



MEMBERSHIP GUIDE

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British Rowing ClubHub

Norwich Rowing Club (NRC) use the British Rowing membership management system, ClubHub.

To access, new members will need to create a British Rowing account at:
<https://www.britishrowing.org/join/>

Select the “Join British Rowing” button to start creating an account.

Note: you do not need to pay for a British Rowing membership whilst creating a ClubHub account, but a British Rowing membership will be need if you are looking to enter races with NRC.

You'll be directed to the following screen to enter the required details:



Sign Up

First Name Last Name

Email Address

Contact Number

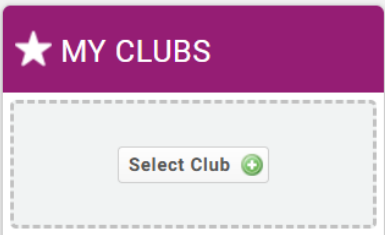
Date of Birth
Day Month Year

Gender
☐ Male ☐ Female

Username

Password [?](#)

After creating a British Rowing account, click the “Select Club” option on the “My Profile” page:



★ MY CLUBS

Select Club 

British Rowing ClubHub (continued)

Search for “Norwich Rowing Club” and select the tick icon to send a request to join NRC for approval:

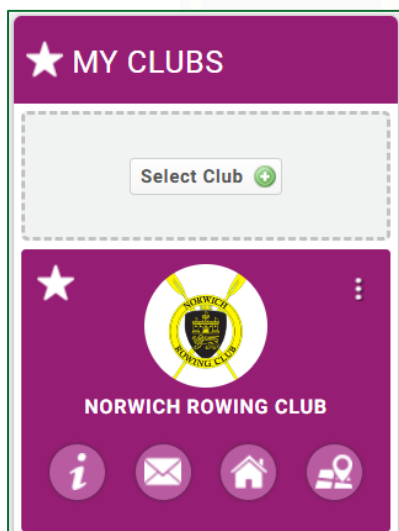
Club Finder

1 Clubs found in map view and list view ,

Map
List

Name	
Norwich Rowing Club TYPE: Club REGION: Eastern	☒

NRC will then appear under your “My Clubs” section and you will have access to the Club’s memberships.



Please also ensure at least one appropriate “Emergency Contact” is added to your British Rowing profile:

MY PROFILE

PROFILE
MEMBER DETAILS
MEMBERSHIP

ABOUT YOU
EMERGENCY CONTACT
EMAIL COMMS
CREDENTIALS
ACTIVITY

Emergency Contact
 Add Emergency Contact

+ Add

Membership Types

Category	Monthly	Annual
Adult	£36	£410
• Available to over 18's • Full access to Club fleet, equipment, facilities, coaching, etc. • Voting rights		
Junior	£36	£410
• Available to under 18's • Full access to Club fleet, equipment, facilities, coaching, etc. • No voting rights		
Family (max 2 Parent/Guardians)		
Parent/Guardian + Child	£64	£733
2 Parents/Guardian + Child	£91	£1,038
Parent/Guardian + 2 Children	£91	£1,038
• Discounted rates for families • Full access to Club fleet, equipment, facilities, coaching, etc. • Voting rights for Parent/Guardian(s) • Additional configurations available on request		
Student	£23	£266
• Available to over 18's in full-time education • Full access to Club fleet, equipment, facilities, coaching, etc. • Voting rights		
Temporary Student		£133
• Available to over 18's in full-time education away from Norfolk • Access to Club fleet, equipment, facilities, etc for a maximum aggregate period of four months during the year, broadly matching University vacations. • Voting rights		
Coxes & Coaches		£0
• Access to Club equipment and facilities, but excludes use of the Club fleet. • Voting rights for over 18's		
Social		£48
• Access to the Boathouse, but no access to Club fleet, equipment, gym, or coaching. • Voting rights		

Note: NRC use the ClubHub purchase rule functions which ensure members are only shown membership options available to them. E.g. age requirements between Adult and Juniors, student evidence added to profiles, etc.

Please contact the Membership Secretary if any particular membership is not presenting which you believe should be accessible.

Annual Memberships

NRC offers annual memberships which are valid for 12 months from the date of purchase. Refunds on annual memberships are made at the discretion of the Executive Committee and on a case-by-case basis.

