



HENLEY ROWING CLUB

ClubHub Membership Instructions

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Henley Rowing Club uses the British Rowing ClubHub online membership management system for membership and general Club communications. Information about the system can be found here: [ClubHub Information](#)

Members must keep their details up to date on ClubHub, including contact information, emergency contact information and medical details.

Members within coached squads must advise their coach of any changes in their medical details and of any prescribed or over-the-counter medication being taken.

ClubHub Account

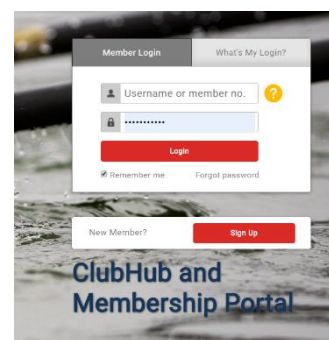
All members need to have a ClubHub account to access Henley Rowing Club membership. Current British Rowing members have access to ClubHub through their British Rowing account. You do not need to be a member of British Rowing to be a member of Henley Rowing Club, but you do need a ClubHub account through British Rowing.

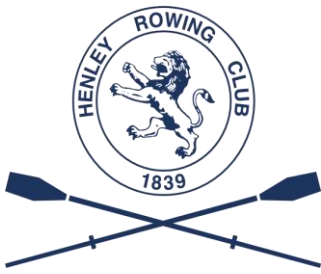
New members and current members who are not members of British rowing can register; and current British Rowing members can login, via this link: [ClubHub sign in](#)

If you have forgotten your log in details you can find this at “What’s My Login?” and you can reset your password by clicking on “Forgot password”.

If you do not have a British Rowing account yet, click “Sign Up”.

In section 3, Account details, your username will default to your email. You can enter a different username if you wish.





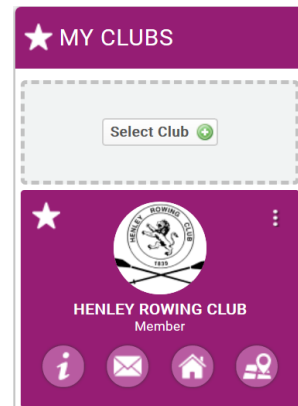
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Once you have an account, go to your “Member Area” and then to “My Profile”



Then go to the “My Clubs” tab on the right of the page to add Henley as your club, if it isn’t already there.

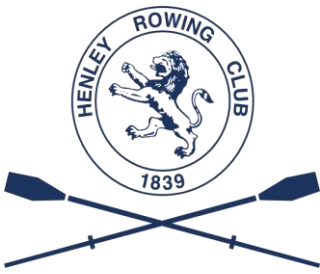


Purchase Membership

The process for purchasing membership and private rack fees is no different from buying anything online; adding items to your basket and then checking out at the end.

In your “Member Area” go to “Membership” then “Club Membership”

