

BADMINTON ENGLAND



Membership FAQs

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Membership System

What is the link for Badminton England's Membership system?

<https://badmintonengland.azolve.com> (Powered by GoMembership)

How do I log in to GoMembership?

1. If you are a returning member, enter your username or email address used for your account. Enter your password. If you can't remember your password, click Forgot Password and this will prompt you to get a reset link sent to your email address. Please find the email and follow the instructions within it.
2. If you are a new user, click sign up to enter your new profile details.

How do I navigate through GoMembership easily?

You can use the Menu tool in the top left of your screen to view the different sections of the GoMembership platform. This is also where you can access your club, county or league profile. We have provided a number of tutorial videos to help, you can view these by visiting [here](#)

Why am I seeing junior memberships as an adult or adult memberships as a junior?

If you are seeing the wrong membership types for you, it is likely that your DOB is incorrect on your profile. If it is incorrect and the year is set at 1901, then you will be able to change this yourself. If it is only a few years out then please contact the Membership team who can update this for you.

What are the County Fees and why do I have to pay them?

County fees provide an important contribution to your County who work tirelessly to promote and develop badminton within your area. Your club and local county will be able to provide you with these.

Why is there no county fee or county contribution attached to my cart?

You may have already paid your county fee. You may also have previously added products to your cart and pressed 'save for later', this will mean that your cart has recognised that it is already saved so you must remove all of the items and begin again.

Will HVOs be able to log in, for example to update their home address?

Yes, HVOs will have a member profile like any other membership category and be able to use the system in the same way. Every club and County will be able to have 2 HVO memberships.

Can the system accommodate an individual being a member of two clubs at the same time?

Players are able to be members of more than one club and will appear in both clubs member lists.

What are the rules concerning GDPR?

For Badminton England's GDPR regulations please click [here](#) for a full overview

Can I automatically renew my membership each year?

Yes, in the checkout before paying for your membership you will be given the option to 'Auto Renew'. If you wish to do so you just need to tick the box.

When does my membership need renewing?

By logging in to the system and clicking 'Membership' at the top of the page, you will find information of any memberships that you have. It will say when your next renewal date is. You can click on 'more info' and it will expand to tell you the expiry date of each licence.

What Membership should I choose?

Which Membership type is right for me?

We have tailored the memberships to suit your level of involvement with badminton.

Club Player- **(Adult £12, Junior; U19 £4)** For the player enjoying their badminton in a club environment participating in club nights and/or playing local leagues

Compete Player- **(Adult £24, Junior; 12-18 £14)** For those competing on the competition/tournament circuit and looking for enhanced insurance cover.

Coach Member- **(£45)** For those inspiring and developing players of all ages and abilities

Compete Coach Member- **(£57)** For coaches requiring a competition licence to enter tournaments.

Fan Player- **(£9)** If you do not play but are a fan of the sport and want to receive a base level of benefits whilst giving back to badminton and being part of the future of the sport.

Social Player- **(£9)** For badminton enthusiasts playing with friends, family and/or colleagues wanting to access additional badminton benefits.

The Racket Pack- **(Free)** For those 11 years old and under wanting to join our fantastic four; Smash, Tink, Flo and Wise and become part of The Racket Pack

HVO - **(Free)** For those helpers, volunteers and club officials.

I am a non-England resident, what membership can I have and how do I buy it?

Once you have registered an account on the GoMembership system and selected your County as one outside of England, the options being Wales, Scotland, Ireland & Other, you will then see, in the membership section, a Non-Resident Membership type. If you wish to enter Badminton England sanctioned tournaments you will need to purchase the Non-Resident Compete Player Membership.

Some membership types ask me for additional documents before I can proceed. Why?

It is only possible to purchase memberships for which you are eligible or have completed all the requisite requirements. You may need to submit a First Aid qualification or DBS check to complete all the required credentials to purchase a certain membership

Where can I get a full list of membership types and benefits?

All member benefits and types are listed in the Join Us or Renew sections of the Badminton England website.

To check them out please visit:

<https://www.badmintonengland.co.uk/join-us/>

<https://www.badmintonengland.co.uk/renew/>

Setting Up A New Club/Club Affiliation Benefits

New Clubs

How do I set up a new club?