Setting up annual memberships

Select any annual membership tile from the “Membership” screen

£410 Adult Annual Benefits • Full access to the Club's fleet, equipment, and coaching. • Full access to the Boathouse facilities including gym and ERGs. • Full voting rights. • Only available to over 18s ✓ SELECTED More Info	£410 Junior Annual Benefits • Full access to the Club fleet, equipment, and coaching. • Full access to the Boathouse facilities including gym and ERGs. • Only available to under 18s • No voting rights. ✓ SELECTED More Info
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Two payment options are available for annual memberships. “Subscription” activates auto-renewals. This is not a mandatory option for annual memberships and members are able to select the “One Off” payment option. ClubHub will generate reminder emails before any annual membership either auto-renews or expires.

How would you like to pay?

Select from the available payment option below:

☒ **Subscription**

Auto-renewal is not mandatory for Annual Memberships. Member will receive automatic reminders before any optional auto-renewal takes effect in subsequent years. Auto-renewals can be cancelled directly by the Member, or on request to the Membership Secretary.

☐ **One Off**

Manually renew your membership each time.

Monthly Memberships

Select any monthly membership tile from the “Membership” screen

£36	£36
Adult Monthly	Junior Monthly
Benefits • Full access to the Club fleet, equipment, and coaching. • Full access to the Boathouse facilities including gym and ERGs. • Full voting rights. • Only available to over 18s • Monthly subscription...	Benefits • Full access to the Club fleet, equipment, and coaching. • Full access to the Boathouse facilities including gym and ERGs. • Only available to under 18s • No voting rights. • Monthly subscription...
☒ SELECTED	☒ SELECTED 1 Month Membership

Monthly memberships are rolling subscriptions valid from the date of purchase. The “subscription” option is mandatory. Membership will auto-renew every subsequent month from the date of purchase until cancellation. Members will not be able to select the “One Off” payment option on this screen.

How would you like to pay?

Select from the available payment option below:

☒ **Subscription**

Adult Monthly Membership subscription. Auto-renews every subsequent month from the date of purchase until cancellation. Cancellation either by cancelling the Direct Debit or notifying the Membership Secretary. One month notice required.

☐ **One Off**

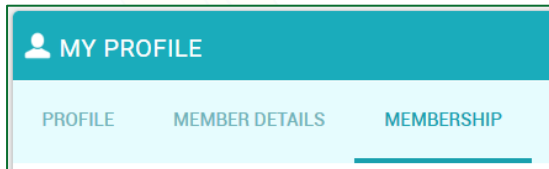
Manually renew your membership each time.

Family Memberships

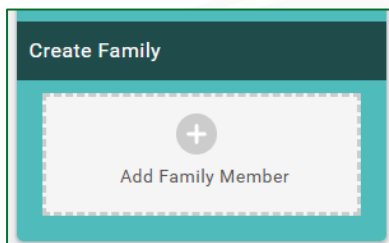
NRC offers discounted membership rates for families comprising of up to 2 Parents/Guardians and their children. To become eligible for the Family Membership option in ClubHub, members will need to set up a family unit.

Creating a Family Unit

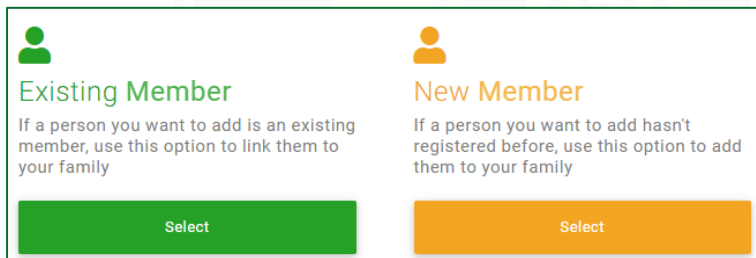
Navigate to the Membership tab within "My Profile"



Select "Add Family Member"



Either link and existing member, or create a "New Member" if the family member is not currently part of NRC.



When creating a new Junior member, the Parent /Guardian details will be automatically populated.

Parent/Guardian Details

Due to your age we require some additional information.

Parent or Guardian Name

Email Address

☒ If you are the parent or guardian signing up on behalf of your child please tick to confirm this is your email address. Alternatively, please provide an alternative parental email address to continue.

