

BADMINTON ENGLAND



MEMBERSHIP  
PLATFORM  
**USER GUIDE**

Club Administration

# CONTENTS

**2** Navigating the Club / County Profile

**3** Overview of the Club / County Profile

**4** Club / County Details

**5** Reports

**8** Affiliating your Club

**9** Club Affiliation Health Check

**10** Adding and Removing Members

**11** Bulk Renew

**12** Renewing / Adding Memberships Manually

**13** Updating Member Details

**14** Club / County Roles

**17** New Clubs



# NAVIGATING THE CLUB / COUNTY PROFILE

## SORTING BY MEMBERSHIP TYPE

You can click on each circle to sort by membership type.

## SWITCHING BETWEEN CLUBS / COUNTY

If you are admin for more than one club, click here to switch between the two.

## SEARCHING MEMBERS

You can search a member quickly by typing their name into the search bar and pressing 'Search'.

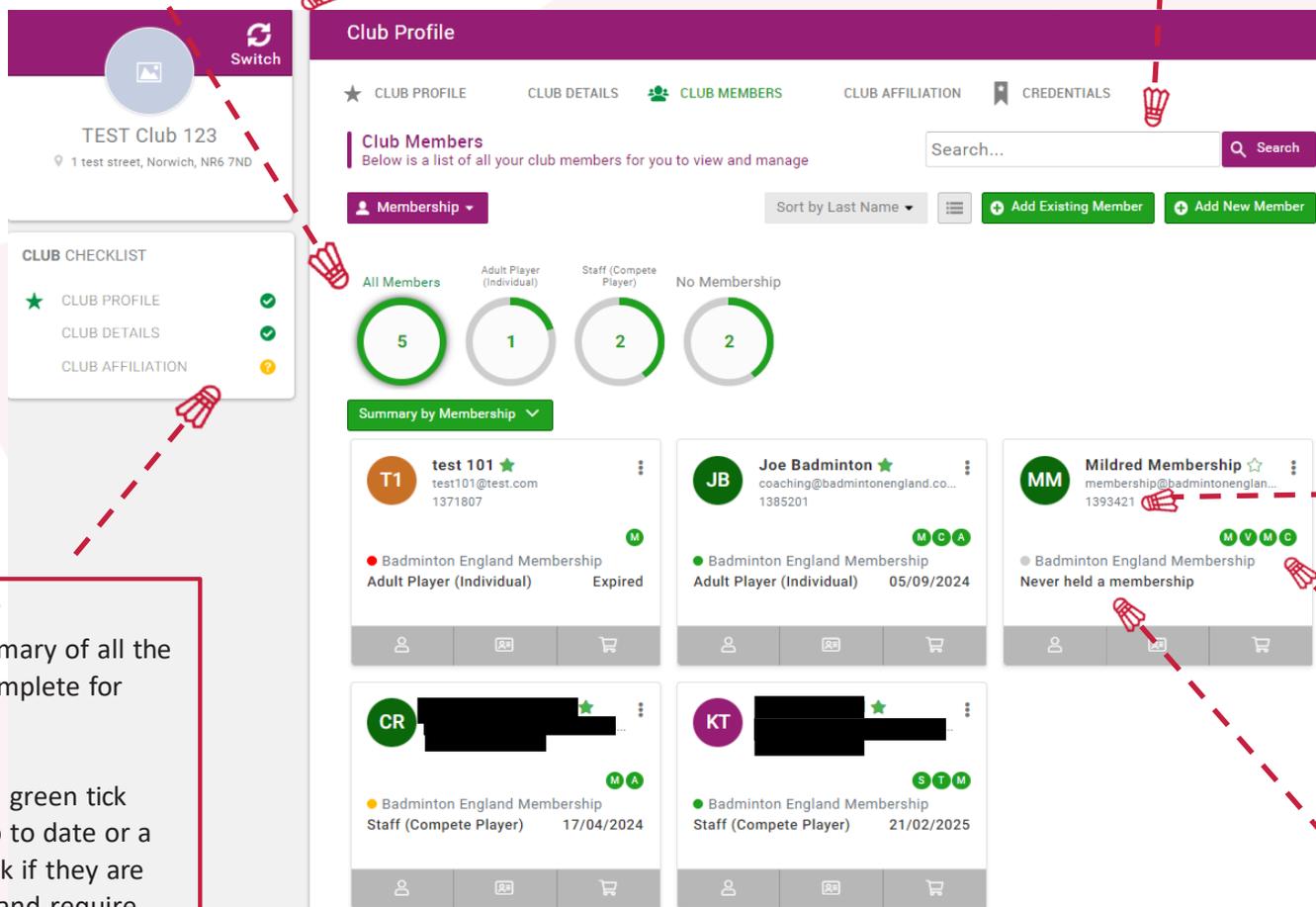
## TIP

You can search by just the first or second name.

## MEMBERSHIP NUMBER

## CLUB ROLES HELD BY THE PLAYER

## THE PLAYERS MEMBERSHIP STATUS



Club Profile

Switch

TEST Club 123  
1 test street, Norwich, NR6 7ND

CLUB CHECKLIST

- ★ CLUB PROFILE
- CLUB DETAILS
- CLUB AFFILIATION

CLUB PROFILE

CLUB DETAILS

CLUB AFFILIATION

Club Profile

Club Profile

CLUB PROFILE

CLUB DETAILS

CLUB MEMBERS

CLUB AFFILIATION

CREDENTIALS

Search...

Search

Below is a list of all your club members for you to view and manage

Membership

Sort by Last Name

Add Existing Member

Add New Member

All Members 5

Adult Player (Individual) 1

Staff (Compete Player) 2

No Membership 2

Summary by Membership

T1 test 101  
test101@test.com  
1371807

Badminton England Membership  
Adult Player (Individual) Expired

JB Joe Badminton  
coaching@badmintonengland.co...  
1385201

Badminton England Membership  
Adult Player (Individual) 05/09/2024

MM Mildred Membership  
membership@badmintonenglan...  
1393421

Badminton England Membership  
Never held a membership

CR [REDACTED]

Badminton England Membership  
Staff (Compete Player) 17/04/2024

KT [REDACTED]

Badminton England Membership  
Staff (Compete Player) 21/02/2025

>Menu

>Club Profile

Club Profile

## CHECKLIST

This is a summary of all the actions to complete for your club.

It will show a green tick if they are up to date or a question mark if they are still pending and require action from you.

