

### Overview

To bring the renewal process up to date, the club is introducing an online method that has been developed for the club using the Jotform package (an online form builder). The traditional paper-based method of renewal will still be available should you chose.

To assist in using the system, please be aware that you will need the following information to commence your application.

- 1) Your current Membership Number.
- 2) Your Postcode at the time of joining this season (although if you have informed the Club of a change of address, please use your current Postcode).
- 3) Either a recent passport style digital photo available for upload or the ability to take one on your device when requested.

The opening page of the form asks for your postcode and membership number to enable access to your membership details. Once these have been entered, the system will check the details against its database. If the details match, you will be able to proceed to the next page of the form.

If the details do not correspond you will see an error message: either the membership number cannot be found, or the postcode and number do not match. Please check and correct your details and try the lookup again. (Postcode format **TN12 OLF**)

If you are sure that the details are correct, but the system does not let you proceed, then the most likely reason is that there are errors in the Club's database. Please email [membership@cranbrookanglingclub.co.uk](mailto:membership@cranbrookanglingclub.co.uk) and they will be able to give you the information to allow you to continue.

The second page of the form contains your contact details (e.g., name, address, email etc) that the Club has on record. Please review the details and correct or update as necessary. This will ensure that your details are kept up to date.

Once your contact details have been confirmed, follow the instructions on the remaining pages of the form to complete your application. The precise information required will depend on your current details but will include providing a passport style photo for your new membership card, confirmation of your subscription level and grade, the opportunity to order Club merchandise etc.

At the end of the form please remember to press Submit to complete your application.

## Frequently Asked Questions (FAQs)

### Accessing The Form

*Where do I find the form?*

A link will be provided in the renewal email and can also be found in the **Membership** section on the Club website.

*What device can I use?*

Any device with Internet access should work.

*I don't have Internet access; can I get someone else to do it for me?*

Yes, of course. Simply provide them with your details. You will need an email address so they would also have to handle Club related emails on your behalf.

*I have children and/or a partner who are also members, how do they apply?*

Each member needs a separate application, even if part of a family group, so simply re-load the form and start again with the appropriate membership number.

*How long does it take?*

Typically, 3 to 8 minutes.

*I'm having trouble, what do I do?*

Contact [membership@cranbrookanglingclub.co.uk](mailto:membership@cranbrookanglingclub.co.uk) for advice, giving your postcode and membership number and a contact telephone number.

### Photos

*If I am unhappy with the photo I have taken, can I change it?*

You can take several photos until you are happy with the image.

*What if there is too much background in the photo?*

The system administrator will edit the photo to reduce the background if required.

*Do I need to provide a new photo each year?*

No, but photos will expire after 10 years (after 5 years for juniors). You will be advised, in subsequent years, if a new photo is needed.

## Card format

### *What is a digital membership card?*

A digital card is emailed to you as a PDF which can be accessed on your mobile phone or printed if required. To ensure you can provide proof of membership to a Club bailiff, it is advisable to download the PDF to your device in case of poor mobile phone reception.

### *What is a physical membership card?*

A physical card is the traditional laminated form for your wallet/tackle bag.

### *Do I need to provide a stamped address envelope for my card return?*

No, it has been agreed that the cost of the return will be met by the club.

### *After payment is received, how quickly will I get my membership card?*

Digital cards will typically be processed within 48 hours, physical cards will take up to a week to allow for the post. Please allow longer during the peak renewal period (February to April).

## Subscriptions/Grade

### *Why has my grade been changed?*

See SECTION 2 General Rules

- 18 *Junior means under the age of 16 years before June 1<sup>st</sup> in the current season.*
- 19 *Any junior upon reaching 16 years of age shall become an intermediary member, until his/her 18th Birthday (18 before June 1<sup>st</sup> in the current season). He/she will have a reduced membership subscription (cost), but the rights of an adult.*
- 20 *An Adult member will become a Senior Citizen member on reaching 65 years of age before the June 1<sup>st</sup> in the current season. He/she will have a reduced membership subscription (cost), but the rights of an adult.*

### *What if my grade is incorrect?*

If you believe your grade is incorrect, as determined by the above rules, then it is likely that your date of birth is wrong in the Club database. Please contact [membership@cranbrookanglingclub.co.uk](mailto:membership@cranbrookanglingclub.co.uk), who can check and update the details as appropriate.

## Payment

### *Can I make payment online using a card?*

No, this has been considered, but due to the cost to the Club of processing this type of payment, it has been decided that this method of payment will not be available.