



Box League #1

Group A

Session complete

League Player	Points	Session Record
Brock Lee	6	1-1
Mario Speed	3	1-0
Paul Molive	1	0-1
Terry Aki	0	0-0
Anna Mull	0	0-0
Cliff Hanger	0	0-0

[Record Score](#) | [View Standings](#) | [Step Out](#) | [MANAGE](#)

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# Welcome to SkyCourt

This guide will walk you through purchasing a membership for your local club online using SkyCourt.

Your club must be setup on SkyCourt to sell membership packages. If they are, this guide will answer your questions about how to complete the purchase of a membership and answers some common questions.

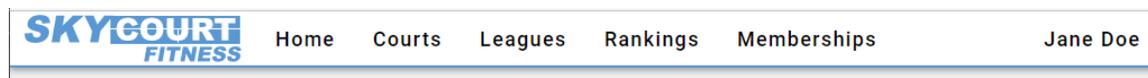
# Where to start

## Existing club members

If you are already a member of the club and you have a SkyCourt account, then the best place to start is by signing into SkyCourt.

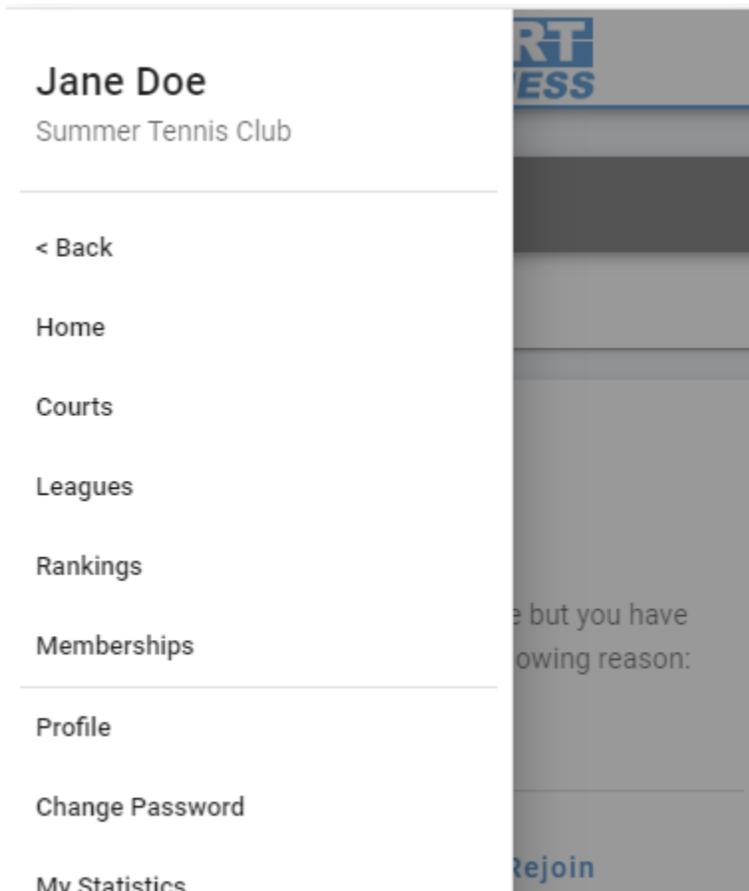
Once you have signed in, you will see a menu bar across the top of the screen if you are on a desktop or laptop system. Look for a menu that is labelled “Memberships” or something similar. Your club may have renamed this menu label to something else. If it isn’t there, please contact them to find out what they have called it.

Here is what it might look like:



If you are on a mobile device, then the “Memberships” menu will be under the left side menu. Click on the three horizontal line icon in the upper left side of the screen to reveal the menu, then click on the “Memberships” menu item in the menu.





This will bring you to the page that lists the memberships for sale.

### **New club members**

If you are new to SkyCourt or new to the club you want to purchase a membership from, then visit the club's website. They will generally have posted a link on their site to the page on SkyCourt where you can purchase memberships.

This page will be visible without having a SkyCourt account, however, you will have to register with SkyCourt before putting an item into your cart for purchase. Since the club uses SkyCourt as its

membership management platform, you will need to have a SkyCourt account to use the club facilities.