- 1) Go to the New Club form on the Badminton England website by clicking this [link](#). You can also find this on the main site by going to Join > Club Affiliation > New Club.
- 2) Fill in the form based on the club details and main contact and select submit. This will send the form to the Membership Services team who will come back within 48 hours with more information around the benefits and costs associated with affiliating. They will also supply the local county fee cost and the contact details for the Relationship Manager for your area.
- 3) If you are happy with this the membership team will set up your account and link it to a club profile and then help in with any questions around next steps and processes.

What is the club affiliation paying for?

The membership investment your club, and your members, make in us is re-invested straight back into the sport we love to make a difference at local and national level. The club affiliation fee will be returned to you by way of support from our people on the ground that can help your club thrive.

How much does it cost to affiliate my club?

You are required to purchase the affiliation that covers the amount of members in your club, including all coaches and administrators etc.

- 1-8 members **£60**
- 9-20 members **£80**
- 21- 49 members **£100**
- 50+ members **£120**

Club Affiliation Benefits

- Free access to GOMembership club management tool
- Promotion on our simple club finder - which, last year, was viewed by over 200,000 people looking to play
- Discounts on coaching courses
- Club grant funding support and guidance
- Access to a funding pot to help clubs grow
- Quarterly email newsletter
- Priority access to Yonex All England tickets.
- 10% off Fred Olsen Cruise Lines
- Club toolkit - best practice resource covering topics such as increasing membership, club visibility, coaching skills
- Access to Partner Resource to support club promotion
- Access to Badminton England programmes - No Strings, Essentials and The Racket Pack - to support member growth and development

Our expert team on the ground are also there to support you:

- A dedicated Relationship Manager for your area
- Club Development clinics - pre-bookable sessions for clubs to speak with Badminton England about the development of your club

We will also run exclusive competitions, open only to affiliated clubs, offering money can't buy experiences such as:

- Performance Coach Access - Chance to have a Performance Coach attend a club night
- Chance to have a member of our medal winning England programme players join a club night
- Public Liability Insurance - offering you that extra peace of mind right when you need it on court. Click [here](#) to find out more.

Clubs

How do I log in to Go Membership to manage my club?

You can access your 'Club Profile' through your 'Member Profile' by navigating through the menu. You must login to your own personal profile in order to manage your club.

What is the Club Affiliation season?

The season runs from 1st November – 31st October. The Affiliation season for each club will subsequently begin on the date of purchase and will expire 31st October.

Why do I have to setup a direct debit to pay for my members?

The Go Cardless method of payment is how we can accept BACS payments for your Memberships and Club Affiliation. Whilst this method of payment is set up in the same way as a direct debit and shows the DD logo, you do not actually have to set up a direct debit. This method simply remembers your bank details to make it easier for your club to re-affiliate or make payments next time round. There is no schedule for payments set-up so we do not take any further payments from your account, there will be no unauthorised transactions taking place and there will be no activity on your account unless you confirm it yourself through the system

How do I manage my Club and its members?

Using the menu bar in the top left of the screen you will notice a club section through which you can manage your club affiliation and your members. This is done through the 'Club Profile' icon.

How can I register family members under one email address?

An individual must register their own family members on the GoMembership system through their own profile. The only other way to register multiple users under one email address is through the Badminton England membership team. You will need to supply their full details, including name, email & DOB.

Which Membership type should my members have?

The basic level of Membership for all club players is the Club Player Membership (£12 for adults, £4 for Under19's). This entitles them to all the fantastic benefits on offer as well as liability insurance cover. If your Club members are regularly competing in Badminton England sanctioned tournaments or would like enhanced insurance cover (including personal accident & equipment) then they will require a Compete Player membership (£24 for adults, £14 for Juniors- 12 to 18 years old).

When we come to affiliating our clubs 120 or more members, they will be a mixture of Club Players, Coaches, Compete Coaches, Referees, and maybe the odd Junior. Will the system accept a medley of member types under the bulk affiliation method?

The bulk renewal works by renewing that member for the next season on the previous season's membership type. So any of your members that you wanted to renew without changing their membership type you would be able to do through the bulk renew option.

