

UTC Online Registration and Payment

Questions & Answers

1. How to register?

(i). On any pages at <http://www.unionvilletennisclub.ca>, point your mouse to “MEMBERSHIP” on the top menu bar, then click on the “JOIN NOW!” button shown. This will bring up the 2018 UTC Membership Registration Event page on Karelo.com.

Karelo.com Online Registrations made easy!

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UNIONVILLE TENNIS CLUB

REGISTER

Event UTC2018

2018 UTC MEMBERSHIP

When: Sun, 01-Apr-2018 - Fri, 02-Nov-2018

Membership Type	EARLY BIRD FEE (Ends Apr. 30, 2018)	REGULAR FEE (from May 1, 2018)
Family (2 Adult parents & up to 3 juniors from the same family)	\$255.00	\$290.00
Adult	\$120.00	\$140.00
Young Adult (Age 18-21 as of Dec. 31, 2017)	\$75.00	\$85.00
Junior (Age 5-17 as of Dec. 31, 2017)	\$40.00	\$40.00

All fees include HST.
UTC MEMBERSHIP IS NON TRANSFERABLE AND NON REFUNDABLE.

Questions?
Contact membership@unionvilletennisclub.ca

Click 'Sign Up Now' to proceed.

INFO
Max. Participants: 900
Sign up before:
Mon, 15-Oct-2018 00:00

CONTACT
Unionville Tennis Club Membership
Email: [Click here](mailto:membership@unionvilletennisclub.ca)

Alternatively, you can also enter the link below in your browser to go to Sign-Up page shown as above.
<http://www.karelo.com/register.php?BID=392&BT=10&orf=1&Ev=17772>

(ii). You will see the Fees schedule by Membership type on this page:

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CONTACT

Unionville Tennis Club Membership
Email: [Click here](#)

SIGN UP NOW

Click on "Sign Up Now" Button to open up the Login and Sign-Up page shown as follows:

UNIONVILLE TENNIS CLUB

LOGIN AND SIGN-UP

Please login or sign up to continue. [\[Preview Form - Click here\]](#)

You are registering for: Unionville Tennis Club
2018 UTC Membership

I already have a Karelo.com login

Login Name: Password: Language: English

[Forgot Your Password ?](#)

You don't have a login and password yet?

(iii). If you are a returning UTC member and already have a Karelo.com Login Name & Password, just sign in now.

If you are brand new to Karelo.com but wish to sign up one for future years and future program registrations, you should create a Login Name and Password to proceed. Otherwise you can choose to Continue Without Login.

(iv). You will require to fill out the Online Registration Form with all of mandatory fields with an (*). After completing the form, click on the "Confirm" button to proceed the Payment Processing.

(v). Enter your Credit Card information (Visa, MasterCard, AMEX) directly on Karelo.com and never have to leave the Karelo.com registration page. Upon completion, just click on "Pay Now" button, you get a payment confirmation and your UTC Membership number.

(vi). You can register for the Adult Wednesday Night Round Robin at this time or return at a later date.

(vii). You will receive an email confirmation of your UTC membership and your payment. This will include your new UTC membership number. Please retain this for future use.

By issuing a membership number to those members who have paid their fees, we ensure that only valid members enroll in the programs available to members! Your shoe tag will also contain the last 4 digits of your membership number.

2. Why is UTC using online registration and payment?

UTC is run by volunteers many of whom have work commitments and many of whom have family and caregiver commitments. In some cases for example at the peak time of year for the club the work involved exceeds 20 hours a week for several of the key volunteers for up to three months. By using an online club registration and payment system UTC will:

- Significantly reduce the manual work involved in registration and payments.
- Maintain a consistent set of automated processes which will make it easier to bring new volunteers on board, and make handover easier.
- Reduce errors and corrections associated with manual systems.
- Receive guaranteed payments without having to deposit cheques.
- Enable an open transparent process to sign up for any “capacity limited” popular programs on a first come first served basis.
- Eliminate the requirement to have returning members send the same data every year, instead it will be stored for reuse as needed each year, or to register for any programs within a year.

3. Why did we choose Karelo.com?

A small team of volunteers scoured the market for potential vendors of this type of service based on UTC’s specific requirements. We evaluated an initial list of 7 and reduced that to 3 with whom we had extensive conference calls based on their responses to our list of requirements. Karelo.com positions itself as a vendor for non-profit sports clubs, has several tennis clubs as clients, is Canadian based, has been in business for over 10 years, and was more competitively priced for our specific needs.