# Purchasing a Membership

When purchasing a membership for a club, it is common for one family member to purchase memberships for multiple people in the family. SkyCourt acknowledges this and provides the membership packages for sale in two groups. The first group of membership packages are available to be purchased for the person who is doing the purchasing. The second group of membership packages are those that can be purchased for other people (your family members).

Each club will have many different membership packages available for sale. Some of these memberships may have restrictions based on the following characteristics:

- *Age*
- *Gender*
- *Existing memberships*

SkyCourt only shows you the memberships that are applicable to you based on your SkyCourt profile.

The membership page will look like Figure 1 Typical Membership Sales Page. There are two sections on the membership page, **Memberships for you** and **Memberships to buy for others**.

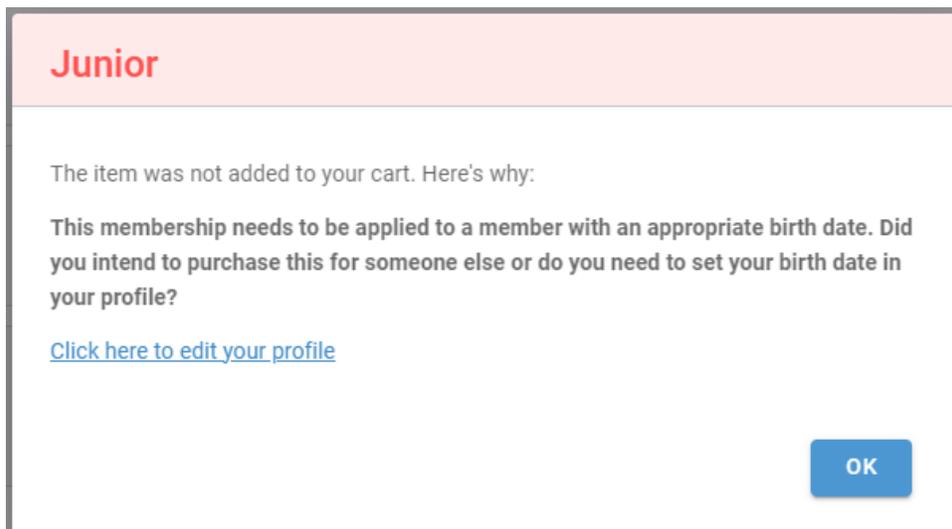
There may be different membership packages available in each section. For instance, if you have entered your birth date into your SkyCourt profile and the club has an aged based membership package – say for juniors, then you might not see the juniors package in the section **Memberships for you**, but you might see it in the section **Memberships to buy for others**. This means that your profile, or existing memberships preclude you from purchasing this package, but you might be able to purchase it for another person.

If you need to purchase a membership for another person, please see the section below Purchasing a membership for another person.

To purchase a membership, click on “Add to Cart” for the membership that you want to purchase.

Note that the prices are pre-tax. If sales tax is applicable in your area, this will be applied once the membership has been added to your cart.

If the membership package has an age restriction and you have not entered your birth date in your SkyCourt profile, you will see a message like this when you try to add it to the cart:



## Summer Tennis Club Memberships

### Join the excitement!

Membership in Summer Tennis Club includes everything the clay court playing experience has to offer: a forgiving surface, slower bounces (allowing precise shot placement), and sliding to reach shots.



### Memberships for you

<b>Family</b> 2 parents and children under 18 <a href="#">Show more</a>	<b>\$360.00</b> <a href="#">Add to Cart</a>
<b>Adult</b> Adult 18 to 64 years old	<b>\$190.00</b> <a href="#">Add to Cart</a>
<b>Twosome</b> 2 people living at the same household <a href="#">Show more</a>	<b>\$300.00</b> <a href="#">Add to Cart</a>
<b>Senior</b> 65 and over	<b>\$125.00</b> <a href="#">Add to Cart</a>
<b>Junior</b> 17 and under	<b>\$100.00</b> <a href="#">Add to Cart</a>