If you needed to change a membership type for a member then you could do this within their profile and then add it to the basket along with the bulk renewals. You should then only need to make one payment for all memberships.

How do I add an existing member?

In your 'Club Profile' there is a tab called 'Club Members', click into this and you will see a green icon that says 'Add Existing Member'. This should be used for any individual who HAS held a Badminton England Membership in the last 5 years. You will need to know the users DOB, if their DOB is in the system incorrectly you will need to ask them to login to their own profile, correct it and attach themselves to your club.

When adding an existing member to my club, will it be able to show me if that member is already affiliated via another club and if that affiliation is active?

Affiliation is attached to the members profile so if you added an existing member to your club, it would show that the member was already an affiliated member and the status of their membership.

How do I add a new member?

In your 'Club Profile' (accessed in the menu section from your personal profile) there is a tab called 'Club Members', click into this and you will see a green icon that says 'Add New Member'. This should be used for any individual who HAS NOT held a Badminton England Membership in the last 5 years.

Is it a requirement from Badminton England that the club affiliation fee is passed on to each of the individual club members?

No. Whether the club affiliation subscription is passed on to each individual member as part of the 'club fee' is at the discretion of the club.

Clubs/Club Renewal

What are my payment options?

Only one Membership Fee is taken by Badminton England for each Member per Membership Year. You are able to pay for your memberships by card or direct debit payment.

If a CLUB affiliates in the 1-8 members tier and pays the £60 fee or the fees for 9-20 members £80, for 21-49 members £100 and for 50+ members a fee of £120 will they be charged more if they enter more members throughout the season?

The season runs from 1st November – 31st October. Clubs that continue to register new players, during this period, after they have made the first payment will incur an additional affiliation fee if they pass a volume threshold. Club affiliation fees are calculated against the volume of members and offset against lower individual member fees so the overall cost to the club will be the same or less in most cases.

Are Helpers-Volunteers-Officials (HVOs) counted as actual members?

For a club to be affiliated to Badminton England all members of that club are required to be affiliated. There will be a complimentary allocation of HVO memberships per club (TBC but likely x2) and this will be included in the club volume count which determines the club affiliation fee. A HVO is classed as a non-playing member of the club.

If my club is close to another bordering county and has players living in that county and not ours, do they pay our county fees or theirs?

If you join through a club then you will pay the County fee of where that club is based and not your residing county.

If we get players turning up to play occasionally at our club, are they covered even if they are not a member of our club or BE?

Individuals who may be interested in joining a club are insured for a maximum of 6 initial “taster” sessions. For indemnity to apply it is essential that the club records their name, address and dates of attendance. These details must be retained as they may be called upon in the event of a claim. The individual must be a member from their 6th visit. Failure to do so may mean that the insurance will be invalidated in the event of a claim.

Club Renewal

The affiliation is a two part process; the membership licences and the clubs registration. To renew your club and its members for the year, please follow the steps below:

- If you go to the menu in the top left hand corner of the page and onto club profile. It is a purple icon with a white star.
- You will see from your club checklist on the left hand side that the affiliation is still pending.
- To renew this, go to the club affiliation tab to the right hand side of the membership list and select add.
- Select the membership that accounts for the sum of all members of your clubs. This includes admin, members and coaches etc.
- Once selected, click continue and this will be added to the cart.
- You will be taken back to your members list where you should look to renew any outstanding members.
- You can also go directly to checkout by going through to the menu in the top left and onto cart, a purple icon with a white shopping trolley

How do I navigate between Membership and Bulk Renew through my club profile?

In your Club Profile the screen is set to ‘Membership’ in the purple box, however if you can click the box to select ‘Bulk Renew’.

When I try to bulk renew my members, I get different messages such as, ‘Member is no longer able to hold this licence, please edit manually’. What does this mean?

You can only bulk renew a member with the same membership type that they previously held. The system will automatically detect any changes that may mean an individual requires a different membership type. For example, a junior member that passes the age threshold will need to be renewed individually as a senior member.

Competing/Tournaments

Do I need a Compete Membership to enter Tournaments?