# OVERVIEW OF THE COUNTY / CLUB PROFILE

>Menu  
>Club Profile

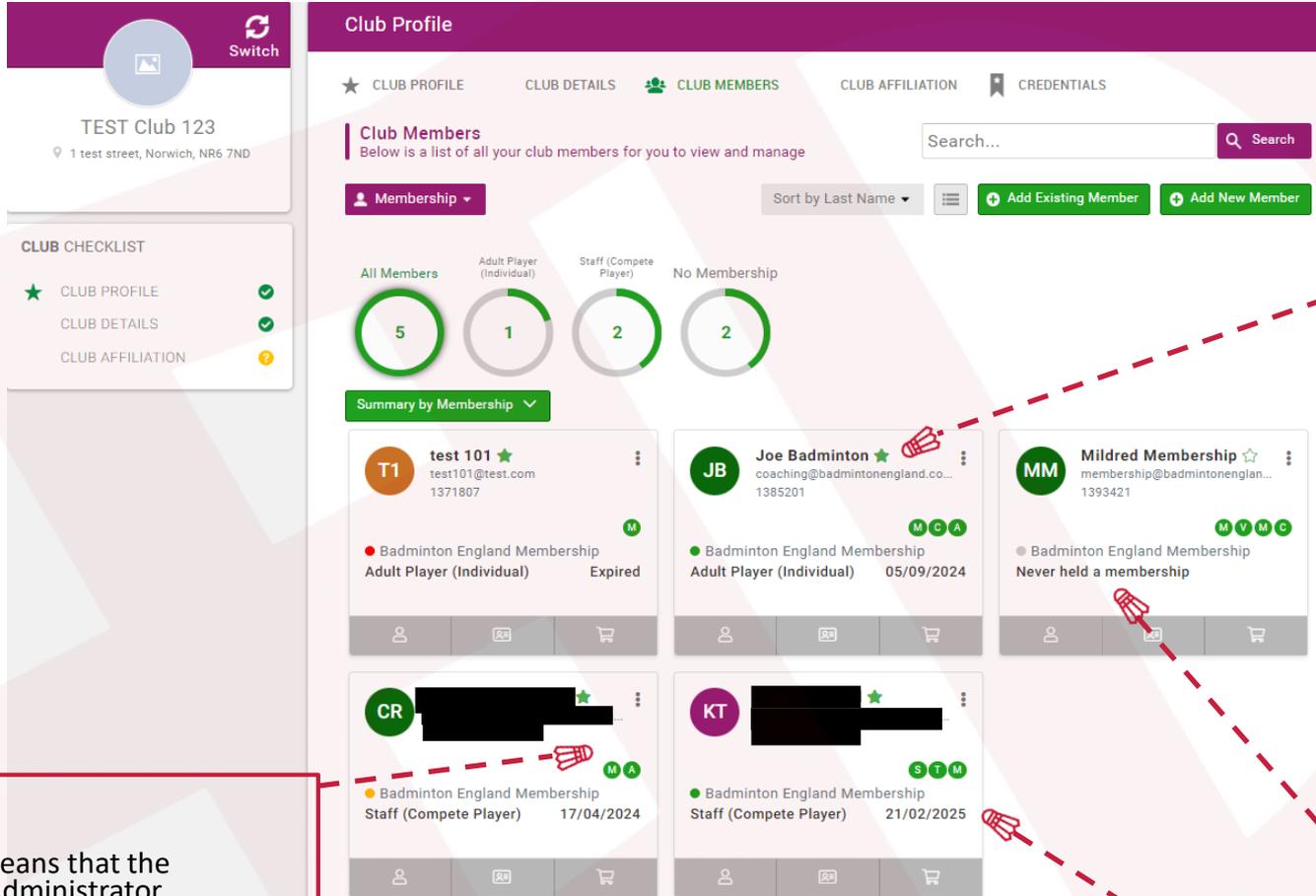


This relates to the membership being expired.

This relates to the membership being near it's expiry.

## CLUB ROLES

The green 'A' means that the member is an Administrator for the club.



**Club Profile**

★ CLUB PROFILE   CLUB DETAILS   CLUB MEMBERS   CLUB AFFILIATION   CREDENTIALS

**Club Members**  
Below is a list of all your club members for you to view and manage

Search... Search

Membership   Sort by Last Name   Add Existing Member   Add New Member

All Members   Adult Player (Individual)   Staff (Compete Player)   No Membership

5   1   2   2

Summary by Membership

ID	Name	Membership Type	Expiry Date	Roles
T1	test 101	Badminton England Membership Adult Player (Individual)	Expired	M
JB	Joe Badminton	Badminton England Membership Adult Player (Individual)	05/09/2024	M, C, A
MM	Mildred Membership	Badminton England Membership	Never held a membership	M, V, M, C
CR	[Redacted]	Badminton England Membership Staff (Compete Player)	17/04/2024	M, A
KT	[Redacted]	Badminton England Membership Staff (Compete Player)	21/02/2025	S, T, M

## GREEN STAR

If this is selected, this is their primary club.

## NEVER HELD A MEMBERSHIP

This simply means they have not held an active membership yet or had one purchased for them.

## DATE OF CURRENT MEMBERSHIP EXPIRY

# CLUB / COUNTY DETAILS

## CLUB PROFILE

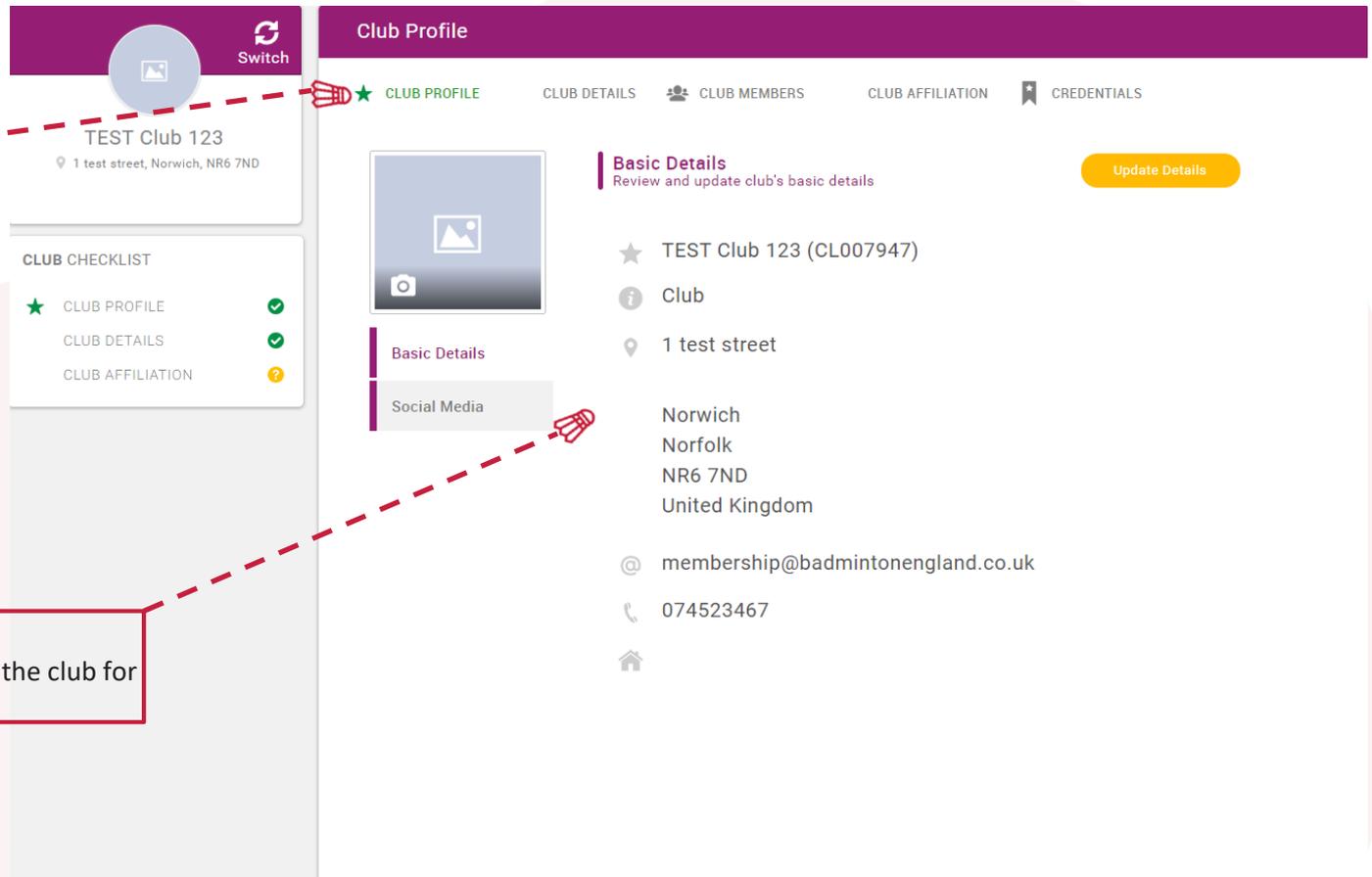
Here you can update the details of your Club or County.



The club address and main contact will show on the Badminton England Club Finder once the club has affiliated.