### Memberships to buy for others

<b>Family</b> 2 parents and children under 18 <a href="#">Show more</a>	<b>\$360.00</b> <a href="#">Add to Cart</a>
<b>Adult</b> Adult 18 to 64 years old	<b>\$190.00</b> <a href="#">Add to Cart</a>
<b>Twosome</b> 2 people living at the same household <a href="#">Show more</a>	<b>\$300.00</b> <a href="#">Add to Cart</a>
<b>Senior</b> 65 and over	<b>\$125.00</b> <a href="#">Add to Cart</a>
<b>Junior</b> 17 and under	<b>\$100.00</b> <a href="#">Add to Cart</a>

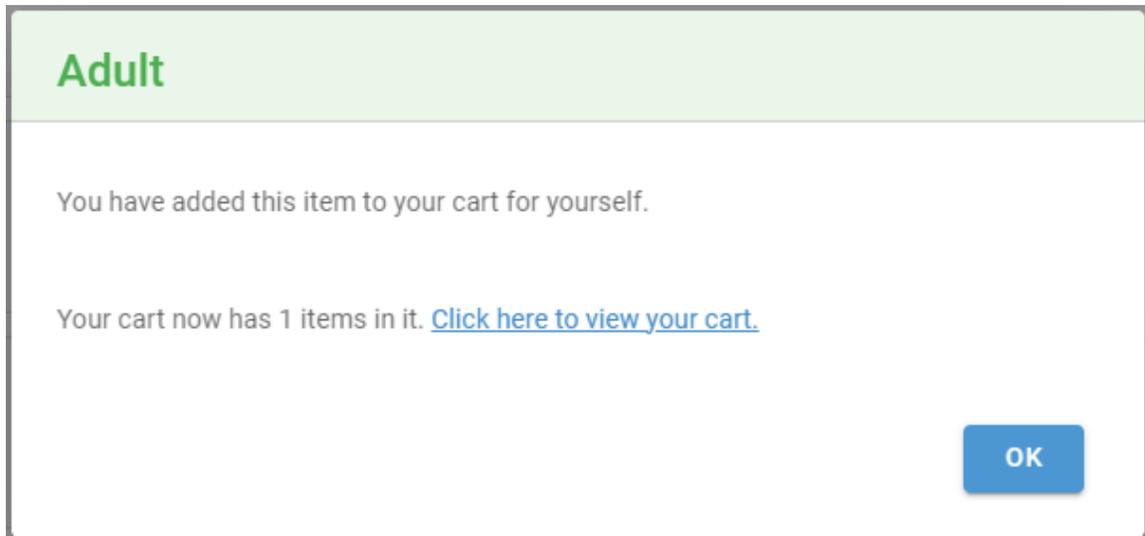
#### The fine print:

1. item number 1
2. item number 2

Figure 1 Typical Membership Sales Page

To fix this, please click on the link in the dialog and enter your date of birth.

Once you have successfully added the membership to your cart, you will see a message like this:



You can click Ok to add another membership to your cart, or you can click on the link "Click here to view your cart" to start the check out process.

You will also notice that a cart icon has been placed in the top menu bar of the screen. Clicking on the cart icon will take you to the cart where you can start the checkout process.



If you require some more explanation about the membership package, look for the "Show more" link under the package name. Clicking on that link will bring up more details about the membership package. If there is no "Show more" link, then the club has not supplied any extra information.

# The checkout process

To pay for the membership, make sure you have added something to your cart and then click on the cart icon at the top of the screen:



This will bring you to the view of your cart. You will see all the items that are in your cart and their total.

Please note that your club may charge you a credit card surcharge. This will not be shown in the total until you select how you are going to pay. Once SkyCourt knows how you are going to pay, it adds in the appropriate charges.

Your cart will look something like this:

SKY COURT FITNESS Home Courts Leagues Rankings Memberships Jane Doe

### Checkout

#### Order Summary

<b>Adult</b> One time fee: \$185.00 <a href="#">Show Details</a>	CA\$185.00
This item will be applied to your account	
HST	CA\$24.05
<b>Total</b>	<b>CA\$209.05</b>

[Checkout](#)

When you have added the desired items to your cart, press the “Checkout” button to start the payment process.

