# GOMEMBERSHIP FAMILY MEMBERSHIP

This manual is provided to all Triathlon Australia affiliated clubs and contains information on the configuration of Family Membership and application of discounts on Club Membership Fees.

# CLUB ADMINISTRATION CONTENTS

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# 1. FAMILY OVERVIEW

It is important to understand the "Family Membership" set-up within GoMembership and what it means for your members. As a Club, you can decide whether to offer a discount when a purchase is made for multiple family members, or not. If you choose to offer a discount, you can define the number of members required to be eligible for a discount, including the minimum and maximum number of adults and juniors, and you can define the discount as a percentage or specified price points depending on how many adults and how many juniors are registering.

As part of the Family Membership Journey, your members will still select one of the memberships set up by your Club under the Membership Set-Up area. The system will then read the configuration rules set up by your Club against which memberships are being purchased by a "family", and how many, and then apply a discount (or not) based on your rules.
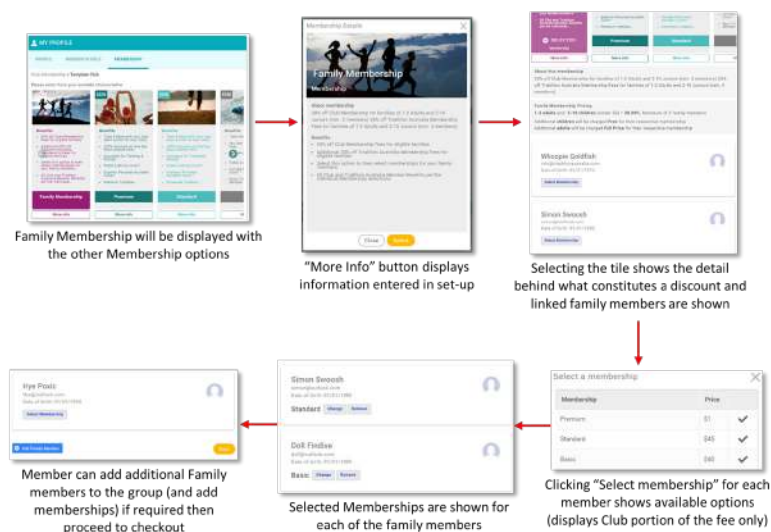
Switching on the Family Membership "tile" makes the membership journey easier for your Members.

When your members are linked as a family grouping, it means that one member can log into their account and manage the profiles and the memberships for all Members within the group. When the Family Membership "tile" is switched on, it means that they can click this option and then they will be presented with all of the linked family names where they can then select a Club membership for each of the members before proceeding to the checkout to pay in a single transaction.
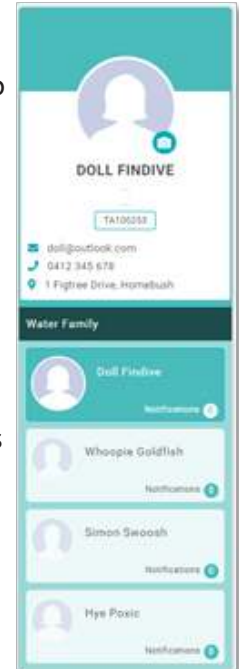
# 2. FAMILY MEMBERSHIP JOURNEY

Below is the flow of the Family membership journey for your members when it is switched on at your Club (with or without a discount).

Family Membership will be displayed with the other Membership options

"More Info" button displays information entered in set-up

Selecting the tile shows the detail behind what constitutes a discount and linked family members are shown

Member can add additional Family members to the group (and add memberships) if required then proceed to checkout

Selected Memberships are shown for each of the family members

Clicking "Select membership" for each member shows available options (displays Club portion of the fee only)

# 3. FAMILY MEMBERSHIP SET-UP

From the Membership Setup page, click on the "Configure Family Membership" button located at the top of the screen.



Your Club discount may differ to the one being offered by Triathlon Australia and that is fine. Your discount will apply to the Club Fees only and the Triathlon Australia discount will apply to the Triathlon Australia Memberships only.

Your Club's actual configuration and price or discount to be applied will display under "Family Membership Pricing" for the member when they click on the Family Membership Tile.

## a. NAME & DESCRIPTION

Keeping the name simple is recommended here. A simple "Family Membership" would suffice, however you can set this to be what you believe will be most relevant to your members.

With the description, it is good to call out here and specific information such as what the discount and eligibility criteria are. The example shown also



details the Triathlon Australia discount and the eligibility criteria. This discount is applied in the cart for members when finalising their purchase.