Players shall be eligible to compete in any BE sanctioned tournament if they are a playing member of Badminton England. Some competitions require you to hold a compete license, and whilst it is not compulsory for all of them it will save you money if you are regularly entering. Players without a Compete membership will be required to pay an additional £7 'BE Competition Fee' per tournament.

What are the Badminton England sanctioned tournaments that require the Compete Membership or a £7 entry fee?

The below tournaments require a Compete Membership:

- Senior County Championships
- U-18 Inter-County Tournament (ICT)
- Masters County Championships and Challenge

The below events will incur a £7 'Player Fee' on top of the entry (£7 per competition per person) unless the player holds a Compete Membership:

- Masters, Seniors and Juniors Circuit Series – Bronze, Silver, Gold, Copper Tier 4
- English National Championship Series
- International tournament entries

If a player affiliates as a CLUB member but is then asked to play in a County match (probably as a one off) do they have to have a Compete Membership?

Counties have an allocation of 'wild cards' to use for reserve players on one-off occasions who do not have a Compete Membership. You wouldn't need to upgrade unless you were intending to play for your County regularly or they have used up all of their 'wild cards'. Club members can however choose to upgrade to Compete membership (whether registered through a club or directly) if they want to access the additional benefits, including not having to pay an additional competition fee for sanctioned tournaments and better insurance and equipment cover.

How can tournament secretaries see if a player has the required license to enter?

You will be able to find the player on the GoMembership system and view their affiliations & credentials. The appropriate membership types will be transferred to Tournament Software and the correct rules applied to competition entries for whether a player fee is due.

Is the system set up for players entering tournaments to buy the Compete Membership directly, for example could a parent purchase a Compete Membership for their child separately to us renewing their Club Membership?

Parents are able to set up a profile for themselves and then under their profile can add 'family members' which they can then administer on their behalf, it would be very simple for them to then purchase a Compete Membership for their child, following the membership purchase process.

County/Leagues

County

Will I be able to view the clubs in my County on Go Membership?

Within your County profile is a section called Reports. In this section you have the ability to run a report that shows all of the members and member IDs, their Badminton England membership type, its end date and which club they are attached to.

What are the commissions I am seeing in my Stripe & Go Cardless accounts?

There is a commission charged for using the online payment providers of Stripe and Go Cardless to collect your fees. The fee is transactional (rather than per product) and is set at 2% + 20p for both GoCardless and Stripe.

Will we be notified as counties when payments have been made?

County administrators will be able to run a report on demand which will show them what payments have been made to their Stripe/GoCardless account. Counties will be able to set the frequency of when those payments are transferred to their bank accounts when they set up their Stripe/GoCardless payments.

Counties need access to a list of registered coaches so as to check status before recommendation. It would also be useful to get access to contact details and level of status. Will this be available?

You can download a report that tells you all the coaches within your County and their status, including qualification.

Will we be able to sort players by age group (both junior and masters) to enable us to determine eligibility for county teams?

You are able to sort players by view and therefore only display the players that meet the age category. You will also be able to download a report that will display all the players and their ages enabling you to then sort using excel.

When a player is paid for, does the county part immediately get transferred to our bank account? Previously, they were batched up and sent (roughly) monthly.

On the system you will need to set up Stripe and GoCardless accounts in order to accept payments through the system, but you will then be able to choose the frequency in which the county fees are then automatically paid into your bank account (daily/weekly/monthly)

League

Will I be able to view the clubs & members in my league on Go Membership?

Within your League profile is a section called Reports. In this section you have the ability to run a report that shows all of the members and member IDs, their Badminton England membership type, its end date, which club they are attached to and whether that club is affiliated or lapsed.

Coaching

When does my coach licence need renewing?

By logging in to the system and clicking 'Membership' at the top of the page, you will find information of any memberships that you have. It will say when your next renewal date is. You can click on 'more info' and it will expand to tell you the expiry date of each licence.

How do you apply for a DBS check with Badminton England?

