

## Smart Club Card Update 07.11.23

### Smart Club Card Activation.

If you have not yet activated, or misplaced, your membership card please contact [admin@royaldart.co.uk](mailto:admin@royaldart.co.uk) and we will reissue the registration emails or send a replacement card. You can activate your Smart Club membership card either through your pc or via the mobile App which is detailed further on in this newsletter.

### Smart Club Event Booking

Event booking via Smart Club really helps Mark and his team as they can easily check how many members have booked in from one report. The system advises of any dietary requirements and there is no need for them to add on bookings sent in by email. You will also receive a confirmation of your booking.

We now have an "App" for your mobile 'phone which will make it easier to book without the need for you to be at your computer and details are shown further on in this newsletter..

Please note that when booking events they need to be paid for by a credit/debit card unless they are a zero value event. The money deposited on your card is for paying for food, drink and merchandise at the bar. Paying for events, when booking online, with funds on your SmartClub card is under development and will be available next year.

### Smart Club News Section

When you log in to your account you will see a notification on the news section as we have set up three folders for General Committee (GC) meetings and minutes, Club Rules and Regulations and AGMs & Accounts. The GC minutes include 2022 and 2023 year to date. The AGM folder contains the 2023 AGM and 2022 accounts. Should you wish to view earlier documents these can be requested from the office. These folders will be updated as the relevant documents become available and there will a notification on the news section when this happens. These documents are only available to members and when the new website is up and running you will be directed to your Smart Club login to view them. They are still available on our current website.

### Membership Renewals

Membership subscription renewals for most of us will be due in January whether you are making a one-off payment or paying by instalments. The transition to Smart Club does not require you to make any changes to the way that you pay your subscriptions whether you pay by Direct Debit (Go Cardless), BACS, credit/debit card, cheque or cash. You will receive a reminder and invoice with you subscription details four weeks before your membership is due. The 2024 membership fee structure is based on a single membership fee of £315.00.

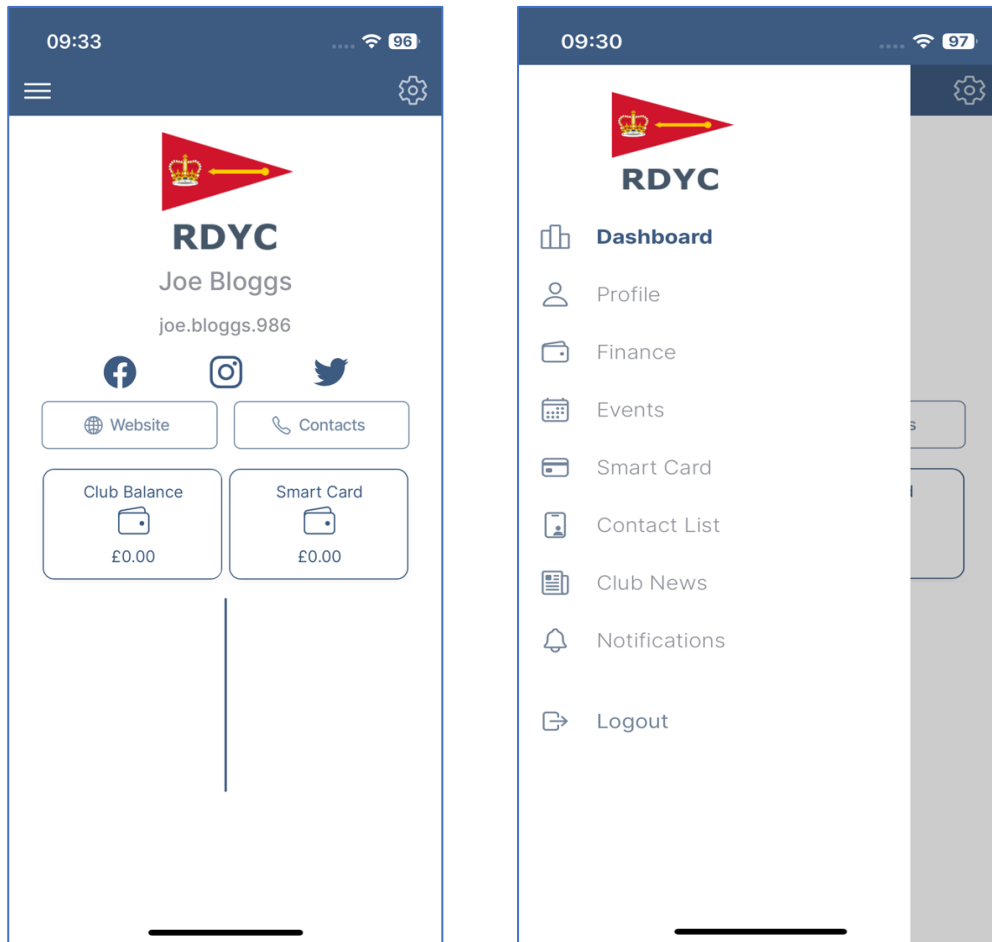
Should you have any queries about your membership please email [admin@royaldart.co.uk](mailto:admin@royaldart.co.uk)