## b. COLOUR & IMAGE

You can select a colour for the membership tile and an image that will be shown. It is not recommended to leave these blank as it will show to the members alongside your actual membership offerings.

## c. PRICE & COMBINATION SET-UP

Under Price and Combination Setup you will see that you can setup your family membership using either Age or Type.

### i. SET-UP METHOD

Under Price and Combination Setup you will see that you can setup your family membership using either Age or Type.



Age refers to the age of the member. You will define what you deem to be an adult, then you will define how many adults and how many children (min and max) form a Family for the purposes of receiving a discount off your Club Membership Fees (see "combinations" below).

When you select Age over Type to define your Family Membership, you can also nominate the Price to be charged for any additional memberships purchased outside of your defini tion of a family. If you select Type, then all additional memberships purchased will be charged at full price.

Type refers to specific memberships whereby you will define each of the possible combinations of a family using each of the Memberships you deem eligible

### ii. AGE & MEMBERSHIP SETTINGS

If you select Age, you will need to enter the age that you deem someone to be an adult, for example 20.  You will then select the Memberships that are valid for Family Membership.



If you have the TBYB Trial memberships for example a family member purchasing one of these might not be eligible for a discount, so you will not tick those types. Equally, where you have a Volunteer membership and the max number of adults is two (2) you may want   to leave this one blank as it will include the Volunteer purchasing adult in their maximum count.

### iii. COMBINATIONS

Next you will need to note the possible Combinations of a family and the value or discount. If your definition is as simple as "Up to 2 Adults and Up to 6 Children, with a minimum of three members one of whom must be an adult and one of whom must be a child" then you will Use the example in the image below. However, if you permit only 4 children, then this is what you will set as your maximum.



Equally if your adult numbers differ to the example above, set these to be accurate for your Club. You can also set the minimum number of family members required for the Family Membership discount or pricing to take effect. The example above is currently set as 3 and as the settings note the minimum number of both Adults and Children is 1, it means that at least one of the minimum 3 family members must be an Adult and at least one must be a Child. The rest can be made up of a combination based on your Maximums.

If you have chosen "type" then you will need to select the combination of memberships. For example, if you provide a percentage discount to Family Members who are all "Standard" memberships and another where the family is made up of all "Basic" memberships you would create these in a way similar to the example below.

You then need to note the fixed price or discount percentage to be applied to the family membership. It is important to note that each of the members will still be allocated one of the available membership options already setup. The discount you define here is being applied to those membership prices.

If you change the drop-down next to "Price" to Fixed Price, you will need to enter the total amount to be charged for all members added in as part of the Family Membership Journey. Remember that this is only the Club portion of the fees and the Triathlon Australia Fees will be added in separately in the "Cart".

If you provide a Percentage discount on the Club fees rather than offering a fixed price, you will select Percentage and enter the discount percentage in the area provided, to be applied to the Club Fees. Any discounts will be shown in the cart alongside the selected membership.

Example discount combinations and values are at the end of this document.

If your Club is registered for GST you will need to tick "Yes" under the "Do you need to charge tax for this membership?" Question.

### iv. ADDITIONAL MEMBERS

You will then select the price to be charged for any additional Adults and Children. "Additional" refers to any other memberships being purchased where the maximum number set up in your combination has already been reached. You can set it so they are charged Full Price, or they are added in Free of Charge or you can Set a Specific Price.



### v. DISPLAY PRICE

In the Display Price Settings, you will select if the price displays on the Membership Tile or is hidden. If you chose to show a price, you can set this to be either a price range or a Specific Price. This will display on the top left side of the membership image. If your discount is a percentage for example, you would be best to enter in a price range or chose to "hide" the price.

## d. FAMILY MEMBERSHIP BENEFITS

Membership Benefits should be entered to display important information on the tile that members see. Some examples for use here would be noting the discount off the Club Membership Fees and the Triathlon Fees discount, like the example image.

## e. TILE DISPLAY

Under "Settings" you will have the ability to set the Family Membership tile to display first in the list of Membership Options or Last. It is recommended that this option is set to last to enable members to view the details for all of the other memberships offered at your club including the detailed "About" information and the Benefits specific to that membership.
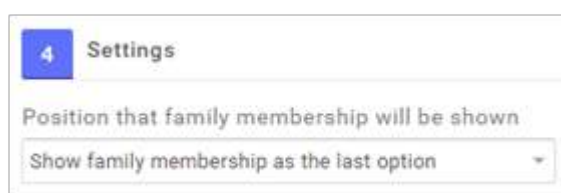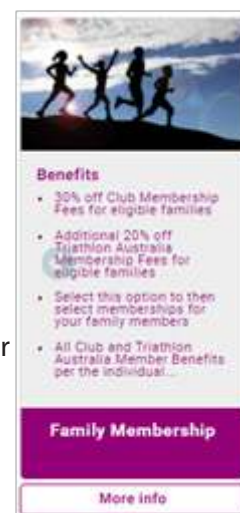
# 4. EXAMPLE FAMILY COMBINATIONS AND DISCOUNTS

Below are some examples of Family Membership Configurations. There are many more possible ways that discounts can be set for family memberships, the below covers some of the most common.