4. How secure is my credit card information?

Karelo uses Stripe for secure credit card payment processing. All data transfers between Karelo.com and Stripe is fully encrypted. The credit card information is sent to Stripe directly and never touches Karelo.com servers and never stored on Karelo.com.

The Stripe system is fully compliant with the security rules of the credit card issuers (“PCI compliant”)

The Stripe system automatically confirms to the Karelo.com system if the payment was successful.

Please visit <http://www.karelo.com/lt.php?&T=Privacy&LtdID=110> to view Karelo's Privacy Policy and Security information.

5. What does this cost the club?

On average for all the club's membership and program registration and payments, this will cost approximately \$5 per member per year which is included in the fees.

6. What programs can be registered for online?

We use Karelo on line registration for UTC Membership applications, the Wednesday Night Round Robin, and some events such as the Year End Party.

7. What happened to Student memberships?

We have changed the "Student" memberships to "Young Adult" memberships and have deleted the criteria for providing verification for enrolment as a student. This provides all young people under the age of 22 years old, a reduced membership fee regardless of whether they are enrolled in post-secondary education or not. All Young Adults are issued an adult membership tag.

8. Why does Karelo.com ask for my birth date?

The criteria for Family, Junior and Young Adult members are age related. The system will assess the qualification based on provided birthdates. For these membership categories birth date is a requirement except for the adult members of a family registration. The system does not yet allow us to make a distinction between adults and non adults within a family, so for the time being if adults are uncomfortable including their birth date you can simply include any date that would qualify you as an adult over 21. When registering for individual adult membership, the birth date field can be left blank. Some intercounty programs which may have online registration in the future also have age related criteria.

9. Is online court booking still being used for the Wednesday round robin?

Yes. You will also have noticed if you have registered for this particular program using Karelo.com that your permission is required to share your information with Gametime, the vendor for the round robin court booking system. A list of paid up and enrolled members will be downloaded from Karelo.com and sent to Gametime for use in that system.

10. Can I register more than one person?

You can register multiple persons when registering for membership by using the “Add Person” button at the bottom of the page. You may add a mixture of membership types, Family, Adult, Young Adult, or Junior. Once you have entered all the members, click “Confirm” to complete the registration. Only one payment is required for all the members.

For programs however, we only allow one person per registration. This is to ensure fairness of opportunity for “capacity constrained” programs.

11. What happens to my email address?

Members, who added an email address to their Karelo profile in prior years, will have had this address automatically carried over to the UTC email distribution list. Any non members, who subscribed to receive UTC emails via our web site, will also continue to receive emails as long as they continue to be subscribed.

This address will remain on file until you decide to “unsubscribe” using the link at the bottom of any UTC email. Newly registering members who include a new and different email address in their registration information will have this new address ported over to the UTC email distribution list, no need to subscribe with this address.

12. How can I get help?

Karelo.com operates in Pacific Time so are available by telephone from noon EST until 8pm EST Monday to Friday. The phone number is (604) 608-2774 or Toll free 1-866-451-7350. They also operate an email service and will respond promptly to email enquiries via service@karelo.com However in case of difficulties you should first email membership@unionvilletennisclub.com. For non system problems with any program

registrations, please contact the appropriate program coordinator as listed on UTC's website.

13. Can I cancel a registration for membership or for a program?

Club fees are not refundable and we do not accept cancellation of membership or program fees.

14. Receipts for tax purposes.

When you have completed the registration and payment you will receive a confirmation email. Should you need a receipt, for example to claim a child fitness tax credit, there is a print receipt option. You may also wish to print the specific rates used for your child's membership fees (in the case where you have paid a blended rate, say for a family membership), and keep these as needed for tax purposes. No other receipt will be issued. If you have a Karelo login ID, you can access your past registrations by clicking on "my registrations" on the left hand side of the screen. This can be done at any time.

15. Is this the only way I can register and pay for membership?

Under certain circumstances, UTC will accept registrations with a completed paper form and a cheque for the appropriate fee. Paper forms will be available at the Clubhouse from Nets Up Day, however, clubhouse hours will be limited until the Opening Day Event, usually the first Saturday in May. You can fill out the form and submit to the club monitor at the Clubhouse. You are however, for all the good reasons listed above, strongly encouraged to use Karelo.

16. Can I register for the other programs the traditional way?

The Wednesday Evening Round Robin is only available for registration via Karelo. Forms will be available for some other programs in the clubhouse from club house opening day. However, clubhouse hours will be limited until the Opening Day Event.