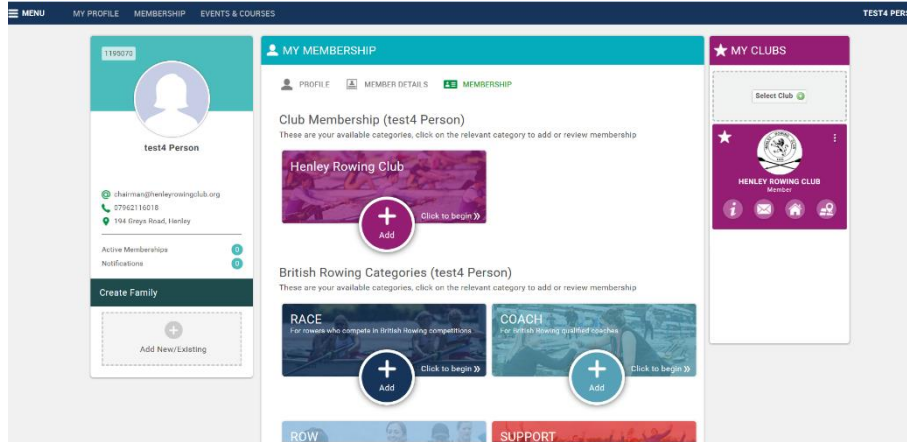




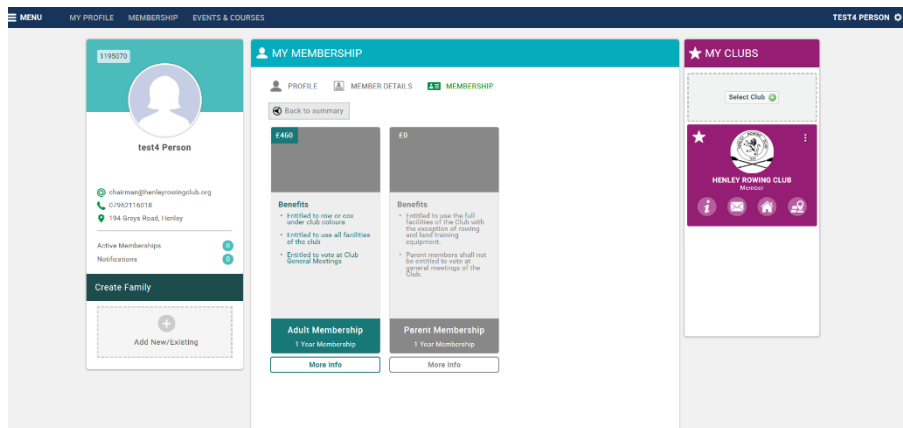
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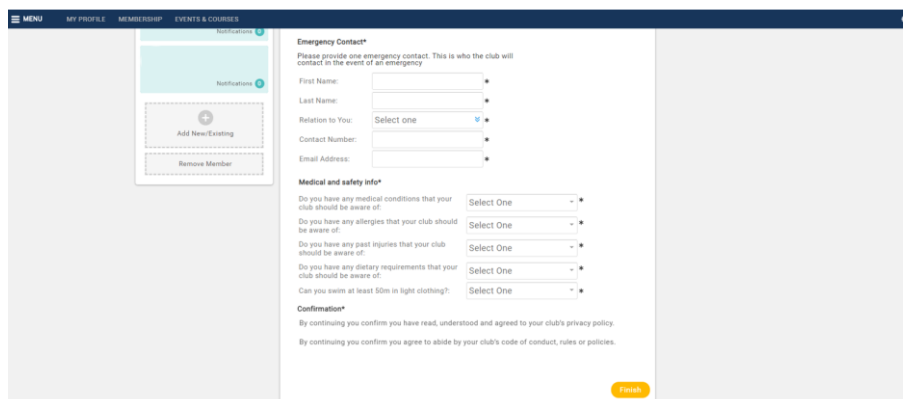
Then click on the “+add” button in “Henley Rowing Club”



Select the type of membership you wish to purchase. Scroll to the right to see all the membership types available to you. You may not be able to see all possible membership types; for example, a junior cannot see adult membership types. Once selected the panel will spin, change colour and show as SELECTED.



Scroll to the bottom of the page and fill out the compulsory questions. Then click ‘Finish’, this requires you to agree to follow your club policies.