### Smart Club App

We now have a Smart Club Card "App" available for use on your mobile 'phone which can be downloaded from the App store – just search for 'Smart Club Cloud'. Your username, password and functionality are the same as on your computer and you can book events, top up your card and check on club news.

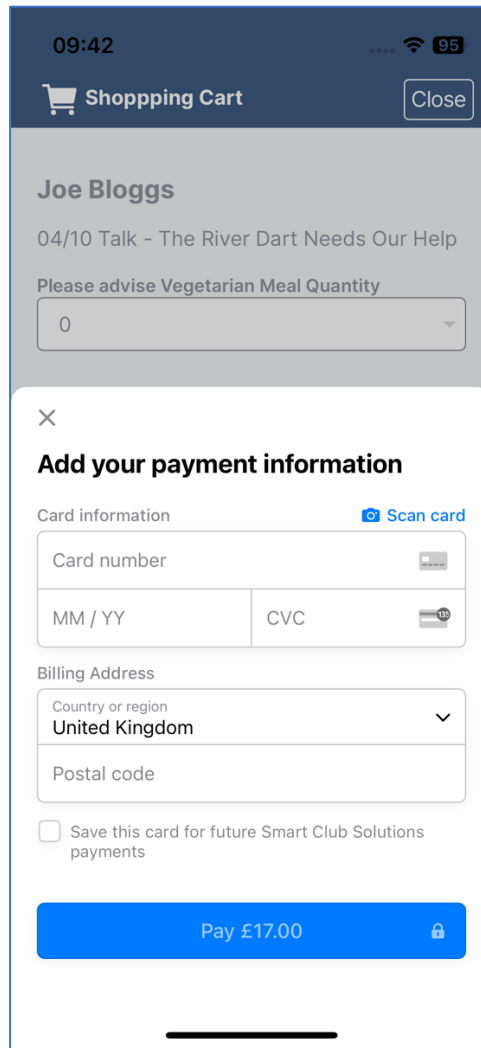
When you have downloaded the App and log in you will see the screen as shown on the left screen shot below. By tapping on the three white lines in the top left hand corner it will open the menu, as shown on

the right hand screen shot. From here you can select the different sections which reflect those on the website.



Booking an event is done in exactly the same way as on your pc: after adding an event, go to your cart and adjust the number of tickets, answer any further questions (e.g. vegetarian options), and proceed to checkout. When making a group booking please advise of any dietary requirements of your group, apart from yourself, in the second question box. This information is optional but helps Mark and the team prepare accordingly. This second box also allows you to add other information which you may think useful such as “My booking of six includes two children and we need a high chair please”.

If you have already stored your credit card information, this will be available in the App as well for faster payment. However if you prefer not to store your card details, there is another feature in the App when you go to pay - In the “Add your payment information” box you will see a blue image of a camera and “Scan Card” (see screen shot below). If you hold your credit card with the side showing the card numbers to the phone’s camera and tap the camera icon, it will load the numbers automatically apart from the expiry date and security number which you type in. This saves having to type in the long number each time.



From the menu, the **Smart Card** section is equivalent to the “Top Up” section on the pc, with the “Top Up” and “History” tabs allowing you to add money to your card and keep track as before. Money on the card can be used to pay for drinks, food and merchandise but not for events although this feature will be available next year. In the App, there is also a third tab titled “Digital Card”. This is not active yet but when it is, it will be an alternative to the physical card, and you will be able to use your phone to access the club, and to pay for drinks, food and merchandise.

We hope you will find the App useful. If you require any further information please contact us via [office@royaldart.co.uk](mailto:office@royaldart.co.uk)