The first thing SkyCourt does when you click on “Checkout” is to validate the membership packages in your cart. One common type of error that might be caught during this validation is purchasing two membership packages that provide the same membership. This can happen because clubs may provide many different packages that provide the same underlying type of membership. When this happens, you will see a set of warnings below the cart.

You can click on any of the warnings in the list and it will select the one or two cart items that correspond to the warning message. Here is what that would look like:

### Checkout

#### Order Summary

<b>Adult</b> One time fee: \$190.00 	This item will be applied to your account	<b>CA\$190.00</b>
<b>Family</b> One time fee: \$360.00 <a href="#">Show Details</a>	This item will be applied to your account	<b>CA\$360.00</b>
<b>Senior</b> One time fee: \$125.00 	This item will be applied to <b>Fred Flintstone</b>	<b>CA\$125.00</b>
	N/A	<b>CA\$0.00</b>
	<b>Total</b>	<b>CA\$675.00</b>

Please address these issues before proceeding. Click each issue to highlight the cart items causing the issue.

You are purchasing two membership packages that provide the same membership privileges. Did you mean to purchase the second membership for someone else? If so, change who the package applies to by clicking on the pencil icon.

[Checkout](#)

If you have validation warnings like this, please remove one of the packages and then continue.

If there are no validation warnings when you click the "Checkout" button, there will be a brief pause and then SkyCourt will show you the payment options that your club accepts. This could be any of these three options:

- *Credit card*
- *Bank debit*
- *Offline payment*

### Checkout

#### Order Summary

<b>Adult</b> One time fee: \$185.00 <a href="#">Show Details</a>	<b>CA\$185.00</b>
This item will be applied to your account	
Bank Payment Surcharge	<b>CA\$1.85</b>
HST	<b>CA\$24.29</b>
<b>Total</b>	<b>CA\$211.14</b>

BANK PAYMENT
  CREDIT CARD
  OFFLINE PAYMENT

Please ensure the name and email below match the records with your bank. If they do not, please change them to match your bank records before proceeding.

Name registered with the bank

Email address registered with the bank

**Pay**

## 1. PAYING BY CREDIT CARD

If you choose to pay by credit card, the system will require you to enter your credit card information. Once you have done that, press the pay button:

BANK PAYMENT
  CREDIT CARD
  OFFLINE PAYMENT

Card number

Expiration

CVC

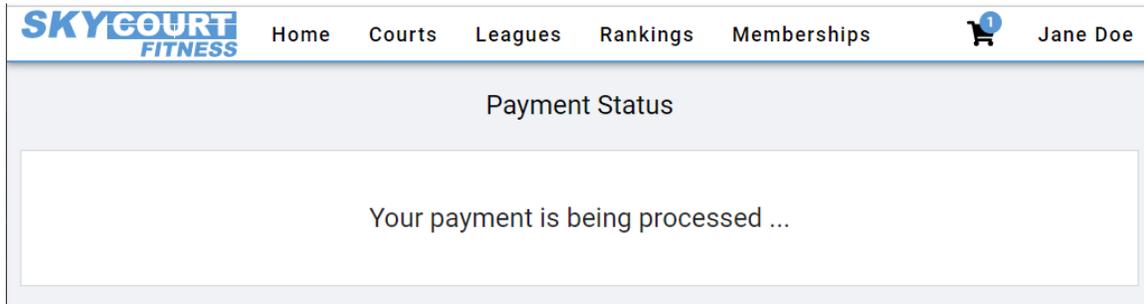
Country

Postal code

**Pay**

When you press the Pay button, you have committed to the purchase. SkyCourt is working with our payment processor partner to charge your credit card.

You will be taken to a payment status page.



This page will be updated as the payment is processed through its various states. You do not need to stay on this page. You will be able to see the status of your purchase in your SkyCourt Profile page at any time.

## **2. PAYING BY BANK DEBIT**

If you choose to pay via bank debit, SkyCourt's payment processing partner will instruct your bank to withdraw the membership fee from your bank account after you have authenticated with your bank that you access to the specified bank account.

When you select bank debit, you will be asked for the name and email address that the bank has on file for you:

 BANK PAYMENT  CREDIT CARD  OFFLINE PAYMENT

Please ensure the name and email below match the records with your bank. If they do not, please change them to match your bank records before proceeding.