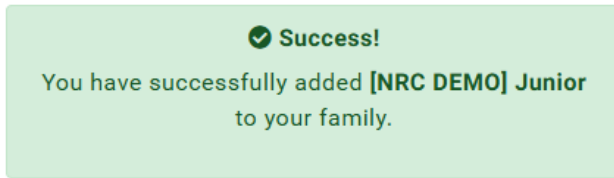
☒ Add this family member to the same clubs as me.

☒ I declare that I have permission to add, update and maintain this person's information on JustGo.

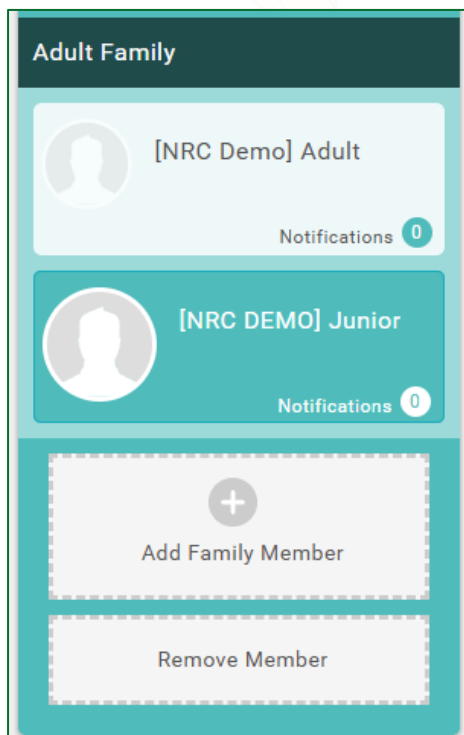
Family Memberships (continued)

Creating a Family Unit (continued)

ClubHub will present the following message:



The new or linked account will appear within the Family unit:



Family Memberships (continued)

Adding a Family Membership

Family Membership option will present as the first tile in the membership selection screen:



All current family unit configurations will be detailed. Additional configurations for additional children can be added on request by the Membership Secretary.

About this membership

Family Memberships allows a maximum of 2 Parents/Guardians and their children under 18 years to join the Club as one family unit with discounted rates. Annual memberships are valid for 12 months from the date of purchase. Auto-renewal option available, but not mandatory. Cancellation and refunds only made at the discretion of the Executive Committee. Monthly membership subscriptions are valid from the date of purchase and auto-renews every subsequent month until cancellation.

Family Membership Pricing

1 Adult Annual and 1 Junior Annual = £733.00, Minimum of 2 family members
2 Adult Annual and 1 Junior Annual = £1038.00, Minimum of 3 family members
1 Adult Annual and 2 Junior Annual = £1038.00, Minimum of 3 family members
1 Adult Monthly and 1 Junior Monthly = £64.00, Minimum of 2 family members
2 Adult Monthly and 1 Junior Monthly = £91.00, Minimum of 3 family members
1 Adult Monthly and 2 Junior Monthly = £91.00, Minimum of 3 family members

Family Memberships (continued)

Family Annual Membership

Proceed to select the appropriate membership for each family member.

[NRC Demo] Adult

treasurer.norwichrc@gmail.com

Date of birth: 01/01/1973

Adult Annual

Change

Remove

[NRC DEMO] Junior

treasurer.norwichrc@gmail.com

Date of birth: 01/01/2015

Junior Annual

Change

Remove

The following screen will present the option for auto-renewal of annual memberships. This is not mandatory. The system will generate reminder emails in the subsequent year before any renewal occurs. **Please ensure the same option is selected across all family members.**

Adult Annual ([NRC Demo] Adult)

How would you like to pay?

Select from the available payment option below:

☒
Subscription

Auto-renewal is not mandatory for Annual Memberships. Member will receive automatic reminders before any optional auto-renewal takes effect in subsequent years. Auto-renewals can be cancelled directly by the Member, or on request to the Membership Secretary.

☐
One Off

Manually renew your membership each time.

Please provide additional information for [NRC that's required for Junior Annual.

Junior Annual ([NRC DEMO] Junior)

How would you like to pay?

Select from the available payment option below:

☒
Subscription

Auto-renewal is not mandatory for Annual Memberships. Member will receive automatic reminders before any optional auto-renewal takes effect in subsequent years. Auto-renewals can be cancelled directly by the Member, or on request to the Membership Secretary.

☐
One Off

Manually renew your membership each time.

