

# CLUB INFORMATION SESSION

MAKING IT EASY TO ENJOY TENNIS



## WE'RE ABOUT CLUBS



## WHAT YOU'LL SEE TONIGHT

- TennisConnect: Earn Rewards for making it easy for your players to enjoy tennis
- Making your life easier with My Tennis
- Demonstration TennisConnect & My Tennis
- FAST4



**EARN REWARDS THROUGH  
TENNISCONNECT**

# TENNISCONNECT

TennisConnect began as an investment by tennis aimed at increasing the number of players registered to tennis across the country.

*Why?*

- Unite and further promote the sport
- Communicate more effectively with people
- Know and value registered players and deliverers wants and needs
- Increase the talent pool and size of the tennis industry
- Deliver technology to improve access to tennis
- Commercialise participation
- Be a more effective advocate at all levels of government



Look out for an email asking you to update your contact information.

What information you will need to provide:

- Name
- Date of birth
- Gender
- Postcode
- Email address
- Phone number
- List us as your Place of Play

For every person who confirms their details online our club will receive \$5 from Tennis Queensland. It's that easy!

Haven't received the email? Make sure we have your current email address on file.



# TENNISCONNECT

## BACKGROUND



**45% increase**  
in valid email addresses



**10k Western Australian players**  
verified their data



**\$27,954**

TennisConnect Rewards for WA clubs

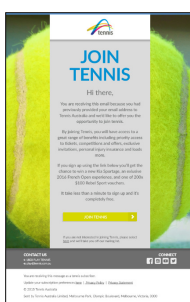
# MAKING IT EASY FOR YOUR PLAYERS

The image displays a collage of website screenshots illustrating the user registration and login process. The central focus is the 'GET COURT UP' registration page, which highlights the following benefits for new members:

- PRIORITY ACCESS TO TICKETS**
- EXCLUSIVE COMPETITIONS AND PRIZES**
- PLAY FOR FREE INVITATIONS**

Other screenshots include the 'CONNECT WITH TENNIS' header, a 'Tournaments' page, and various login and registration forms, including a 'FREE TRIAL' banner and a 'REGISTER' page with a list of benefits for registered players.

# REWARDS FOR CLUBS



The screenshot shows the 'JOIN AINSLIE TENNIS CLUB' website. It features a navigation bar with the Tennis Australia logo and a main heading 'JOIN AINSLIE TENNIS CLUB'. Below the heading, there is contact information for the club. The main content area is titled 'STEP 1: SELECT YOUR MEMBERSHIP' and displays a table of membership options.

		VALID TILL	COST
<input type="checkbox"/>	Adult Club Membership	For an individual adult membership	31 AUG 2015 \$100
<input type="checkbox"/>	Family Membership	Membership for a family of up to 5	30 SEP 2015 \$500
<input type="checkbox"/>	Junior Club Membership	For children under the age of 16	31 DEC 2015 \$80

\$5 for every person from your club that 'Joins Tennis'



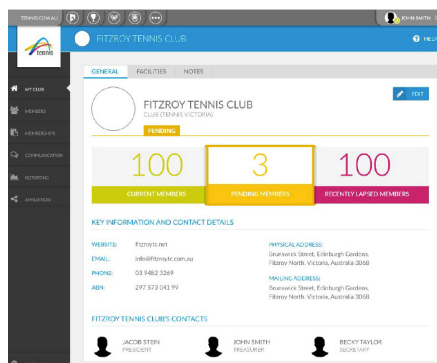
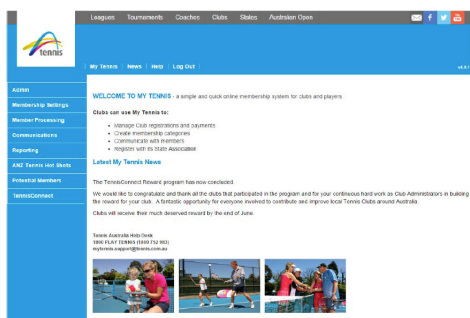
Online memberships **must be activated with the payment gateway** to receive your rewards



Clubs that reach a **\$250+ reward** also qualify for the prize draw

# MAKING IT EASY FOR YOUR ADMINISTRATORS

We have simplified My Tennis in line with what you've told us to make earning your TennisConnect Rewards easier.