Badminton England DBS checks are carried out through GB Group Online Disclosures. You must be a Badminton England member to have a DBS check with us. To obtain login details for the GBG Online Disclosures website please email safeguarding@badmintonengland.co.uk stating the following information -

- Your Full Name
- Your Address (including postcode)
- Your Membership number (if known)
- Your role within the club
- Whether you are paid or volunteer in that role

After receiving this information from you, Badminton England will set up an account for you with GBG Online Disclosures. You will then receive an email from them with your login details. Once your application has been verified and submitted you will receive an email request to make payment. If your application is being made for a paid role, you will be asked to pay £51.80. If you are applying for a volunteer role, you will be required to pay £7.80. Please note that your application will not progress until payment is made by you.

Coach Renewal:

You should normally receive an email if the DBS is up for renewal but you can also start the process by going to renew and clicking on the DBS link that will come up. Alternatively you can contact our coaching team on coaching@badmintonengland.co.uk or call 01908268400, option 3. Once this is complete you should be able to renew the coach license.

Why didn't I receive a reminder of my renewal by email?

There may have been an issue with the system or the details entered. Please email: coaching@badmintonengland.co.uk

What do I need to become a Coaching Member?

Anyone can become a Coaching Member providing they meet the following minimum standards:

- A recognised UKCC qualification or Badminton England Coaching Award
- An enhanced DBS disclosure completed by Badminton England

How do I renew my DBS?

For a list of Badminton England appointed verifiers please browse the online system at the point of making your DBS application or email safeguarding@badmintonengland.co.uk.

You may also be able to use your local post office to verify your documents, for more information on the ID checking service available through some Post Offices please click [here](#).

How do I find a coaching course?

For more information and to use the online course finder please visit [here](#).

Where can I get additional coaching resources and help?

You can find additional coaching information [here](#), such as:

- Coaching Pathway
- Course Finder
- Coach Accreditation Scheme
- Endorsed Programme Opportunities
- Coach Finder
- Junior and Leadership Programme

Insurance

Where can I find full details of the different type of insurances with examples/ How do I make a claim?

Bluefin Sport are the appointed broker for Badminton England. Whether you are a club, player, coach, referee or official, you are covered by the bespoke insurance arrangements, via your affiliation with Badminton England. This insurance portal has been designed to provide you with all of the information you need regarding the cover you receive. Click [here](#) to go to their website.

Prospective Members

Prospective members are personally indemnified for their first 6 visits. This has been agreed with insurers and they have amended their policy documentation to reflect this.

Pay and Play Members

If pay and play members are not directly affiliated members of Badminton England (or a club) they would not receive liability insurance. They could be treated in the same way as a prospective member, but again after their 6th visit must decide whether they would like to become a full member, to continue to be covered by the insurance.

Unaffiliated clubs/members

If a club nor its members are affiliated to BE then again, they wouldn't be insured. A club here would mean a committee run, constituted entity.

Coaches

If a coach is running sessions and calls it 'a club' that's fine, providing the coach holds the affiliation. Affiliated coaches receive their Public Liability and Professional Indemnity insurance to personally protect them if they are sued for causing third party injury or property damage as a result of their coaching negligence. However in this scenario, unless the players were members of BE they wouldn't personally be covered. So if they caused injury to another participant for example, only if they were a full member of BE would they receive cover to defend their position.

Club

If a single member of a club had not renewed their affiliation, this would not jeopardise the insurance position of the club. So for example if a club was affiliated to BE and had 100 members. Only 95 members were paid up and affiliated and one of the remaining 5 caused an injury to a third party or another member. If that individual was sued for their negligence they would not personally be covered as they were not affiliated. However if the club was dragged into the allegation for some reason, the policy would still defend the position of the club and its committee (providing the club was affiliated).

Dates of cover (club)

The club will be covered for the entirety of their affiliation and until it expires (31/10). As explained previously on this page, all members involved must also have individual memberships.

Return To Play (Covid-19)

Where can I find Badminton England's Guidance on returning to badminton?

The return to play hub provides everything you need to help you get back on court with guidance, resources and links to key tools. You can find all the information [here](#).

I have a question relating to Return To Play, who should I ask?

If you can't find what you need, please complete our [contact form](#) and a member of the team will get back to you.

Our FAQs are split into the four sections below to help you navigate. You can find these [here](#).