Finish

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Family Memberships (continued)

Family Annual Membership (continued)

At checkout, each individual membership will present but this is only for information. The net total on these will be £0.00. The discounted Family Membership will present at the bottom of the item summary and will be the only membership option with a charge.

Below is a summary of your order, please review and then select a payment option.

Order Summary

Total Items	3
Item saved for later	0
Discount	- £820.00
Net Total	£733.00
Total (GBP)	£733.00

Set Direct Debit

Pay with Card

Remove All

ITEM SUMMARY	QTY	NET TOTAL	TAX	TOTAL
Adult Annual ([NRC Demo] Adult) Norwich Rowing Club Adult Annual Membership. Valid for 12 months from the date of purchase. Auto-renewal option available, but not mandatory. Cancellation and refunds only made at the discretion of the Executive Committee. Save for Later Remove Subscription is on for this product instead of manual renew.	1	£410.00 £0.00	£0.00	£0.00
Junior Annual ([NRC DEMO] Junior) Norwich Rowing Club Junior Annual Membership. Valid for 12 months from the date of purchase. Auto-renewal option available, but not mandatory. Cancellation and refunds only made at the discretion of the Executive Committee. Save for Later Remove Subscription is on for this product instead of manual renew.	1	£410.00 £0.00	£0.00	£0.00
Family Membership (Adult Family) Norwich Rowing Club Family Memberships allows a maximum of 2 Parents/Guardians and their children under 18 years to join the Club as one family unit with discounted rates. Annual memberships are valid for 12 months from the date of purchase. Auto-renewal option available, but not mandatory. Cancellation and refunds only made at the discretion of the Executive Committee. Monthly membership subscriptions are valid from the date of purchase and auto-renews every subsequent month until cancellation. Save for Later Remove	1	£733.00	£0.00	£733.00

Family Memberships (continued)

Family Monthly Membership

[NRC Demo] Adult

treasurer.norwichrc@gmail.com

Date of birth: 01/01/1973

Adult Monthly

Change

Remove

[NRC DEMO] Junior

treasurer.norwichrc@gmail.com

Date of birth: 01/01/2015

Junior Monthly

Change

Remove

For monthly memberships, subscriptions are mandatory. The “One Off” option will not be available to select.

Please provide additional information for [NRC that's required for Adult Monthly.

Adult Monthly ([NRC Demo] Adult)

How would you like to pay?

Select from the available payment option below:

☒ Subscription

Adult Monthly Membership subscription. Auto-renews every subsequent month from the date of purchase until cancellation. Cancellation either by cancelling the Direct Debit or notifying the Membership Secretary. One month notice required.

☐ One Off

Manually renew your membership each time.

Please provide additional information for [NRC that's required for Junior Monthly.

Junior Monthly ([NRC DEMO] Junior)

How would you like to pay?

Select from the available payment option below:

☒ Subscription

Monthly Membership subscription. Auto-renews every subsequent month from the date of purchase until cancellation. Cancellation either by cancelling the Direct Debit or notifying the Membership Secretary. One month notice required.

☐ One Off

Manually renew your membership each time.

Finish

Family Memberships (continued)

Family Monthly Membership (continued)

At checkout, each individual membership will present but this is only for information. The net total on these will be £0.00. The discounted Family Membership will present at the bottom of the item summary and will be the only membership option with a charge.

Below is a summary of your order, please review and then select a payment option.

Order Summary

Total items	3
Item saved for later	0
Discount	- £72.00
Net Total	£64.00
Total (GBP)	£64.00

Set Direct Debit

Pay with Card

Remove All

ITEM SUMMARY	QTY	NET TOTAL	TAX	TOTAL
Adult Monthly ([NRC Demo] Adult) Norwich Rowing Club Adult Monthly membership subscription. Valid from the date of purchase. Auto-renews every subsequent month until cancellation. Save for Later Remove Subscription is on for this product instead of manual renew.	1	£36.00 £0.00	£0.00	£0.00
Junior Monthly ([NRC DEMO] Junior) Norwich Rowing Club Junior Monthly membership subscription. Valid from the date of purchase. Auto-renews every subsequent month until cancellation. Save for Later Remove Subscription is on for this product instead of manual renew.	1	£36.00 £0.00	£0.00	£0.00
Family Membership (Adult Family) Norwich Rowing Club Family Memberships allows a maximum of 2 Parents/Guardians and their children under 18 years to join the Club as one family unit with discounted rates. Annual memberships are valid for 12 months from the date of purchase. Auto-renewal option available, but not mandatory. Cancellation and refunds only made at the discretion of the Executive Committee. Monthly membership subscriptions are valid from the date of purchase and auto-renews every subsequent month until cancellation. Save for Later Remove	1	£64.00	£0.00	£64.00

Student & Temporary Student Membership

NRC offers discounted annual and monthly membership for regional students, and a special “Temporary Student” membership for non-regional students.

