

# Wychwood Tennis Club – Registrations 2024

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*The Wychwood Tennis Club has signed a contract with Sport-Plus to use their online registration platform. To become a member of the Wychwood Tennis Club and register for Club activities, you must first create a Sport-Plus account, and once this process is complete, you will be able to purchase a Wychwood Tennis Club membership card and register for Club activities.*

## **How to create a Sport-Plus file**

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*You can create a "Member" file if you're the only member of your family who wants to join the Tennis Club. If more than one member of your family living at the same address would like to join, you create your own file first, and then you can add the other members of your family to your file.*

### **Step 1 – Connecting to the site**

- Click on the "Online Shop" link on the Wychwood Tennis Club's registration page ([www.tenniswychwood.ca](http://www.tenniswychwood.ca)).
- Choose your language (FR / EN) by clicking on the icon on the top left of the page.
- Click on "login" at the top right (if you don't see this option, widen your browser window, or click on the three small lines at the top left).

### **Step 2 – File creation**

- Click on the "Create my account" button.
- Enter your email address and telephone number, then click on "Next step".
- Complete the fields on the file creation form, then click on "Confirm".
- You will then be asked to login with your username and password.
- A screen entitled "My family" will appear, and you will see a box with your name and a message in red saying "The questionnaire is incomplete. Card not issued". Click on "File" then on "Questionnaire" and indicate the appropriate level of play, then click on "Save".
- Click on "Back to my family" on the top right-hand corner.

### **Step 3 – Adding members to your family (optional)**

- Your individual Sport-Plus file is now complete, and you can add other members of your family if required. If you have a spouse who plays tennis, you can add them here by clicking on "Add an adult". If you have children under 18 who play tennis, you can add them by clicking on "Add a child". (Note: This is not expected to happen this year, but in future years, if you wish to remove a family member who is registered with Sport-Plus but no longer plays tennis, please contact [info@tenniswychwood.ca](mailto:info@tenniswychwood.ca).)
- Your Sport-Plus file for you and your family members is now complete. If necessary, you can return to it to make changes by clicking on "File" under the name of the person for whom you wish to make changes.
- If you have a child who plays tennis but neither parent does, you can still create a Sport-Plus account in your name and then add your child as a family member. In the next step (how to register as a member of the Wychwood Tennis Club), you'll simply need to purchase a junior membership card for your child only.
- Please note that the first person in the family to create a Sport-Plus account is automatically assigned the role of "Family Responsible". If you have two adults in your family, you can assign the other adult as responsible by opening his or her file and clicking on "Family responsible" at the start of the questionnaire.

Once your account has been created, you can log in at any time by entering your username and password.

*Your Sport-Plus file will follow you from one year to the next, so you only need to create it once. You can add new family members as needed. If you wish to remove a family member (who turns 18, moves, or stops playing tennis) in the coming years, contact us at [info@tenniswychwood.ca](mailto:info@tenniswychwood.ca) and we'll do it for you.*

### **How to register as a member of the Wychwood Tennis Club and register to Club activities**

#### **Step 1 - Connecting to the site**

- If you are already logged in to your Sport-Plus account, you can skip this step. Otherwise, click on the "Online Store" link on the registration page of the Wychwood Tennis Club website ([www.tenniswychwood.ca](http://www.tenniswychwood.ca)).
- Enter your username and password, and your family members will appear.
- Click on "My Account" in the top right-hand corner to see all your account information: "My family", "My upcoming events" and "Accounts and receipts".

## Step 2 – Purchasing a membership card

- Click on "Registration for activities" in the top right-hand corner or on "Register" in the member's box to buy a Club membership card, according to the table below.

Types of membership cards	Description
Adult	To register an adult over 25
Junior	To register a child of less than 18
Young Adult	To register a young adult between 18 and 25
Couple	To register a couple living at the same address
Family	To register one or two adults and their children (under the age of 18), all living at the same address

- Our Club requires that you first purchase a membership card before you can register for an activity. Select the member of your family for whom you wish to purchase a card, and the type of membership card you require. Once you've selected the appropriate membership card, it will appear in your shopping cart. At this stage, if you make a mistake or change your mind before you've paid, you can log out of your Sport-Plus account to clear your cart. Once your membership card has been selected and is visible in your basket, you can continue shopping for activities. You do not have to pay for the card in a separate transaction.
- Note that the "Family" and "Couple" membership cards will automatically register all your family members on the card. The cost of the card will be charged to the person responsible for the file, and a cost of \$0 will appear for each other member of the family or couple. That's why it's important to include only those members of your family who wish to become members in your Sport-Plus family file. Compliance with membership rules will be verified by our registrar.

## Step 3 – Registering to activities

- Select the family member you wish to register for an activity. You can filter the type of activities you want to see (by program: adult / junior), and by level (course / league / Sphinx game). Note that activities appear below the membership card section, so you'll need to scroll down the page for activities to appear. Add the activities to your shopping cart.
- Please note that for parent/child courses, you must first register the parent, and then return to register the child in the same course. This course is limited to one adult and one child per registration.

#### **Step 4 - Paying**

- Once you have completed your registration, click on your shopping cart (in the menu at the top of the page) to see all your purchases. You can remove any activity (except a membership card) from your shopping cart before proceeding to payment.
- A service charge of 2.85% will be automatically added to all purchases to cover fees charged to the Wychwood Tennis Club by the credit card company. This amount will appear in your shopping cart.
- Click on "Proceed to check out", and you will then be asked to accept the payment terms shown on the screen. Click on "Continue".
- Enter your credit card information to complete the transaction.
- Once the purchase is complete, you will receive a receipt by email. This receipt will also be available at all times in your Sport-Plus file, under "My Account" then "Accounts and Receipts". If, for tax purposes, you need more information on the duration of your children's activities, you can return to the activity registration section. Once you've found the activity your child is registered for, you'll see details of the activity's start and end dates. By clicking on "Other information" and then on "Periods", you'll find the start date, end date and duration of each activity.

#### **Waiting list :**

- If, when you register, the maximum number of participants has already been reached, the "Add to basket" button will turn gray and a new "Waiting list" button will appear.
- If you wish to be added to the waiting list, click on this button.
- This will add the waiting-list entry to your shopping cart with a value of \$0 and the words "Registration pending". You must proceed to payment before your place on the waiting list is registered in the system.
- If there are any cancellations for the activity in question, the Club will contact you to offer you a place and payment for the activity will take place at that time.

#### **Step 5 - Membership card**

- To access your member card, click on "Card" in the member box in your Sport-Plus folder.
- The membership card is digital and printable. To save it, click on "Generate an image for download". You can save it on your phone and you can print it. To print it, you will need to adjust the scaling in the printing parameters to reduce the size of the card.
- You can show either your electronic card or your printed card to the attendants or instructors as a proof of membership.