## Updating Information

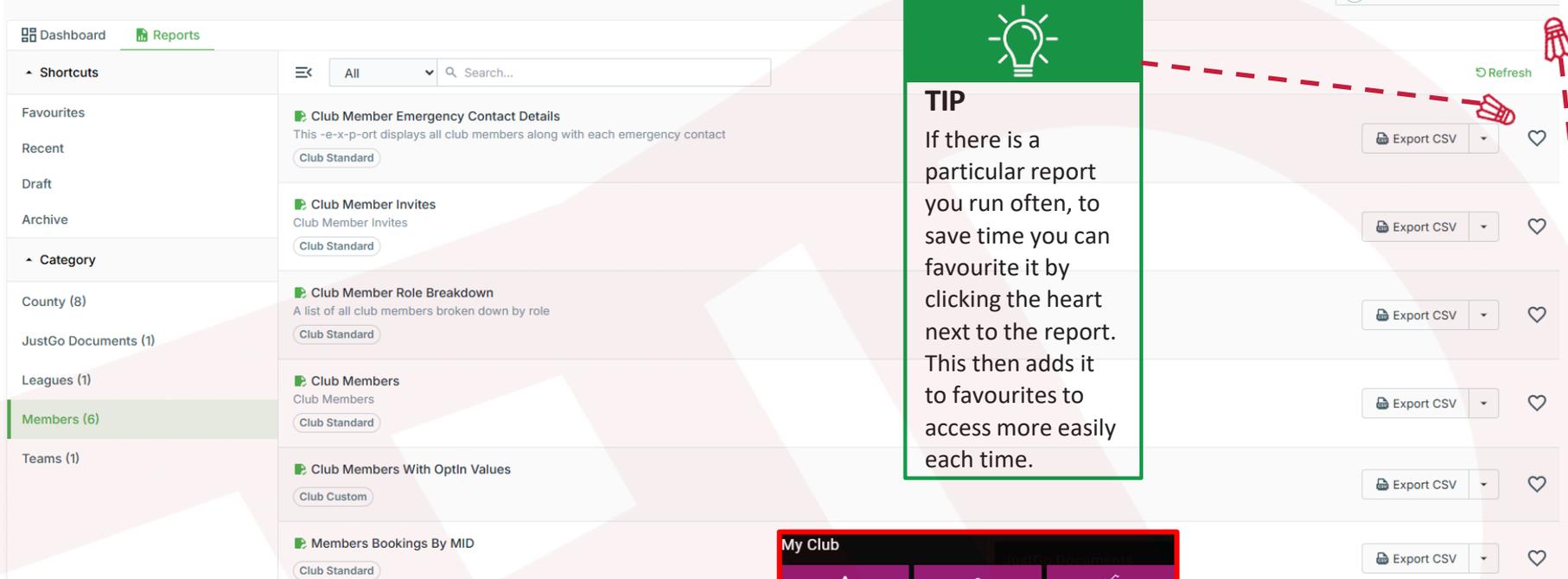
You can update the playing venue of the club for example.



The screenshot shows the 'Club Profile' page for 'TEST Club 123'. The page is divided into several sections:

- Header:** 'Club Profile' with navigation tabs for 'CLUB PROFILE', 'CLUB DETAILS', 'CLUB MEMBERS', 'CLUB AFFILIATION', and 'CREDENTIALS'. A 'Switch' button is visible next to the club's profile picture.
- Club Information:** 'TEST Club 123' with the address '1 test street, Norwich, NR6 7ND'.
- Club Checklist:** A list of items to be updated: 'CLUB PROFILE' (checked), 'CLUB DETAILS' (checked), and 'CLUB AFFILIATION' (pending).
- Basic Details:** A section for updating the club's basic details, including a yellow 'Update Details' button. The details listed are:
  - ★ TEST Club 123 (CL007947)
  - Club
  - 1 test street
  - Norwich, Norfolk, NR6 7ND, United Kingdom
  - @ membership@badmintonengland.co.uk
  - 074523467
- Social Media:** A section for updating social media links, indicated by a red dashed arrow from the 'Updating Information' box.

## Dashboard & Reporting



**TIP**

If there is a particular report you run often, to save time you can favourite it by clicking the heart next to the report. This then adds it to favourites to access more easily each time.

**REPORTS**

There are a wide range of reports available to clubs and counties from member details to payment information. These reports are searchable or can be navigated through the different categories.

Here you can see a full breakdown of the members and their respective memberships in the club.

This is in the form of a downloadable Excel or PDF document and accessible by selecting:  
**Menu > Club Reports > Members > Club Members**



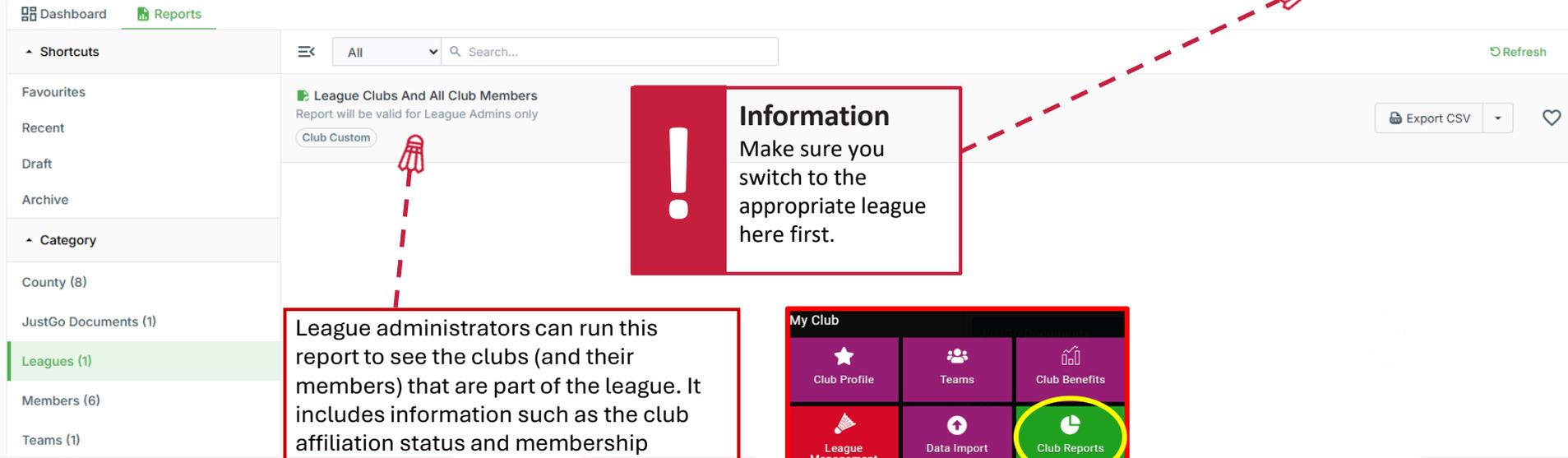
**Information**

Make sure you switch to the appropriate club or county here first.

# LEAGUE REPORTS

Dashboard & Reporting

DL Demo Badminton League



Dashboard Reports

Shortcuts

Favourites

Recent

Draft

Archive

Category

County (8)

JustGo Documents (1)

**Leagues (1)**

Members (6)

Teams (1)

League Clubs And All Club Members  
Report will be valid for League Admins only

Club Custom

Export CSV

Refresh

**Information**  
Make sure you switch to the appropriate league here first.

League administrators can run this report to see the clubs (and their members) that are part of the league. It includes information such as the club affiliation status and membership status of the players.