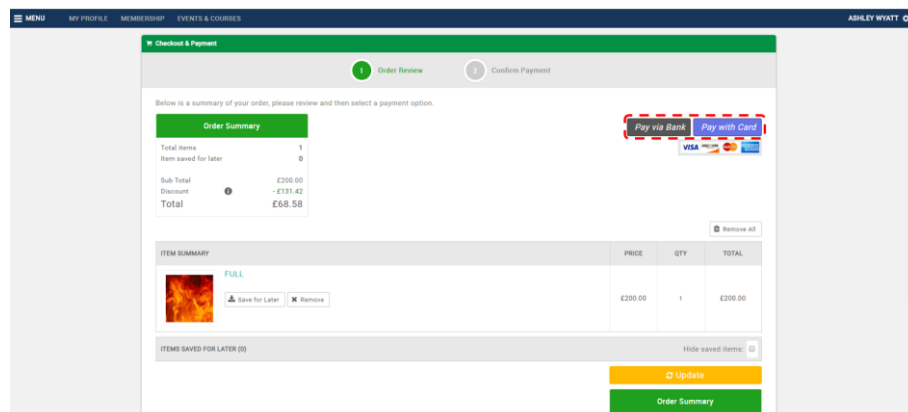


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You will then be asked whether you wish to continue to the 'CART' by selecting either:

- “yes pay now” where you will then to select your preferred payment option to complete your purchase, or
- “no not yet” if you wish to purchase another membership type and/or boat rack. This will return to the membership options where additional items can be purchased.



Payment can be made:

- By card – either credit or debit card
- Via Bank – which enables a Direct Debit to be set up

Your Club Profile

Once you are a paid-up member, please complete your “Club Profile”. As with the emergency and medical details, you only need to enter these once. It is your responsibility to keep them up to date.

Qualification are permanent, eg. BR Coaching qualifications. Credentials are time limited, eg. First Aid and Safeguarding.

The Club Role section is completed by the ClubHub administrator.

The more up-to-date and accurate this information is, the more value it adds in helping to run the Club.

Please help by completing these sections as fully as possible and keeping them up to date. Thank you.



HENLEY ROWING CLUB

ClubHub Membership Instructions

Parents/Carers of Junior Members

Parents/Carers of the Club's junior members shall be members of the Club from September 2019. This recognises the importance of parental involvement in the Club in helping our junior rowers reach their full potential. As ClubHub is the Club's personal information database for GDPR compliance, membership ensures accurate and appropriate information is held for communication purposes.

To create an account, follow the instructions above.

Then "purchase" membership by selecting Parent Membership (free) at purchase.

All parents/carers should "purchase" a Parent Membership, even if they also have another type of membership.

Please also create a "family" as described in the next section.

The ClubHub "Family"

Membership must be purchased by account. For example, Adult and Junior membership must be purchased while in the specific member's account. It is possible to create a "family" within an account which gives access to other family members' accounts. Permission is required from a member via ClubHub for access to their account to create the "family". Once within a "family" then membership can be purchased for the whole group from one account. However, all members must agree to the terms and conditions of membership.

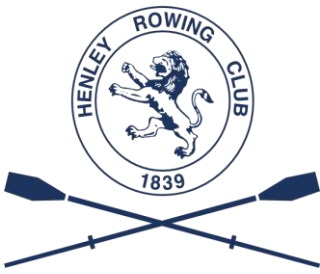
Creating a "family" assists the Club in identifying parents, juniors, siblings and other members of a family within the Club.

Boat Rack Fees

Rack fees can be purchased in the same way as membership. They are listed in the membership section. Please do not purchase a new annual rack space until you have confirmation from the Rack Manager that a space is available for your boat. Renewals can be purchased without reference to the Manager.

Boat Insurance

ClubHub does not process boat insurance payments. If you wish to purchase your boat insurance through the Club, please contact the membership secretary.



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Competitors Support Fund

The Competitors' Support Fund has been set up to assist our athletes with the cost of training and competing, as described in the Club's hardship policy. Your help with this is greatly appreciated.

ClubHub does not process donations. If you wish to make a donation to this Fund and/or the Club please make payment by bank transfer to the following account.

Sort code: 20-65-20

Account: 73509931

Reference: donation - Your name

Or by cheque payable to Henley Rowing Club and post in the club post box or send to: Membership Secretary Henley Rowing Club The Boathouse Wargrave Road Henley on Thames, RG9 3JD

If you can Gift Aid your donation please complete this form [Gift Aid Form](#) and send to the treasurer at treasurer@henleyrowingclub.org