Name registered with the bank \_\_\_\_\_  
Jane Doe

Email address registered with the bank \_\_\_\_\_  
jane.doe@example.com

[Pay](#)

Please make sure that you enter the information the bank has on file. If you do not, authorizing with the bank will fail.

When you press the “Pay” button, you will be stepped through the process of authorizing your bank to pay the club for the membership. The steps are:

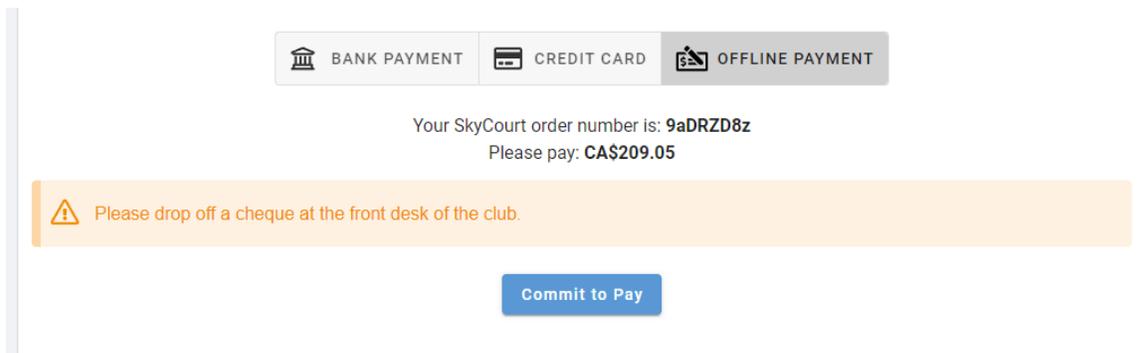
- *An acknowledgement that you are asking our payment processor to connect to your bank to verify your account*
- *Log into your bank account – this is a form provided by your bank*
- *There may be a challenge step where you are asked one of your security questions, or you may have to enter a 2-factor authentication code*
- *You will select the account the money will be taken from*
- *Then you will be presented with the amount of the purchase, the name of the club and what you are agreeing to. Press “Pay” to finalize the payment*

Once you press “Pay” on the final step of the bank process, you will be taken to the payment status screen.

Please note that bank payments take up to 5 days to clear and your club may not fulfill your order until the payment has completed.

### 3. PAYING OFFLINE

If your club offers offline payments, then clicking on the offline payment method will provide you with instructions on how to pay.



The screenshot shows a payment interface with three tabs: "BANK PAYMENT", "CREDIT CARD", and "OFFLINE PAYMENT". The "OFFLINE PAYMENT" tab is selected. Below the tabs, the text reads: "Your SkyCourt order number is: 9aDRZD8z" and "Please pay: CA\$209.05". A yellow warning box contains the text: "Please drop off a cheque at the front desk of the club." Below this box is a blue button labeled "Commit to Pay".

Above the instructions (in yellow), will be your SkyCourt order code. Please make sure that you reference the SkyCourt order code when you follow the club instructions. For instance, if the club accepts cheques, it is best to write the SkyCourt order code on the cheque. Of it the club accepts email funds transfer, it is best to include the SkyCourt order code in the email transfer message.

The SkyCourt order code is the link between your purchase and your payment.

# Purchasing a membership for another

There may be times when you want to purchase a membership for another person. An example may be a purchasing a membership for a spouse or children.

During the purchase process there are two opportunities to specify another member when purchasing a membership.

## **1. SPECIFY THE OTHER PERSON WHEN ADDING TO THE CART**

When you are on the memberships page, you can click on “Add to Cart” for the membership packages that are listed under the section **Memberships to buy for others**. The memberships listed in this section are available for purchase for people other than yourself. When you add a membership to the cart, you will see a message like this:

## Adult

Select the person to apply this item to:

The person already belongs to the club



Tip: Type partial name, press tab, then enter

The person has a SkyCourt account

The person is new to SkyCourt and does not yet have an account

[Cancel](#)

You have three ways to specify the person you are making the purchase for. If the other person is already a member of the club and you are renewing their membership, you can use the first option: "The person already belongs to the club". In the search box, start typing the person's name. Once the person shows up in the drop down, click on the person's name so that it moves up to the search field and then click on "Save".