## a. VARIED PERCENTAGE DISCOUNT

We want to offer different discounts based on the number of family members. One adult and two juniors will receive 20% off. Two adults and one junior will also receive 20% off. Two adults and two children will receive 30% off.

You will use the "Age" setting and select all of your eligible Memberships. You will add a combination that will have the Adults as "Equal To" and enter one. You will then have the "Children" as "Equal To" and enter two. You and set the minimum family member to three. You will select "Percentage" and enter 20.

You will add an additional combination that will have the Adults as "Equal To" and enter two. You will then have the "Children" as "Equal To" and enter one. You and set the minimum family member to three. You will select "Percentage" and enter 20.

You will add a final combination that will have the Adults as "Equal To" and enter two. You will then have the "Children" as "Equal To" and enter two. You and set the minimum family member to four. You will select "Percentage" and enter 30.



## b. SET PRICE DISCOUNT

We want offer a single, total fee end point for our families, with a minimum of four family members and no more than two adults and no more than 4 children.

You will use the "Age" setting and select all of your eligible Memberships. You will add a combination that will have the Adults as "Between" and enter one and two. You will then have the "Children" as "Between" and enter two and four. You and set the minimum family member to four. You will select "Fixed" and enter your fixed price, in this example, 110.

## c. CHILDREN ONLY DISCOUNT

We have large families where only the children participate. We want to provide a 30% discount where there are three or more children in the same family, regardless of what membership they sign up for, where there are no adult members.

You will use the "Age" setting and select all of your Junior Memberships. You will add a combination that will have the Adults as "Equal to" and enter zero. You will then have the "Children" as "between" and enter three and the maximum to whatever you will allow. You can set the minimum family member to three. You will select "Percentage" and enter 30.



## d. FREE JUNIOR WITH ADULT MEMBERSHIP

We want to offer free junior memberships for all juniors in a family where a single adult or up to two adults are purchasing a membership.
We have the same Club Price on all of our Adult memberships.

You will set up two combinations. One for where there is a single adult purchasing membership and another for where there are two adults purchasing membership. Your fixed prices will be the value of the Club portion for one and two adults respectively.

You will use the "Age" setting and select all of your eligible Memberships. You will add a combination that will have the Adults as "Equal to" and enter one. You will then have the "Children" as "between" and enter one and four, for example (whatever the highest number of free children membership is). You will set the minimum family members to two (meaning one adult and one child is acceptable). You will set the price to "Fixed" and you will enter the price of your Adult membership.

You will add another combination that will have the Adults as "Equal to" and enter two. You will then have the "Children" as "between" and enter one and four, for example (whatever the highest number of free children membership is). You will set the minimum family members to three (meaning two adults and one child is acceptable, as is two adults and four children). You will set the price to "Fixed" and you will enter the price of two Adult memberships with your Club.

## e. FREE JUNIORS WITH ADULT MEMBERSHIP
We want to offer free junior memberships for all juniors in a family where a single adult or up to two adults are purchasing a membership.
We have the DIFFERENT Club Prices on our Adult memberships.

You will set up two combinations for each of the different prices of your adult membership. One for where there is a single adult purchasing membership and another for where there are two adults purchasing membership. Your fixed prices will be the value of the Club portion for one and two adults respectively.

You will use the "Type" setting and select all of your eligible Adult and Junior Memberships. You will select the first adult membership and change the setting to "Equal to" and enter one. You will then select the Junior memberships in the second box and set it as "between" and enter one and four, for example (whatever the highest number of free children membership is). You will set the minimum family members to two (meaning one adult and one child is acceptable). You will set the price to "Fixed" and you will enter the price of the selected Adult membership.

You will add another combination that will have the Adult Membership as "Equal to" and enter two. You will then select the junior memberships in the next box and again have is set as "between" and enter one and four, for example (whatever the highest number of free children membership is). You will set the minimum family members to three (meaning two adults and one child is acceptable, as is two adults and four children). You will set the price to "Fixed" and you will enter the price of two Adult memberships with your Club.

You will continue to build out each of the possible adult combinations that allow free junior membership.