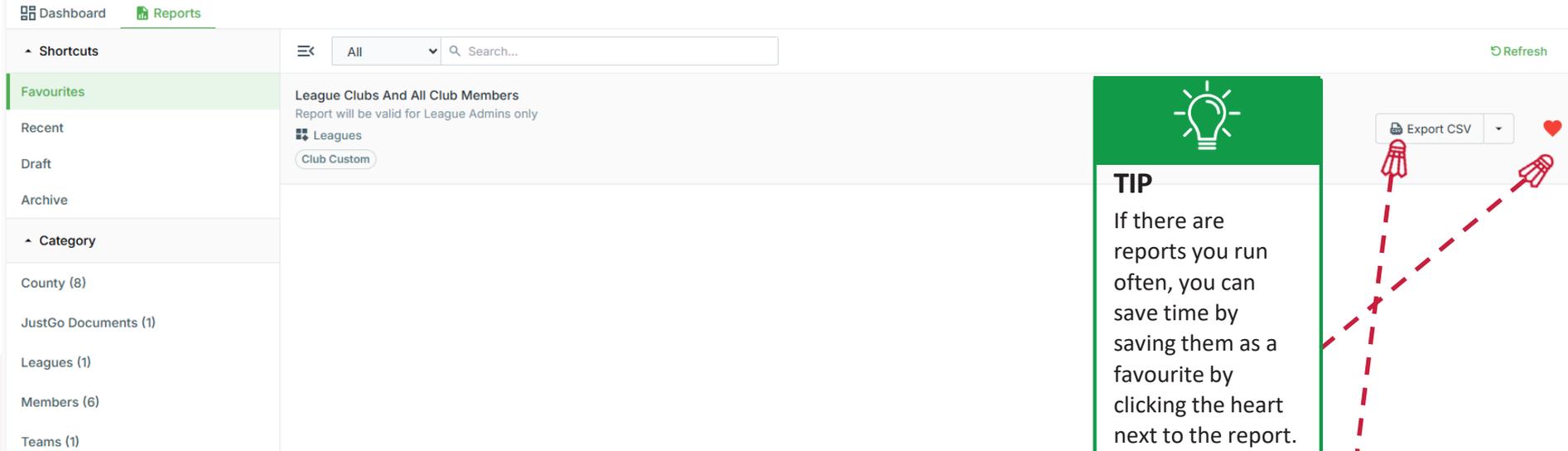


My Club

- Club Profile
- Teams
- Club Benefits
- League Management
- Data Import
- Club Reports**
- Club Members
- Club Affiliation
- Bulk Renew
- Club Credentials
- JustGo Subscription
- Credentials

**LEAGUE REPORTS**

This is in the form of a downloadable Excel document and accessible by selecting:  
**Menu > Club Reports > Leagues > League Clubs And All Club Members.**



Dashboard Reports

Shortcuts

Favourites

Recent

Draft

Archive

Category

County (8)

JustGo Documents (1)

Leagues (1)

Members (6)

Teams (1)

All Search...

Refresh

League Clubs And All Club Members  
Report will be valid for League Admins only

Leagues

Club Custom

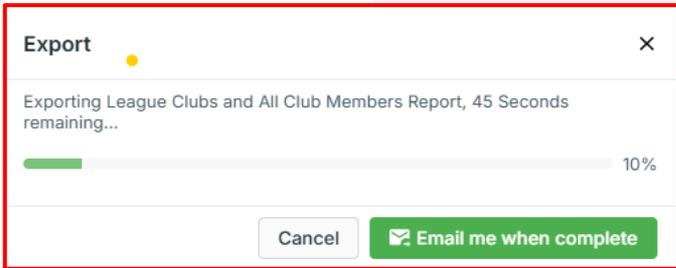
Export CSV

Heart icon



**TIP**

If there are reports you run often, you can save time by saving them as a favourite by clicking the heart next to the report.



Export

Exporting League Clubs and All Club Members Report, 45 Seconds remaining...

10%

Cancel

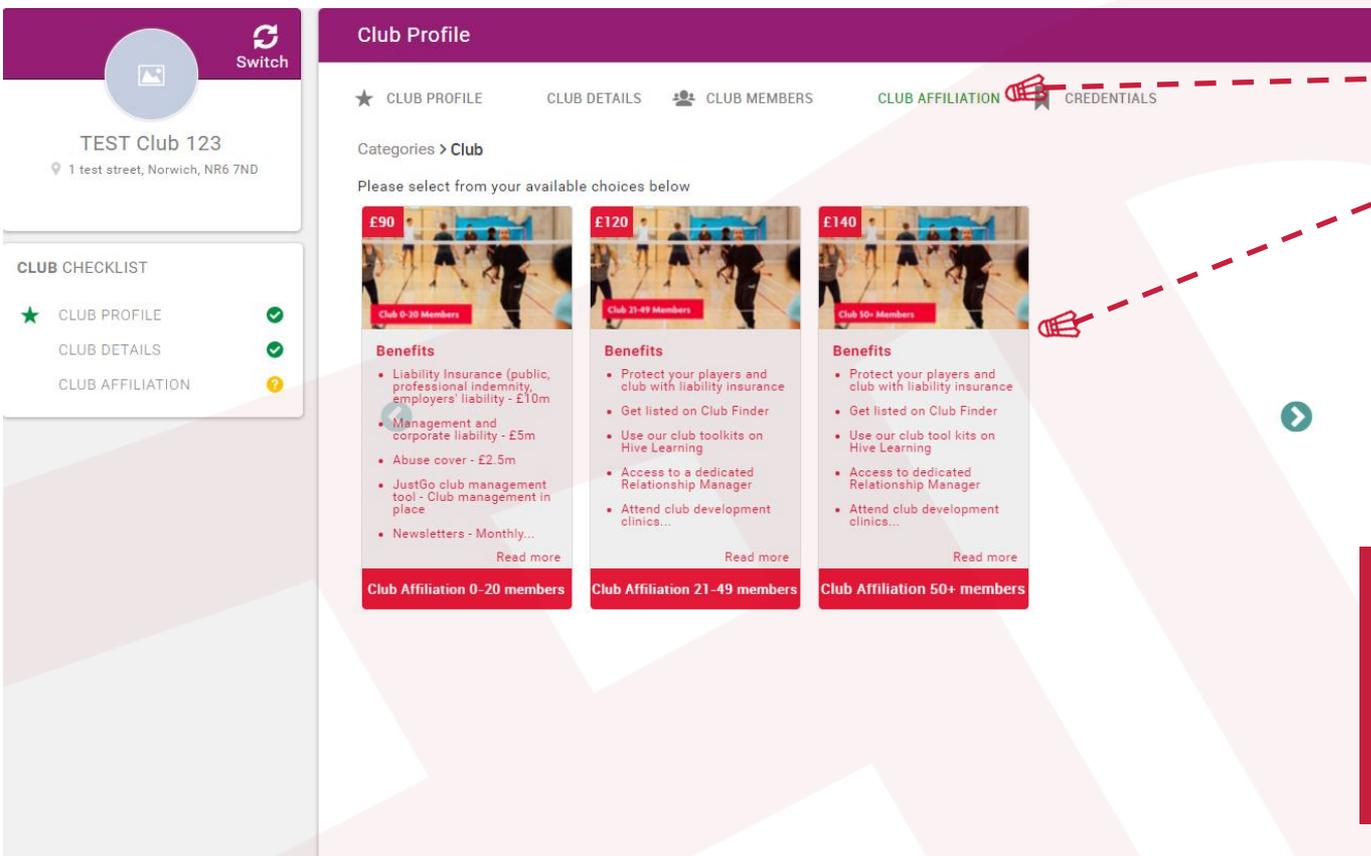
Email me when complete



**Information**

You can export the report here to download and open it in Excel. Depending on the report you are downloading, it can take a couple of minutes to create, so you can select 'Email me when complete' from the pop up.

If you click the down arrow, you can download the report as a PDF if you prefer.



The screenshot shows the 'Club Profile' page for 'TEST Club 123'. The navigation menu includes 'CLUB PROFILE', 'CLUB DETAILS', 'CLUB MEMBERS', 'CLUB AFFILIATION' (highlighted with a red dashed line and a hand icon), and 'CREDENTIALS'. Below the navigation, there are three affiliation options:

- £90 Club 0-20 Members**: Benefits include Liability Insurance (public, professional indemnity, employers' liability - £10m), Management and corporate liability - £5m, Abuse cover - £2.5m, JustGo club management tool - Club management in place, and Newsletters - Monthly... [Read more](#)
- £120 Club 21-49 Members**: Benefits include Protect your players and club with liability insurance, Get listed on Club Finder, Use our club toolkits on Hive Learning, Access to a dedicated Relationship Manager, and Attend club development clinics... [Read more](#)
- £140 Club 50+ Members**: Benefits include Protect your players and club with liability insurance, Get listed on Club Finder, Use our club tool kits on Hive Learning, Access to dedicated Relationship Manager, and Attend club development clinics... [Read more](#)

A red dashed line with a hand icon points from the 'CLUB AFFILIATION' menu item to the first option (£90 Club 0-20 Members). A green arrow points from the second option (£120 Club 21-49 Members) to the right.

