

FAQ - Membership/Lessons/Leagues Registration

Why is the Club collecting payments online?

There are many reasons:

- Our Club survey indicated that most members want an online payment system.
- Online payments provide better efficiencies for the volunteer Board members responsible for financial and membership tasks.
- Junior registration for membership and lessons will be more accurate and efficient.
- Managing Club programs will be improved.
- Members can access their records anywhere at any time allowing for updates, additional registrations etc.
- Operational issues with potential Club facility improvements can be accommodated seamlessly.

How do I become a member and register for any leagues/lessons?

You must do this using the online registration system. A Registration How To document has been posted to guide members through the registration process.

How can I pay for my membership this year?

Payment can be made by credit card online or by mailing us your cheque after registering online.

Is there a due date for paying membership dues this year?

There is no deadline. However, registering late might not allow you to register in leagues as they fill up fast. Furthermore, your play season would be shorter.

Why is there a late payment fee for membership?

We are currently not implementing a late payment fee.

Can I hand deliver my payment?

No – cheque payments must be mailed to the Club's PO Box.

What address do I use to mail my payment to the Club?

PO Box 22054, Sarnia N7S 6J4. Do not mail your payment to the Clubhouse.

Can I pay my league fees later or when I arrive to play in a league or lesson?

No – and if you click the "Pay Later" button you will not get access to register in any of the leagues or lessons until your payment is received.

How do I get into the leagues that are capped?

You must pay your membership fee **AND** your league fee before you are registered in any league – most leagues are very popular so get in early to avoid disappointment.

Are any of the adult or junior lessons capped?

Yes – all classes for adult and junior lessons have caps – get in early to avoid disappointment.

Can I review my registration for leagues/lessons?

Yes – you can see this on your Member Portal page. You will need to log in to view this page. Remember – you must pay for your membership **AND** your league to get into a league.

Why have the membership dues gone up this year?

The membership dues have been frozen at the 2017 rates.

What is weekly sign-up for adult lessons mean?

Members need to register for lessons (after they have paid their Club membership) to ensure a spot. After the first class of each program, participants will need to register for future classes via the online system.

What happens if I don't get into the league(s) I selected?

You will be placed on a waiting list – those on this list will be selected to join the league if a registered participant withdraws.

How do I know if my level of skill is OK for any of the leagues/lessons?

STC provides a number of leagues and lessons suitable for various skill levels.

- Adult Entry Lessons will suit new players to tennis - no previous experience required.
- Monday Night Mixed Doubles will suit players that know the general rules of tennis, know how to score and can maintain a rally. This is a competitive league.
- Men's Tuesday Night Doubles will suit players that know the general rules of tennis, know how to score and can maintain a rally. This is a competitive league.
- Tuesday Morning Ladies Doubles and Wednesday Afternoon Men's Doubles will suit players of all abilities. A knowledge of scoring, etiquette and how to play tennis is recommended. These are not competitive leagues.
- Wednesday Night Ladies Doubles will suit players that know the general rules of tennis, know how to score and can maintain a rally. This is a competitive league.
- Thursdays Night Singles League will suit players at the intermediate/advanced level. The ability to maintain a rally is recommended. This is a competitive league.
- Friday Night Social Doubles will suit players of all abilities. A knowledge of scoring, etiquette and how to play tennis is recommended. This is not a competitive league.

I only want to be a spare for a league – do I need to register as a spare?

Yes – spares are always needed.

How are the online payments processed?

The Club has retained Bambora to process all online payments. For more information visit the Bambora website.

How secure is my online payment?

The payment process is handled by a third-party processor - Bambora. The Club does not have access to any credit card information provided. Please visit Bambora's website to review the security features.

Who is Jegysoft?

The Club has retained Jegysoft to develop the online registration platform. Jegysoft is an Ontario based company that specializes in online registration software for tennis clubs like STC. Visit the Jegysoft website to learn more about them.

What do I do if I change my mind about membership and/or leagues and lessons?

Please read our Refund Policy (posted on the Website Club Membership page).

If eligible, contact tennissarnia@gmail.com to request a refund.

What happens when I pay by credit card?

A confirmation email will be sent as soon as you complete payment for your membership. Once you have completed the membership purchase you will be prompted to go to your Member Portal page. This is where you may register for leagues and lessons.

What happens when I pay by cheque?

You follow the exact same registration process - the only difference is at the end of the registration process you will click the "Pay By Cheque" button. This will create an invoice. Click the button "Download PDF" which will allow you to save the invoice and print it. Attach this invoice to your cheque and mail them both to our post office box address. If you do not have access to a printer, you can still save the PDF document for your records and mail your cheque with the invoice number (top right of the invoice) inserted on the memo line of your cheque. You will be notified by email when your cheque is received (this could be about 7 days from the date of mailing). This email will provide information about how to register for leagues and lessons.