


UTC Online Registration and Payment

Questions & Answers

1. How does it work?

From either the registration hot link on UTC's website or from the hot link in the email announcement, you will be redirected to Karelo.com, our selected vendor for registration. You will then have the choice of establishing a Karelo.com id or not. If you want to have your registration information saved for use in future years and future program registrations you should establish and save a Karelo.com user id and password. Again, this is not required to register or pay for each year, but is useful if you expect to return to UTC from one year to the next, or if you want to review your past registrations.

You can then register for your annual UTC membership under any of the available categories, which for 2009 are Family, Adult, Young Adult, or Junior. After completing the membership registration you will be asked to pay the appropriate annual fee for the category under which you registered.

To pay the fee click on the button → 
Click here to pay

You will then be moved to PayPal's website where you have the option to pay using either a PayPal account, or pay using your credit card without a PayPal account. If you use a PayPal account, you can pay using any of the payment options you have available within your account. You are not required to have an account. You may choose instead (still processed by PayPal) to pay by directly entering your credit card information. For this option you may pay using a Visa, MasterCard or American Express credit card. We strongly recommend Visa or MasterCard, as American Express converts to US dollars. Upon completing the payment, you can return to the Unionville Tennis Club event registration selection on Karelo.com's website. You can register for other programs at this time or by returning at a later date.

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!

2. Why is UTC changing to online registration and payment?

UTC is run by volunteers many of whom have full time jobs and many of whom have families to look after. 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. The online court booking program for the

Wednesday night round robin has been well received by members. By moving to 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 the old manual system.
- Receive guaranteed payments almost immediately 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 8 years, and was more competitively priced for our specific needs.

4. Why do we use PayPal and how secure is my credit card information?

PayPal is owned by eBay and is a global leader in payment solutions with over 150 million accounts. Their security is described fully at; <https://www.paypal.com/cgi-bin/webscr?cmd=security-center-outside>. By using this service funds are available immediately in UTC’s PayPal account and we obtained a special rate for processing fees as a non-profit organisation. Karelo passes your name, address and registration information to the PayPal payment webpage via a secure, encrypted connection. Karelo will not have access to your credit card 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 are implementing online registration for Membership application, Wednesday Night Round Robin, Adult and Junior Spring Lessons and Tuesday Ladies House League for the 2009 season.

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. 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.

12. 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.

13. Will there be a receipt 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.

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

For this start up year UTC is also accepting registrations the traditional way, with a completed form and a cheque for the appropriate fee. Paper forms will be available at the Clubhouse starting April 6th. 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 the new system, and as a small reward for helping to improve the club's administration process your membership fee is reduced by up to \$10 simply by trying the new system!

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

Forms will be available for all programs in the clubhouse starting April 6th, but we really encourage everyone to do this online. The paper forms will not be mailed out or available on our website and must be handed into the monitor in the clubhouse. Payment must be made by cheque only if registering this way. Credit card payment is only available with online registrations.

By registering for membership and programs online, this ensures that the information is correct, cuts down on the manual process and ensures you get the program or time you really want. Plus you save money in registering for membership online!