**1** Select Club Affiliation.

**2** Select the affiliation that matches the total number of people in your club (including volunteers/admins etc).

**3** Once you have selected the club affiliation, the Club Affiliation Health Check will pop up for you to fill out.

### Information

Both the club and the playing members need affiliating to be fully covered by insurance.  
> See our [FAQ user guide](#) for more information on insurance queries.

# CLUB AFFILIATION Health Check

TEST Club 123  
1 test street, Norwich, NR6 7ND

CLUB CHECKLIST

- ★ CLUB PROFILE ✓
- CLUB DETAILS ✓
- CLUB AFFILIATION ?

★ CLUB PROFILE CLUB DETAILS  CLUB MEMBERS CLUB AFFILIATION  CREDENTIALS

Categories > Club > Club Affiliation 21-49 members

£90

Club 0-20 Members

**Benefits**

- Liability Insurance (public, professional indemnity, employers' liability) - £10m
- Management and corporate liability - £5m
- Abuse cover - £2.5m
- JustGo club management tool - Club management in place
- Newsletters - Monthly...

Read more

Club Affiliation 0-20 members

£120

**Club Affiliation 21-49 members**

**Benefits**

- Protect your players and club with liability insurance
- Get listed on Club Finder
- Use our club toolkits on Hive Learning
- Access to a dedicated Relationship Manager
- Attend club development clinics...

Read more

✓ SELECTED

£140

Club 50+ Members

**Benefits**

- Protect your players and club with liability insurance
- Get listed on Club Finder
- Use our club tool kits on Hive Learning
- Access to dedicated Relationship Manager
- Attend club development clinics...

Read more

Club Affiliation 50+ members

2023/2024 Club Affiliation Health Check

Badminton England are committed to supporting our clubs to become safe, welcoming, and inclusive. To do this, we need to understand the current landscape of what our clubs already have in place, and what we need to create to increase our level of support in key areas. As part of your 2023/24 affiliation process, we are asking clubs to complete a mandatory health check which will provide this data for us. There is no expectation that your club should have the below in place, so please answer the questions honestly.

Please select the option that best describes your club? \*

- We are a junior club only (only U18s make up our membership)
- We are an adult club only (no U18s make up our membership)
- We are an adult club that welcomes juniors to join our club nights/play in our teams
- We are a club with separate junior and adult sections

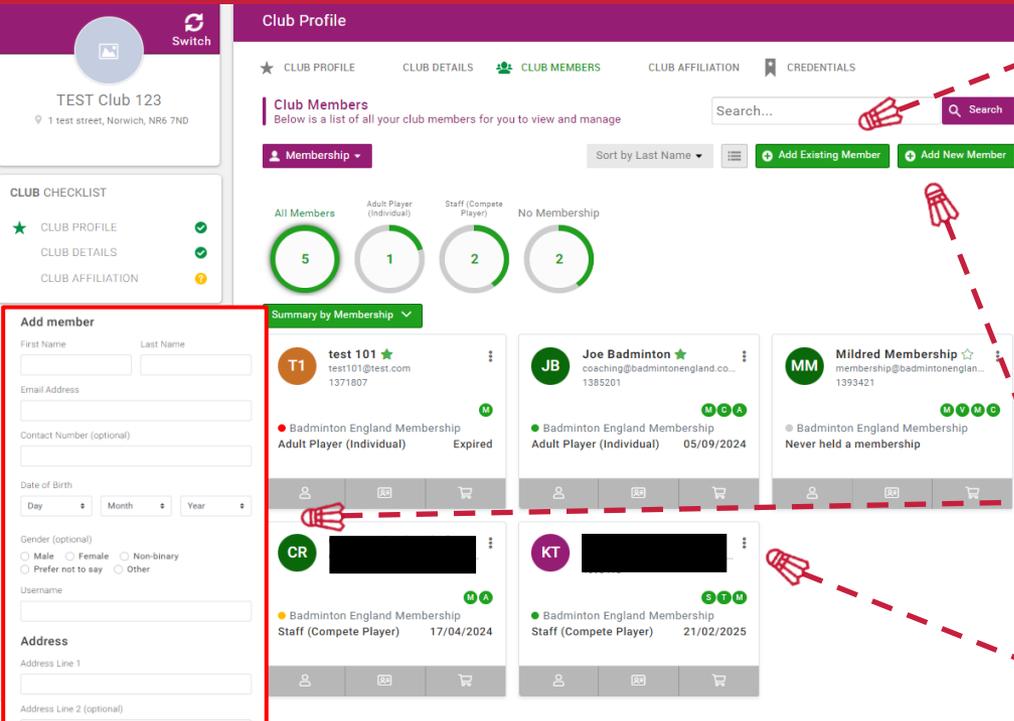
Does your club have an up to date constitution (reviewed within the last 2 years)? \*



When you click the affiliation bracket that matches your club it will pop up for you to fill out. This is a mandatory health check which will provide important data for us, and this helps us to better help you with your club. Please answer the questions as honestly as possible.



# ADDING AND REMOVING MEMBERS



**Club Profile**

TEST Club 123  
1 test street, Norwich, NR6 7ND

CLUB CHECKLIST

- CLUB PROFILE
- CLUB DETAILS
- CLUB AFFILIATION

CLUB PROFILE CLUB DETAILS CLUB MEMBERS CLUB AFFILIATION CREDENTIALS

**Club Members**  
Below is a list of all your club members for you to view and manage

Search... Search

Membership Membership Add Existing Member Add New Member

Sort by Last Name

All Members 5 Adult Player (Individual) 1 Staff (Compete Player) 2 No Membership 2

Summary by Membership

Member ID	Name	Membership Type	Status	Expiry Date
T1	test 101	Badminton England Membership Adult Player (Individual)	Expired	
JB	Joe Badminton	Badminton England Membership Adult Player (Individual)	Active	05/09/2024
MM	Mildred Membership	Badminton England Membership	Never held a membership	
CR	[Redacted]	Badminton England Membership Staff (Compete Player)	Active	17/04/2024
KT	[Redacted]	Badminton England Membership Staff (Compete Player)	Active	21/02/2025

**Add member**

First Name Last Name

Email Address

Contact Number (optional)

Date of Birth

Day Month Year

Gender (optional)

Male Female Non-binary Prefer not to say Other

Username

Address

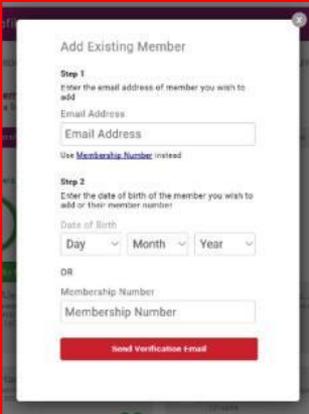
Address Line 1

Address Line 2 (optional)

**ADD EXISTING**  
Choose this option if an individual already has a membership profile on JustGo – for example, if they are currently with another club or have previously been a member.

You will need their email address and either date of birth or membership number. A verification email will be sent to the player to confirm they want to join the club.

**ADD NEW**  
Choose this option if they are completely new to Badminton England and do not have an account with us.



**Add Existing Member**

Step 1  
Enter the email address of member you wish to add

Email Address

Use Membership Number instead

Step 2  
Enter the date of birth of the member you wish to add or their membership number

Date of Birth

Day Month Year

OR

Membership Number

Membership Number

Send Verification Email

**REMOVING MEMBERS**  
Click on the three dots to the right of their name and click Remove.

**TIP**  
If you are not sure if an individual exists in the system already or not, you can search for the Member by inputting their details under 'Add Existing Member' to see if a record exists. You will be presented with an error message if they are not on the system.



**TIP**  
Filling in the email address for new members auto-fills the username on that account. If you have family members sharing an email address, please update the username after adding each user so the username is unique to the individual.



