

## Stragglers Membership Subscriptions FAQs

### 1. What if I don't want to renew or want to cancel my membership?

When you get an email in January asking you to re-register, there will also be a link for you to indicate that you don't want to renew your membership. Alternatively, email [membership@stragglers.org](mailto:membership@stragglers.org) saying that you don't want to renew or that you would like to cancel.

### 2. How can I update my contact details?

When you log in, you will see a link to "My profile". Follow this, select "Edit Member", and will be able to update the information that the club holds about you.

### 3. What if I forget my password or user name?

At the bottom of the login screen, there is a link that takes you to a page where you can re-set your password (as long as you know your user-id).

If you've forgotten your user-id, there is a link at the bottom of the password page that will allow you to get that.

### 4. How can I get England Athletics registration?

When you (re-)register, you will be asked to complete your personal profile which includes your contact details. There is a field at the bottom of the profile called "England Athletics Y/N". If you select "Yes" in the drop-down box, the England Athletics registration fee will be charged to your account and be included in your next e-statement.

If you decide you would like EA registration at any time after you have registered on the website, you can do this by logging in, clicking My Profile and Edit Member, then updating the "England Athletics Y/N" field in your profile.

The England Athletics fee will be forwarded to England Athletics, who will send your subscription information pack by post.

### 5. What is the difference between GoCardless and PayPal?

GoCardless is a direct debit system. Once it is set up (a quick process) everything happens automatically. PayPal allows you to pay with a credit or debit card.

There are two options for paying by GoCardless. One is by setting up a direct debit mandate as described in (6) below. The other is clicking the GoCardless button at the bottom of your e-statement. This will allow you to make a one-time direct debit transfer from your bank account. This does not set up a direct debit mandate and so future charges to your account will not be paid automatically.

## 6. How can I set up a direct debit with GoCardless?

Once you have logged in, you will see a link to “My account”, click on the blue “Edit Settings” button and follow the instructions there to set up a direct debit with GoCardless. You can cancel a direct debit at any time following the same route. If you don’t want to pay by direct debit, see points (10) - (12) below.

## 7. If I pay by direct debit, when will the money be taken from my account?

The subscription will appear in your ClubBuzz account on 15<sup>th</sup> of the month. ClubBuzz will generate charges to GoCardless on 28<sup>th</sup> of the month. Depending on who you bank with and whether there is an intervening weekend, the money will be taken from your account in the first few days of the following month.

## 8. How can I cancel my direct debit?

From your account in ClubBuzz, click the blue “Edit Settings” button and that will allow you to cancel your direct debit immediately.

## 9. I want to pay by credit card or debit card. How do I do this?

When you get your e-statement, if you haven’t set up a standing order, there will be a link to PayPal where you can pay with a credit or debit card.

## 10. I want to pay by bank transfer. How do I do this?

Please use the sort code/account number shown below which will also be on your e-statement:-

Account Code 60678168

Sort Code 30-96-26

The reference should be your membership number and family name (when you login, just click on your profile and you will see your membership number). It’s important that you put in the correct reference number or the payment may not be credited to your account.

## 11. Can I pay by cash or cheque?

We no longer allow cash or cheques to be handed over at a club session. It proved onerous and error prone, and the ClubBuzz system can’t track these payments and automatically assign them to members.

However, if you can’t make an online payment, you can still pay by cash or cheque by going to to a **branch of Lloyds** and making a payment into The Stragglers Running Club bank account:-

Account Code 60678168

Sort Code 30-96-26

It is unlikely that you will be able to give the correct reference information (membership number and family name) when you pay in at the bank. You should therefore email [treasurer@stragglers.org](mailto:treasurer@stragglers.org) to let them know where and when you made the payment or it may not be credited to your account.

**12. How will I know that my membership has been renewed?**

You can login and see that the payment has been credited to your account. We are looking into generating membership cards that can be sent out by e-mail, but this hasn't yet been implemented. Statements are only sent out when there is a balance on them, so won't come out once the subs have been paid and the balance is zero.

**13. I want to pay for my wife/husband/son/daughter etc. Can I do this with one payment?**

Unfortunately not. We need each membership renewal to be made by a separate payment, so that the payment can be automatically assigned to the renewal of that member's subscription.