If the person already has a SkyCourt account but isn't a member of this club yet, then select "The person has a SkyCourt account". This might happen if you are moving from one club that uses SkyCourt to a new club that uses SkyCourt.

In the field that appears, enter the person's email address that they use to sign in to SkyCourt. Even if the person has a new email address, please enter the email address that is registered with SkyCourt. They can change their email address on SkyCourt later, but

for now, use the currently registered email address. If you use a different email address, then a new account will be created, and all history will not be associated with the new club.

The third option is to create a new account for the other person. This is the correct option if the other person has never had a SkyCourt account in the past. To create an account for the person, please enter their first name, last name and email address.

## Adult

Select the person to apply this item to:

The person already belongs to the club

The person has a SkyCourt account

The person is new to SkyCourt and does not yet have an account

The person's first name

The person's last name

The person's email address

[Cancel](#)

If you are selecting a person with an existing SkyCourt account, you may find that they do not satisfy the eligibility criteria for the

membership. For instance, they may be too old for the package being purchased. In this case, you will see a message like this:

## Junior

Select the person to apply this item to:

The person already belongs to the club

The person has a SkyCourt account

The person's email address

The person is new to SkyCourt and does not yet have an account

**!** The membership has an age restriction and the specified person is too old to receive this package.

[Cancel](#) [Add to Cart](#)

To fix this situation, please select the proper membership for the person you are trying to add to the club. Or, if the member doesn't have a birth date set and you are trying to purchase an age related membership, you can fix this by having the other person sign into their SkyCourt account and set their birth date and then try the purchase again.

Another situation that may come up is attempting to purchase a membership that requires an existing membership that the other person does not have. In this case, you will see an error message like

this:

## Twosome

Select the person to apply this item to:

The person already belongs to the club

The person has a SkyCourt account

The person's email address

The person is new to SkyCourt and does not yet have an account

**!** The Twosome membership requires that the specified person already have a certain membership that they do not have. You are not allowed to purchase this membership for this person because of this.

[Cancel](#) [Add to Cart](#)

To fix this situation, please select a membership for the person that is appropriate to their current situation.

## 2. CHANGE THE TARGET MEMBER FOR AN ITEM IN THE CART

The other way that you can specify who the membership will apply to is by specifying the member once the item is in your cart.

Add an item to your cart and go to the cart page. If you don't specify a different person when you add the membership to the cart, the membership will apply to your account and the cart item will tell you that:

Order Summary	
<b>Adult</b> One time fee: \$185.00 <a href="#">Show Details</a> 	<b>CA\$185.00</b>
This item will be applied to your account 	
HST	<b>CA\$24.05</b>
Total	<b>CA\$209.05</b>

Notice the message: "This item will be applied to your account."

To change who the membership is for, click on the pencil icon beside the message. The same dialog will appear as mentioned in the section: Specify the other person when adding to the cart.

# Frequently asked questions

Here are answers to some of the questions that you might have:

## **1. DOES SKYCOURT SAVE MY CREDIT CARD INFORMATION?**

No. SkyCourt partners with a company that does the payment processing (currently [Stripe](#)). If your credit card information is stored because you are purchasing a subscription membership, then it is stored by Stripe, not by SkyCourt Fitness Inc. All SkyCourt has is a token. Stripe knows how to find the credit card information based on SkyCourt providing the token.

## **2. I HAVE MADE THE PURCHASE, WHEN WILL IT BE FULFILLED?**

That depends on the type of payment that you choose. If you choose to pay via credit card, then the fulfillment generally happens within a few minutes. Once the payment processing company informs SkyCourt that the funds have been charged successfully, SkyCourt will fulfill the order.

If you pay via bank debit, then the order will be fulfilled in 3-5 business days. The payment processing company will inform SkyCourt that the funds have been transferred and SkyCourt will fulfill the order.

If you pay offline, then it is up to the club to recognize that they have received the funds through whatever mechanism they accept. Once they recognize the order has been paid for, one of their staff will fulfill the order through SkyCourt. Offline payment is a manual process that will take an undetermined amount of time.