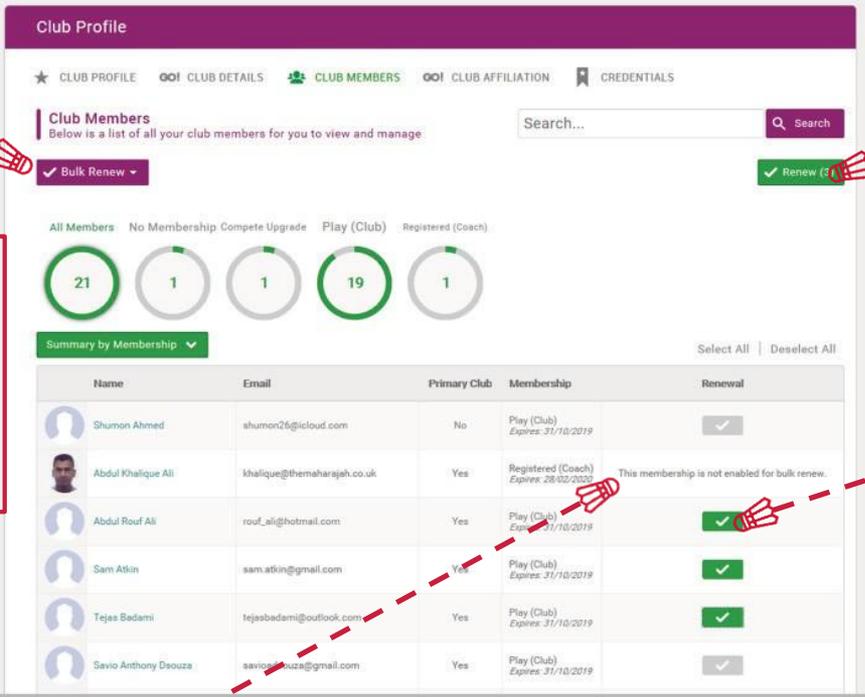
**HAVING TROUBLE ADDING A MEMBER?**  
If you cannot find them or believe their details might be out of date please contact our membership team. You can email on [membership@badmintonengland.co.uk](mailto:membership@badmintonengland.co.uk) or call 01908 268 400, listen to the options and select 'Membership'.



# BULK RENEW

**1** Change the drop down from 'Membership' to 'Bulk Renew'.

**!** You can only use the Bulk Renew if the member has already held a membership before, for a new club you will have to register them all individually first.



**Club Profile**

★ CLUB PROFILE ○○ CLUB DETAILS ○○ CLUB MEMBERS ○○ CLUB AFFILIATION ○ CREDENTIALS

**Club Members**  
Below is a list of all your club members for you to view and manage

Search...

All Members: 21 | No Membership: 1 | Compete Upgrade: 1 | Play (Club): 19 | Registered (Coach): 1

Summary by Membership

Name	Email	Primary Club	Membership	Renewal
Shumon Ahmed	shumon24@icloud.com	No	Play (Club) Expires: 31/10/2019	<input type="checkbox"/>
Abdul Khalique Ali	khalique@themaharajah.co.uk	Yes	Registered (Coach) Expires: 28/02/2020	This membership is not enabled for bulk renew.
Abdul Rouf Ali	rouf_ali@hotmail.com	Yes	Play (Club) Expires: 31/10/2019	<input checked="" type="checkbox"/>
Sam Atkin	sam.atkin@gmail.com	Yes	Play (Club) Expires: 31/10/2019	<input checked="" type="checkbox"/>
Tejas Badami	tejasbadami@outlook.com	Yes	Play (Club) Expires: 31/10/2019	<input checked="" type="checkbox"/>
Savio Anthony Douza	savioadouza@gmail.com	Yes	Play (Club) Expires: 31/10/2019	<input type="checkbox"/>

**3** Click 'Renew' which will take you through to the checkout stage.  
The button should show you how many members are selected.

**2** Select all members you would like to renew under this product.

**!** Please note that it might show more than one line per member as it shows all current and past products for that member within a year.

**TIP:** If there is a message like this either:

- The member should either be renewing directly with us e.g. if they are a Compete or Coach member
- They are not currently members so will need to purchase (not renew) a membership
- Their membership category has changed so they need to be renewed manually (e.g. Racket Pack to Junior Membership).

# RENEWING/ADDING MEMBERSHIPS MANUALLY



**1** First select 'View Memberships' which is circled in red.

**2** The box above will open, please select 'Buy/Review Memberships'.

**3** Then please select the correct membership and click 'Save and Continue'. This adds the membership to the cart. Please continue with these steps if you have more members to add.

**4** You can now see a 2 next to the shopping cart, which shows a membership is in the cart. This is highlighted below.

**5** You can view the members cart contents by clicking on the shopping cart and then to view the total contents by clicking 'Cart Summary'.

**Membership details**

Show expired memberships

Membership Name	Category	Start	End
No record found.			

**Buy/Review Memberships**

**Summary by Membership**

- All Members: 5
- Adult Player (Individual): 1
- Staff (Compete Player): 2
- No Membership: 2

**Members:**

- T1** test 101 (test101@test.com, 1371807) - Badminton England Membership Adult Player (Individual) Expired
- JB** Joe Badminton (coaching@badmintonengland.co.uk, 1385201) - Badminton England Membership Adult Player (Individual) 05/09/2024
- MM** Mildred Membership (membership@badmintonengland.co.uk, 1393421) - Badminton England Membership Never held a membership

**Member cart details**

- Adult Player (Club) (Mildred Membership) - Quantity: 1
- Norfolk county fee senior (Mildred Membership) - Quantity: 1

**Cart Summary**

**Membership:** Mildred Membership (membership@badmintonengland.co.uk, 1393421) - Badminton England Membership Never held a membership

**Membership Benefits:**

- Hear the latest badminton news
- Club administration permissions (if & where appropriate)
- Access to club resources and best practice guidelines
- Peace of mind personal liability insurance
- Get the latest kit for less at Direct Sports
- Access partner offers and competitions
- Hear the latest badminton news
- Access to play in local leagues (terms apply...)

**HVO** 1 Year Membership - More info

**SELECTED** 1 Year Membership - More info

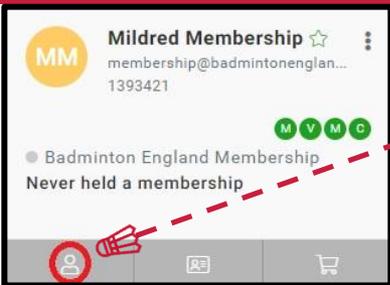
**About this membership**

For the adult player enjoying their badminton in a club environment, participating in club nights and/or playing local league badminton. Seasonal membership.

**Save and Continue** **Checkout**

**2** **3** **4** **5**

# UPDATING MEMBER DETAILS



**1** Click the 'View Profile' button to go to the members profile, this is circled.

**2** You can update a Members details here.



Go To Membership >

Basic Details

**Basic Details**  
Review and update your personal details

Cancel Save

First Name: Mildred \*  
Last Name: Membership \*

Email Address: membership@badmintonengland.co.uk \*

Date of Birth: 01/01/1961  
Gender: Female \*

TEST Club 123  
1 test street, Norwich, NR6 7ND

Switch

CLUB CHECKLIST

- ★ CLUB PROFILE
- CLUB DETAILS
- CLUB AFFILIATION

Club Profile

★ CLUB PROFILE CLUB DETAILS CLUB MEMBERS CLUB AFFILIATION CREDENTIALS

Back To Members

Basic Details  
Review and update your personal details

Update Details

Mildred Membership  
membership@badmintonengland.co.uk  
Female  
01/01/1961  
Badminton  
Milton Keynes MK9 8LA  
United Kingdom  
01908 268400

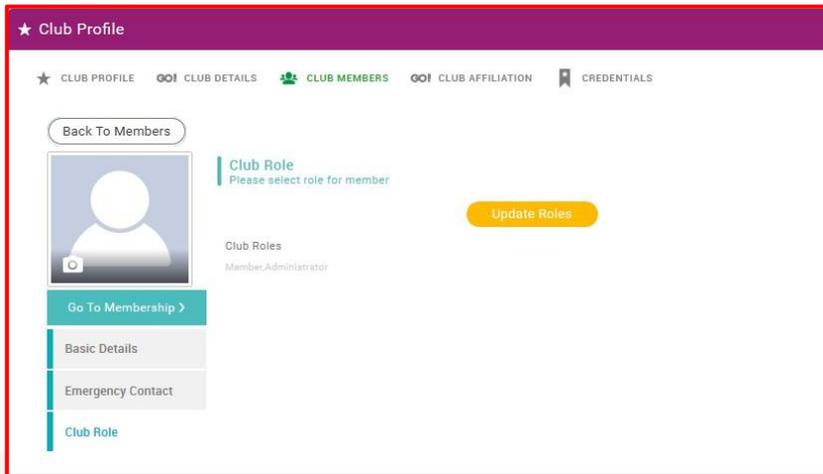
Go To Membership >

Basic Details  
Emergency Contact  
Club Role  
Additional Details

**3** Make sure to click 'Save' once you're finished updating the members details. Then select 'Back To Members' to go back to the main club members list.