- General – information relating to Government guidelines, Badminton England's roadmap, leisure centres and venues and outdoor badminton
- Badminton sessions – running safe sessions, organising sessions, safeguarding
- Playing badminton and coaching – playing badminton, social distancing, equipment and shuttles, specific queries on coaching activity
- Club operation – club finances, club management, keeping in contact with members

Where can I find the useful tools I need to help me get back on court?

Step by step guides, session, coaching and club management tools can be found [here](#).

2020/21 Membership Fees (Clubs/Club Members)

Why have you decided to go for a full price option and a discount option for clubs and club members?

We are aware that with the coronavirus pandemic a number of our clubs and members have suffered financial hardship and lost time on court. For that reason we wanted to offer an opportunity for those that wanted to continue supporting the sport can do at a reduced rate and others are able to support at the full price.

Will I need to pay a county fee?

If you have a junior player, club player, compete player or coach compete membership then a county fee will be applied to your membership.

How much is my county fee for 2020/21?

Please click [here](#) to download a full list of fees per county.

I have another question that hasn't been answered. What do I do?

We will be more than happy to help. Please contact us by filling out the following form [here](#) with your query.

Clubs and Club Members

My club and club members would like to take advantage of the 25% reduction, how do I do this?

We will be in touch with further communications soon. This process will take place within GoMembership when purchasing your club affiliation and members individual memberships.

A proportion of my club's members wish to take the reduction, but some don't, is this possible?

The reduction in price for next season covers the club and all members that were paid for by the club. Your club will have to make one decision on whether you wish to get a discount that will cover all your members.

What about compete memberships?

If your club has opted for the 25% discount, then this will be applied to your compete membership when you renew this directly.

What is the 2020/21 membership season dates for clubs and club members?

The season will run from 1st November to 31st October 2021.

What is the deadline for taking advantage of the discount offered?

Clubs will need to pay for their affiliation and members no later than Thursday 31st December to receive the discount.

Is my club's insurance still valid?

The club will be covered for the entirety of their affiliation and until it expires (31/10). As soon as the club reaffiliates for 20/21 the Public Liability will then again be valid. All members involved must also have individual memberships.

Why has the discount not been applied to some of the memberships in the checkout?

The discount can only be applied to memberships that are being renewed from the 2019/20 season. The 25% off represents time lost on memberships this year. If new members have been added to your club this year and they were not members in 2019/20, then they will not qualify for the discount.

Who to contact

Coach education & Training

For any coaching queries: coaching@badmintonengland.co.uk

Development Team

For general information about clubs, participation programmes, facilities, disability and volunteering. Plus details of how to get in touch with your local Relationship Manager please contact: development@badmintonengland.co.uk

Finance

For any finance queries: finance@badmintonengland.co.uk

Membership

For any [Membership](#) enquiries: membership@badmintonengland.co.uk

Domestic Competitions

For general competition, tournament circuit, and grading and ranking enquiries: competition@badmintonengland.co.uk

Major Events

For any queries about any of our major events, including the YONEX All England Open Badminton Championships: majorevents@badmintonengland.co.uk

Marketing, Media and Website

For any marketing, website or media queries: media@badmintonengland.co.uk
Further information is available in our media centre [here](#).

National Badminton Centre

For general queries about the [National Badminton Centre](#):
nbc@badmintonengland.co.uk

Performance

For general enquiries on our [performance team](#) or international tournament entry: internationalentries@badmintonengland.co.uk

Safeguarding

For any safeguarding queries: safeguarding@badmintonengland.co.uk

Badminton England Contact Number: 01908 268400

To put you through to the correct department, please choose the relevant option for your query from the telephone switchboard:

Press 1: **NBC** – Health club/ lodge/ general enquiries

Press 2: **Badminton England Membership** – Badminton club/ Personal/ Renewals/Member benefits

Press 3: **Coaching** – Education/ course information

Press 4: **Competition/Events** – Grading/ tournament entries

Press 5: **Safeguarding** - DBS

Press 6: **Development** – Racket Pack/ National Schools/ Clubmark

Press 7: **Performance** – Talent pathway/ International entry/ Para athletes

Press 8: **Marketing and Communications**- Player appearance/ Social Media

Press 9: **Finance**

Press 0: **Receptionist- NBC**

For more information please visit the Badminton England website
<https://www.badmintonengland.co.uk/>

