Dashboard tile and then click on Update Payment Profile.

Club Membership subscriptions

Club members can also manage their bank detail changes or switch to debit or credit card via the Finance tile in their individual Member Area.