**TIP**  If you have any issues, please view our [help page](#) or contact our Membership Team. You can email on [membership@badmintonengland.co.uk](mailto:membership@badmintonengland.co.uk) or call 01908 268 400, listen to the options and select 'Membership'.

# CLUB & COUNTY ROLES



★ Club Profile

★ CLUB PROFILE ○○ CLUB DETAILS ● CLUB MEMBERS ○○ CLUB AFFILIATION CREDENTIALS

Back To Members

**Club Role**  
Please select role for member

Update Roles

Club Roles  
Member Administrator

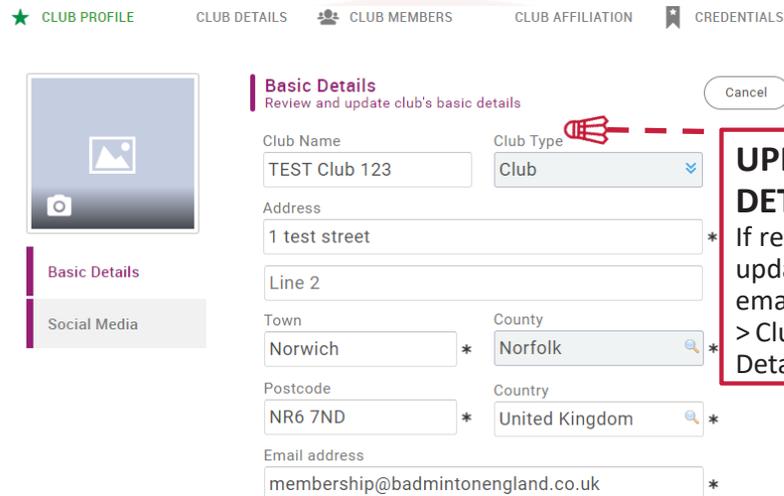
Go To Membership >

Basic Details

Emergency Contact

Club Role

**UPDATING MEMBER ROLES**  
You can assign roles to members under Club Members > Club Role > Update Roles.



★ CLUB PROFILE CLUB DETAILS CLUB MEMBERS CLUB AFFILIATION CREDENTIALS

**Basic Details**  
Review and update club's basic details

Cancel Save

Club Name: TEST Club 123

Club Type: Club

Address: 1 test street

Line 2

Town: Norwich

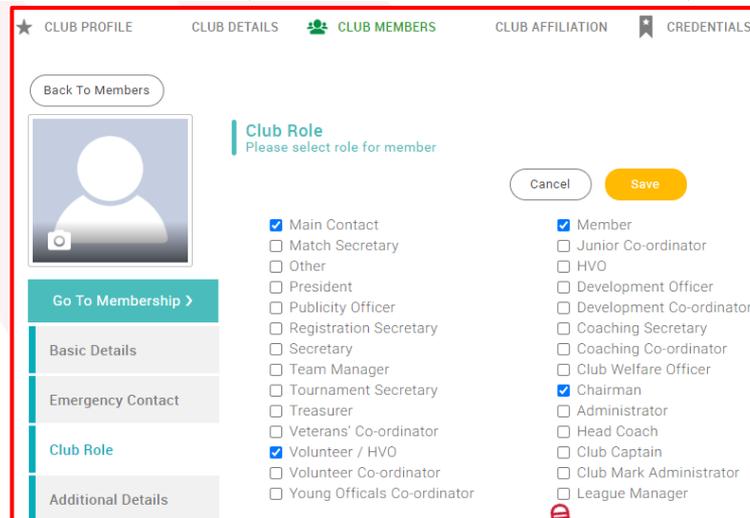
County: Norfolk

Postcode: NR6 7ND

Country: United Kingdom

Email address: membership@badmintonengland.co.uk

**UPDATING CLUB DETAILS**  
If required you can update the advertised email via Club Profile > Club Details > Basic Details.



★ CLUB PROFILE CLUB DETAILS CLUB MEMBERS CLUB AFFILIATION CREDENTIALS

Back To Members

**Club Role**  
Please select role for member

Cancel Save

- Main Contact
- Match Secretary
- Other
- President
- Publicity Officer
- Registration Secretary
- Secretary
- Team Manager
- Tournament Secretary
- Treasurer
- Veterans' Co-ordinator
- Volunteer / HVO
- Volunteer Co-ordinator
- Young Officials Co-ordinator

- Member
- Junior Co-ordinator
- HVO
- Development Officer
- Development Co-ordinator
- Coaching Secretary
- Coaching Co-ordinator
- Club Welfare Officer
- Chairman
- Administrator
- Head Coach
- Club Captain
- Club Mark Administrator
- League Manager

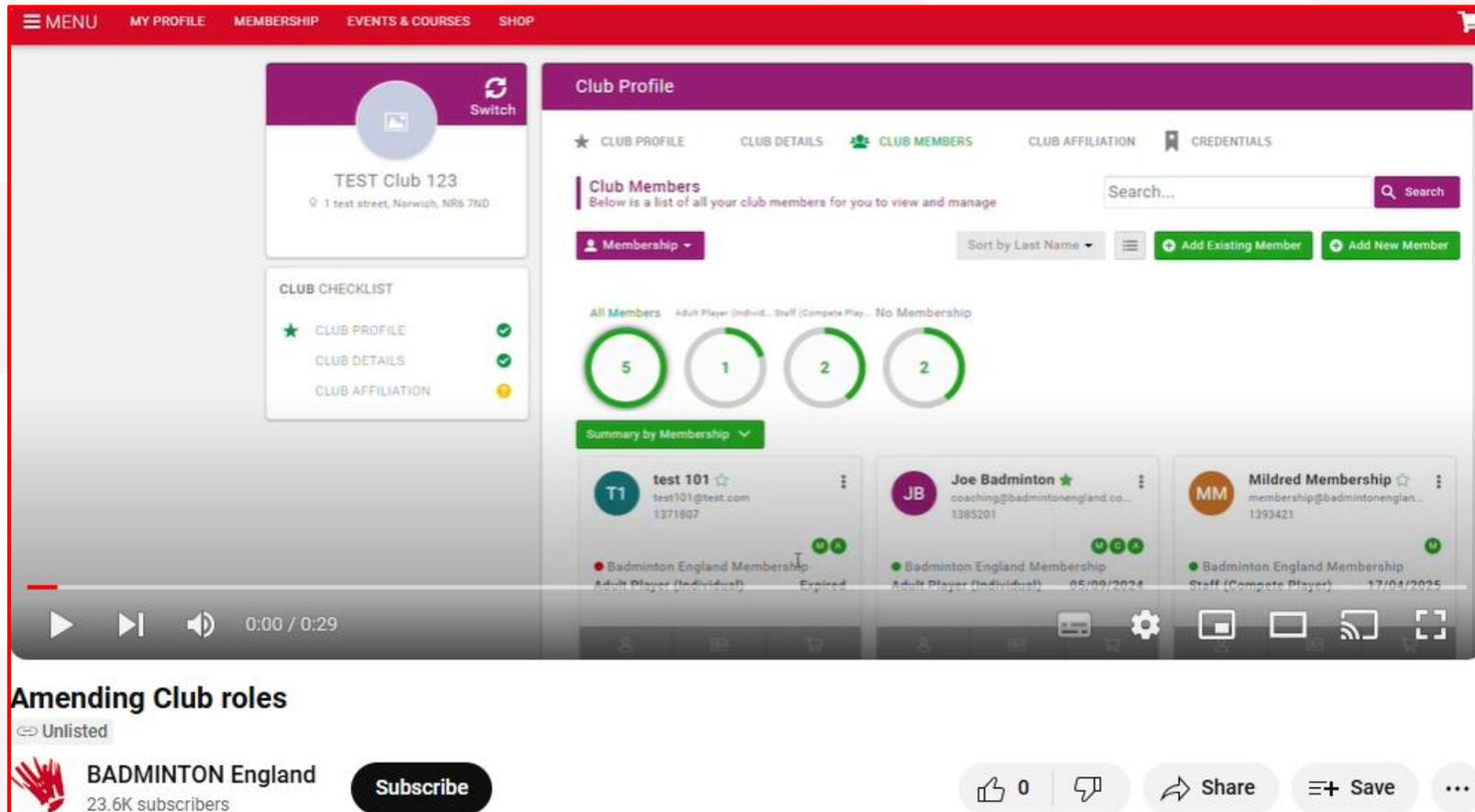
**UPDATING MEMBER ROLES**  
Above shows the roles that are selected for the member.