To qualify for these memberships, evidence to confirm full-time student status needs to be uploaded to the Credentials section of the member’s profile. Evidence can include university enrolment letters, etc.

1. Navigate to the “Credentials” tab within “My Profile” and select “Add Credentials”

2. Find the “Student Evidence” credential type

3. Complete the details requested and upload a copy of your student evidence.

4. Once the credentials are submitted for approval, the student membership tiles will appear in the membership selection screen.

Private Boat Racking

NRC offers a limited number of both interior and exterior private boat racking spaces for registered members. Contact the Club Captain to check the availability of spaces.

Private Boat Racking is also managed through an additional ClubHub subscription:

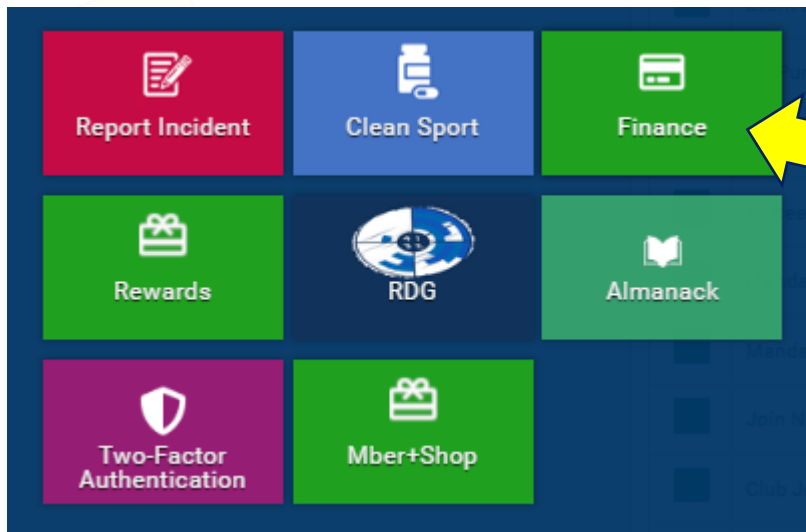
£166 Private Boat Racking Interior 1x Benefits • Interior Private Boat Racking for 1x's • Valid Club membership required. • Check availability with the Club Captain: captain.norwichrc@gmail.com Private Boat Racking - Interior 1x 1 Year Membership More Info	£70 Private Boat Racking Exterior 1x Benefits • Exterior Private Boat Racking for 1x's • Valid Club membership required. • Check availability with the Club Captain: captain.norwichrc@gmail.com Private Boat Racking - Exterior 1x 1 Year Membership More Info	£332 Private Boat Racking Interior 2x/- Benefits • Interior Private Boat Racking for 2x/-'s • Valid Club membership required. • Check availability with the Club Captain: captain.norwichrc@gmail.com Private Boat Racking - Interior 2x/ 1 Year Membership More Info	£140 Private Boat Racking Exterior 2x/- Benefits • Exterior Private Boat Racking for 2x/-'s • Valid Club membership required. • Check availability with the Club Captain: captain.norwichrc@gmail.com Private Boat Racking - Exterior 2x/- 1 Year Membership More Info
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All Private Boat Racking subscriptions are valid for 12 months from the date of purchase.

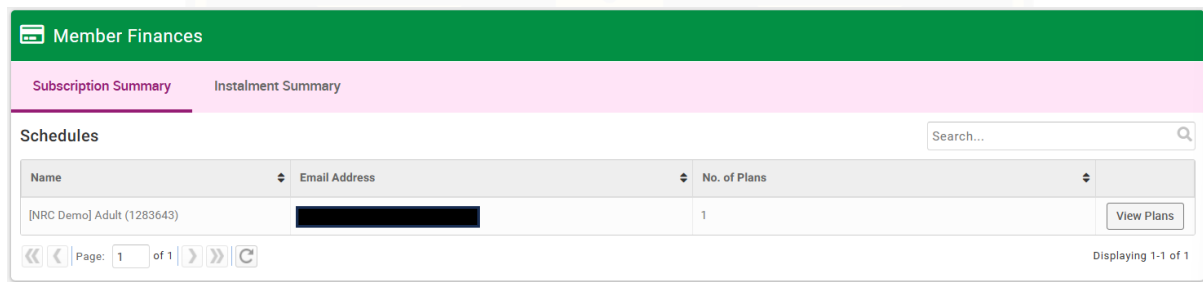
Auto-renewal is mandatory. Cancellations, and any applicable refunds, are only made once confirmation of the racking being vacated is verified.

