



Alton RFC – Paying 2018/19 Season Membership Fees

Read This First

Introduction

Alton RFC uses a website and membership system provided by Pitchero. The web address for the site is www.altonrfc.club. This website will keep you informed of what is happening at the Club and also supports team management and membership payment. There is also a Club App that you can download to your phone which will keep you updated whilst you are on the move. To find this App, search for Pitchero and download the Club App from the Apple APP Store or Google Play.

Registration

All members need to register on the new site and check that their own and their child / children's details are correct, amend any errors and add any additional information that is required. If you have not done this send an email to info@altonrfc.club to request that a registration email is sent to you. You should open this email, once received, and click on the green button within the email and register following the instructions. Then, any time that you log into your account, you can make further changes and add information for both you and your child / children. Don't forget your password as you will need this each time you want to log into your account.

Paying Membership Fees

All Club members need to pay membership fees and annual fees due must be paid by the 30 September 2018 or a payment plan set up by 28 September 2018. (Fees are explained further in the final section of this note.) Fees can be paid via the new website once you've registered and this is the easiest way to do it (including if you wish to set up a payment plan option). How to do this is explained below and there will also be face to face help at the Clubhouse on the first two weekends of the 2018/19 season. (If necessary, you can also pay over the bar by cheque, cash or card.)

The Website Payment Process

Registered adult members should first log on to their account. Each adult member needs to decide on what membership fees they need to pay. The membership fee schedule for the 2018/19 season can be found [HERE](#) on the website. If you are not sure, or wish to discuss this, come to the Clubhouse on the dates mentioned above or email info@altonrfc.club with your details and we will get back to you. Once you have determined the fees you should pay, the list provides a product number which you should note.

Now go to the Club website home page www.altonrfc.club. At the top right-hand side of the page in the banner click on the word 'Payments'. You will see all the products if you scroll down. Click on the product with the number you have noted down. On the first screen select the payment option and then click 'Buy this Product'. On the next screen (if appropriate) add your child / children and any other adults you want associated with the payment (Family Membership only). Then click next and complete any details requested, once completed click 'Continue' and on the following page click 'Pay via direct debit'. Then complete the direct debit form and click 'set up Direct Debit'. You just need your bank sort code and account number. Single payment annual fees will be taken from your account in around 5 days. Payment Plan payments will be taken on the 5th of the month for 3 months from October to December.

If you do not want to pay via the website, you need to pay at the Clubhouse over the bar when it is open. All payment plans must be set up on or before 28 September 2018 and all annual fees must be paid by the 30 September 2018.

For further assistance, you can email info@altonrfc.club

Membership Fees - Information

There have been some changes to fees and payment processes for the 2018/19 season:

1. All membership fees can be paid direct from your bank account by setting this up on the website which uses Direct Debit – PLEASE NOTE THIS IS JUST THE PAYMENT METHOD – YOU ARE ONLY SETTING UP A DIRECT DEBIT FOR THE 2018/19 SEASON – THIS WILL NOT RECUR IN FUTURE SEASONS UNLESS YOU SET IT UP AGAIN THEN.
2. Parents / guardians with more than 2 children playing only pay for the first 2 child players.
3. The Payment Programme is paid in 3 instalments from October 2018 to December 2018 and are paid by direct debit from your bank account on the 5th of each month. These must be set up via your account on the website on, or before, 28 September 2017.
4. Parent / guardian + child / children memberships are called Family Membership. These allow up to 3 adults to be associated with the child (or children) and to be included in the Family Membership. This means more than one parent / guardian can receive Club emails and requests to confirm availability of children for training and matches. Please note that a Family Membership only confers one vote at ARFC AGMs.
5. Masters should select a 'Masters' membership option depending on if they have playing children and how many.