## Amending Club & County Roles- How To Video-

Here is a video showing you how to add new roles such as Administrator to a club member.

Please click the link above the picture to watch the video.

<https://youtu.be/CR3T78FqeXc>



The screenshot displays a video player interface. The video content shows a web application for managing club members. The top navigation bar includes 'MENU', 'MY PROFILE', 'MEMBERSHIP', 'EVENTS & COURSES', and 'SHOP'. The main content area is titled 'Club Profile' and features a sidebar with a 'TEST Club 123' profile and a 'CLUB CHECKLIST' with items like 'CLUB PROFILE', 'CLUB DETAILS', and 'CLUB AFFILIATION'. The main area shows 'Club Members' with a search bar and buttons for 'Add Existing Member' and 'Add New Member'. Below this, there are four circular progress indicators for different membership categories: 'All Members' (5), 'Adult Player (Individual...)' (1), 'Staff (Compete Play...)' (2), and 'No Membership' (2). A 'Summary by Membership' dropdown is visible. The bottom of the video shows three member cards: 'test 101', 'Joe Badminton', and 'Mildred Membership', each with a profile picture, name, email, and membership details.

**Amending Club roles**  
Unlisted

 **BADMINTON England**  
23.6K subscribers

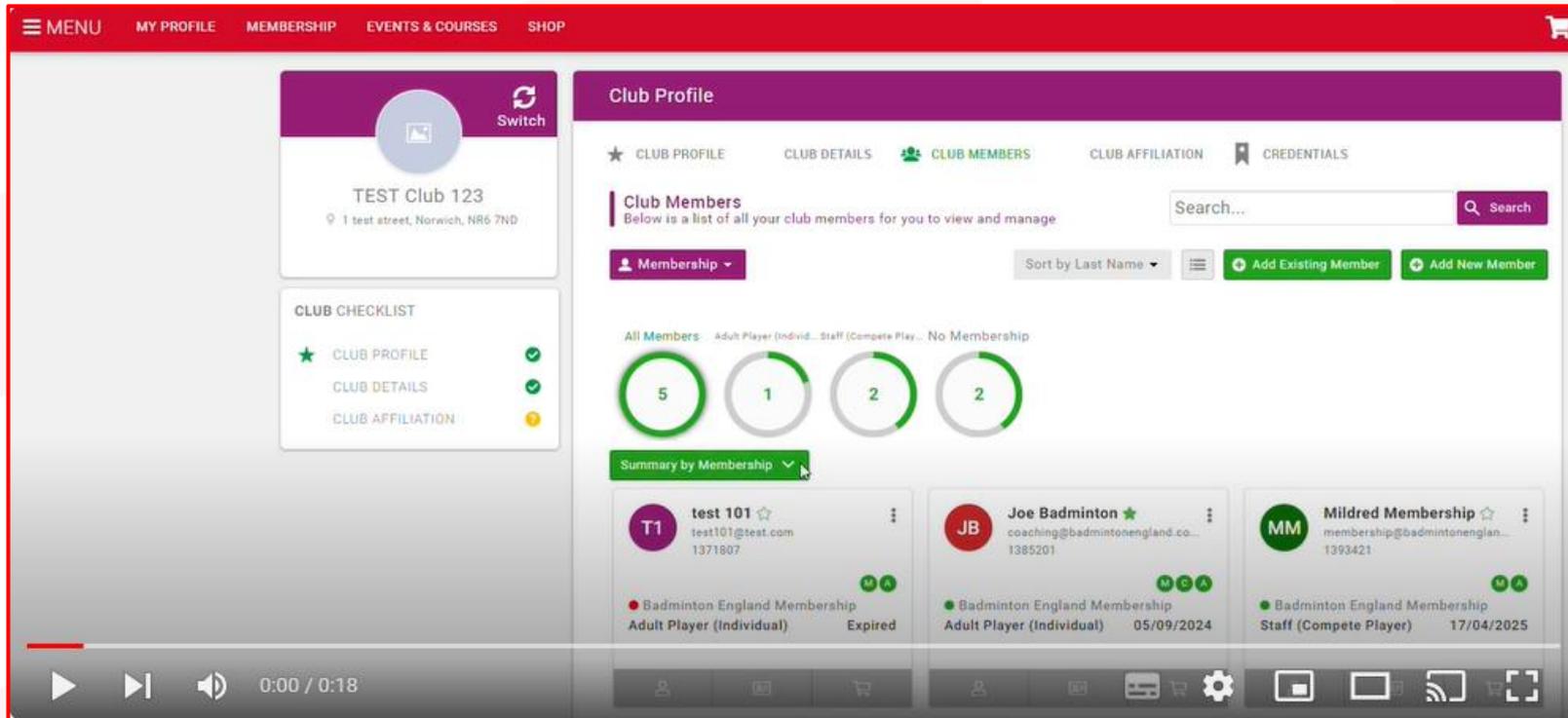
**Subscribe**

0 likes, 0 comments, Share, Save, ...

## Viewing Club & County Roles-

Here is a link to a video showing you how to change the summary of membership. This is very helpful for county administrators who will have a lot of members with different roles. Please click the link above the picture to watch the video.

 <https://youtu.be/EbDm4XEQN1o>



The screenshot shows the 'Club Profile' page for 'TEST Club 123'. The page includes a navigation menu (MENU, MY PROFILE, MEMBERSHIP, EVENTS & COURSES, SHOP) and a 'Club Profile' section with tabs for CLUB PROFILE, CLUB DETAILS, CLUB MEMBERS, CLUB AFFILIATION, and CREDENTIALS. The 'Club Members' section displays a search bar, a 'Membership' dropdown, and a 'Sort by Last Name' option. Below this, there are four circular progress indicators representing different membership categories: 5, 1, 2, and 2. A 'Summary by Membership' dropdown is visible. The main content area shows three member cards: 'test 101' (Adult Player (Individual), Expired), 'Joe Badminton' (Adult Player (Individual), 05/09/2024), and 'Mildred Membership' (Staff (Compete Player), 17/04/2025). Each card includes a profile picture, name, email, and membership details.

## Viewing club roles

Unlisted



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1

Go to the New Club form by clicking on this [link](#).

You can also find this on the main BE site by going to Membership > Club Affiliation > New Club.

## New Club Form

It's great to see that your club is interested in Badminton England membership. Please fill out a few details about your club below which will be used to set up an account for you in our membership system. Our membership team will then be in touch with next steps.

\* Required

1. Forename \*

Enter your answer

2. Surname \*

Enter your answer

3. Email Address \*

Enter your answer

4. Contact Number \*

Enter your answer

5. Gender \*

Enter your answer

6. Date of Birth \*

Please input date (dd/MM/yyyy)

2

Fill in the form including the club details and main contact.

You will need to have created, or already hold, a Badminton England account in order to set up a club. You can do this [here](#).

3

The membership team will set up the club in the system and be in touch within two weeks. You will then be able to purchase the club affiliation and receive all the great benefits of becoming an Affiliated Club.



- [membership@badmintonengland.co.uk](mailto:membership@badmintonengland.co.uk)
- Call 01908 268 400, listen to the options and select 'Membership'.
- If you have any issues, please view our [help page](#)