

Badminton Otago is using the Hello Club platform for access, court booking, payments and membership to the Otago Badminton Centre, Dunedin.

To join the Otago Badminton Centre Hello Club system:

- Go to <https://booking.badmintonotago.org.nz/login> to sign up and get started.
- For further information on how to set up your Hello Club profile and membership, plus how to book and use the system, top up etc, please refer to the following articles <https://help.helloclub.com/en/collections/1052261-guides-for-members> and to the FAQs later in this document.

	Casual	OBC Community Member	OBC Full Member
Annual membership fee	\$0	\$30	\$60 (includes affiliation to OBA)
Court hire, Peak times Mon-Fri, 3pm-10pm	\$30	\$17	\$13
Court hire, Off-peak times Mon-Fri, 6am-3pm Mon-Fri, 10pm-12am Sat-Sun, 6am-12am	\$30	\$13	\$11

Court hire applies per hour and per court, and is inclusive of GST.
Community and Full Members are anchored April 1 to 31 March (12 months), flat fee (no pro-rata).

Badminton Otago thanks the Aotearoa Gaming Trust for kindly supporting the new facility system.



Details of User/Membership types

OBC = Otago Badminton Centre, Victoria Rd, Dunedin.

OBA = Otago Badminton Association.

	Casual Member	OBC Community Member	OBC Full Member
Annual Membership* fee	\$0	\$30 <i>April 1 to 31 March, 12 months membership, set fee, no pro-rata</i>	\$60 Includes affiliation to OBA <i>April 1 to 31 March, 12 months membership, set fee, no pro-rata</i>
OBC access Tag	None	One	One
OBC access times	6am – 12am	6am – 12am	6am – 12am
Number of courts that can be booked for concurrent use by the same profile/member	One	One	Unlimited
Advanced booking	Can book 1 week in advance	Can book 2 weeks in advance	Can book 2 weeks in advance
Hourly single court hire rate, incl GST	\$30	Peak \$17, Off-peak \$13	Peak \$13, Off-peak \$11

* By signing up as a Casual, OBC Community Member, or OBC Full Member you will be agreeing to the OBC Terms and Conditions (Terms and Conditions provided within the Hello Club system upon sign up).

** To inquire about affiliation please email secretary@badmintonotago.org.nz

Partner/junior memberships linked to an existing OBA Community or OBA Full Member are \$10 per person per year. These family accounts give all family members access to court rates at the primary member rate but only include **one affiliation**, please see FAQs for more details.

Everyone who creates a profile in our Hello Club system but does not select the Community or Full Membership will automatically be a Casual Member.

All OBC users should have their own Hello Club profile, and you should not share your profile password with others since it is linked to your financial details/balance.

We have some special accounts for large community groups/clubs – please get in touch if you think you fall under this category.

FAQs

Information about many of these FAQs can be found in documents here
<https://help.helloclub.com/en/collections/1052261-guides-for-members>

What are the benefits of being a Full Member?

- Entry into Badminton New Zealand sanctioned events throughout NZ, including in Otago.
- The cheapest court hire rates of the three membership types.
- The ability to book multiple courts at once.
- Cheaper entry fees into some OBC events/sessions.

How do I book courts at the OBC?

- You must first create a Hello Club profile - <https://booking.badmintonotago.org.nz/login>. You can then add money to your profile and book courts as a Casual, Community member, or a Full Member, depending on your membership status.
- You can use the Hello Club interface either via the website (<https://booking.badmintonotago.org.nz/login>) or using the touchscreen kiosk inside the OBC (log into Hello Club kiosk by using your Tag or by entering your PIN).

How can I add money to my account?

- Via the Hello Club interface - payments can be either credit/debit card (internally through stripe as a payment gateway) or via an account to account payment via POLi.
- Credit/Debit is 3.25% + 50c per transaction (so if you are adding \$100 to your account you will be charged \$103.75 by the system)
- Poli is 1%+GST with a max of \$1(excl GST) (so if you are adding \$100 to your account you will be charged \$101.15 by the system).

How do I access the OBC?

- Enter your personal PIN (which you should not share with others) into the keypad at the OBC door. Your PIN is listed in your 'Profile' section on the Hello club website when you are logged in.
or
- Hold your membership Tag up to the Tag reader at the OBC door.

Once I have signed up as an OBC Community Member or OBC Full Member, how do I get my OBC Access Tag?

- Please email suematt@xtra.co.nz to organise a time to collect your Tag from the OBC. Remember – you don't need a Tag to get in, you can enter your own personal PIN (even as a Casual Member) at the keypad.

I've lost my OBC Access Tag, what should I do?

- Please let the OBA know immediately, so we can cancel your lost tag. If you want a replacement OBC Access Tag, this can be purchased for \$20.

Will the door to the OBC be unlocked or open if I have a booking?

- For private bookings the front door will remain locked and closed and you need to enter your **personal PIN** on the front door PIN pad to get in. For others in your

playing group that have not made the booking but have a profile in the Hello Club system - they can enter their own personalised PIN to gain access. If members of your playing group do not have Hello Club profiles hence their own PIN, then other members of the playing party will need to let them into the OBC.

- **For security reasons, please do not wedge the entry door open/leave it open,** unless authorised by the OBC/OBA.
- **All casual, community and Full members are assigned a personal PIN,** so encourage all players in your party to sign up and have their own PIN for ease of entry.
- The front door will remain unlocked (but closed) even when the door is shut for the duration of an Event booking or club night-type Event booking. Note – Event bookings are made by OBC management and cannot be made by individual members.

Will the lights automatically come on at my booked time?

- Yes, the lights for your booked court will turn on automatically. There is a 15 second turn off between bookings of different people on the same court to signal the end of a booking and start of a new booking.

I need to cancel a booking, is the court hire refunded?

- If you cancel your booking earlier than 2 hours before your booking - you will be refunded. Once within 2 hours of your booking, the court hire will be charged.

How do I set up partner/family linked memberships?

- If you are a Community Member or Full Member, family members can sign up with their own profile and link it to your membership at sign up, and will then be charged the \$10 family member linked membership fee. The primary member must already be created in the system, then family members link to this profile as they sign up/join. A 'Partner' is a household partner, and a Junior is defined as a household member under 19 years of age.

Linked family memberships do not automatically share the same account balance, if you want to do this you need to set up a family Circle, see below.

If I am a Full member and link family members are they also affiliated to OBA?

- No – there is only one affiliation to OBA per purchased Full membership. If several people in your Family want to play in BNZ sanctioned tournaments then you will need to affiliate each separately. Please contact secretary@badmintonotago.org.nz for details on how to arrange and pay an additional charge for this.

What is a circle and how can I set one up?

- Circles are a feature of the Hello Club system and are a way for members to group themselves together. Once established, the circle lead can take financial responsibility over the other profile account, and can make booking for circle members. For more information on creating and managing circles, and all the features within this, please refer to <https://help.helloclub.com/en/articles/4856514-creating-and-managing-circles>.