Membership Management in ClubHub

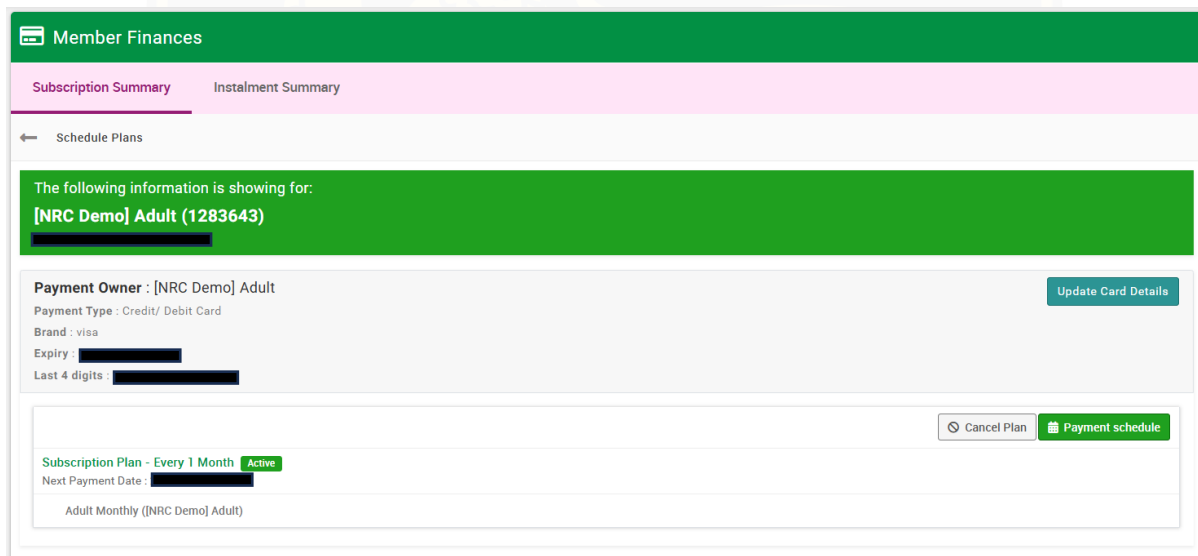
Members can view and manage their active subscriptions within the “Finance” section on ClubHub:



All active and expired subscriptions are available to be viewed and managed within this section.



Members are able to view next payment dates, cancel any active monthly plans or automatic annual renewals, and update card details as and when required.



ClubHub System Emails

ClubHub will generate automatic emails to members for the following:

- Membership purchase confirmation
- New Direct Debit mandate confirmation
- Payment reminder – 5 days before payment
- Payment reminder – 1 day before payment
- Expiry reminder – 2 weeks before
- Expiry reminder – 1 week before
- Expiry reminder – 1 day before
- Membership expiration confirmation
- Direct Debit mandate cancellation
- Recurring payment failure notification
- Refund notification

Please ensure the system email address has not been marked as a spam email to avoid missing these notifications: **noreply@justgo.com**

Cancellation Policy

All annual memberships are considered non-refundable at the date of purchase and are discounted against the equivalent monthly subscription over 12 months to reflect this policy.

However, the Executive Committee will consider refund requests under extenuating circumstances on a case-by-case basis. All refund decisions reaching by the Executive Committee will be considered final.

Monthly memberships operate on a rolling subscription basis and can be cancelled with one months' notice to the Membership Secretary, or directly within the "Members Finance" section of ClubHub.

In the event a Private Boat Racking is no longer required, e.g. the member has sold their private boat, the Executive Committee will provide a refund for any months remaining on the annual subscription after verifying the private racking has been vacated and is available for use by another member.



NRC