# MY TENNIS MAKING IT EASY TO JOIN YOUR CLUB



The screenshot shows the top navigation bar with icons for a trophy, tennis ball, tennis racket, and a menu. The user is logged in as JOHN SMITH. The main navigation includes PLAY, LEARN, and NEWS AND EVENTS. A search icon and 'START PLAYING' button are also present. The central banner features the 'GET COURT UP' logo. Below the banner are four colored boxes with statistics: 921 Courts (blue), 13 Coaches (pink), 2 ANZ Tennis Hot Shots (yellow), and 2 Cardio Tennis (green). To the right is a 'Near you' section with a location input field containing 'Melbourne VIC 3000' and a 'Find a court' button with a right arrow.

The grid lists six tennis clubs with their details and court types:

- 1 Tennis World Melbourne Park & Albert Reserve**  
Melbourne Park Batman Ave, MELBOURNE VIC 3000  
0399144133  
Get in touch, View website  
Facilities: Lighted courts, Outdoor, Indoor  
8 Outdoor Clay Courts + 12 Indoor Cushioned Hard Courts + 27 Outdoor Cushioned Hard Courts
- 2 Northern Suburbs Test TC**  
1 North Road, Northern Suburbs, VIC 3082  
0396637000  
Get in touch, View website, Join this club  
Facilities: Lighted courts, Outdoor  
4 Outdoor Synthetic Grass Courts
- 3 North Park TC**  
Elliot Ave/Flemington Rd, NORTH MELBOURNE VIC 3051  
0438201159  
Get in touch, View website, Join this club  
Facilities: Lighted courts, Outdoor  
3 Outdoor Synthetic Grass Courts
- 4 Melbourne University TC**  
Tin Alley Melbourne University, PARKVILLE VIC 3052  
0383445405  
Get in touch, View website, Join this club  
Facilities: Lighted courts, Outdoor  
4 Outdoor Non-Cushioned Hard Courts
- 5 Parkville TC**  
151 Royal Pde, PARKVILLE VIC 3052  
384208420  
Get in touch, View website  
Facilities: Lighted courts, Outdoor  
3 Outdoor Clay Courts
- 6 Powlett Reserve Tennis Centre**  
61-63 Albert St, EAST MELBOURNE VIC 3002  
94176511  
Get in touch  
Facilities: Lighted courts, Outdoor  
5 Outdoor Synthetic Grass Courts

# JOIN NORTHERN TEST TENNIS CLUB

PO Box 77, NORTHERN SUBURB, VIC, 3082  
 (03) 9999 9999 [view website](#) [get in touch](#)

## STEP 1: SELECT YOUR MEMBERSHIP

		VALID TILL	COST
<input type="checkbox"/>	<b>2015/2016 Adult Membership</b> Receive all the benefits of membership at Northern Test TC including access to play in our weekend competition teams, our mid-week Fast4 social leagues, discounted coaching lessons and discounted court hire	30 JUN 2016	\$245
<input type="checkbox"/>	<b>2015/2016 Family Membership</b> Available for you and up to 4 other family members. You and your family will receive all the benefits of membership at Northern Test TC including access to play in our weekend competition teams, discounted coaching lessons and discounted court hire. Adults can play in our mid-week Fast4 social leagues whilst children can play in our mid-week ANZ Tennis Hot Shot leagues	30 JUN 2016	\$500
<input type="checkbox"/>	<b>2015/2016 Junior Competition Membership</b> Available to players under 18 and allows participation in competitions	30 JUN 2016	\$109
<input type="checkbox"/>	<b>2015/2016 Junior Membership</b> Receive all the benefits of membership at Northern Test TC including access to play in our weekend junior competition teams, our mid-week ANZ Tennis Hot Shots leagues, discounted coaching lessons and discounted court hire	30 JUN 2016	\$150
<input type="checkbox"/>	<b>2015/2016 Social Membership</b> Social members can access discounted court hire and our mid-week Fast 4 social leagues.	30 JUN 2016	\$80




# JOIN NORTHERN TEST TENNIS CLUB

PO Box 88, NORTHERN SUBURB, VIC, 3082  
 (03) 9999 9999 [view website](#) [get in touch](#)

## STEP 1: SELECT YOUR MEMBERSHIP

		VALID TILL	COST
<input type="checkbox"/>	<b>2014/2015 Adult Membership</b> Receive all the benefits of membership at Northern Test TC including access to play in our weekend competition teams, our mid-week Fast4 social leagues, discounted coaching lessons and discounted court hire	30 JUN 2016	\$245
<input type="checkbox"/>	<b>2015/2016 Adult Membership</b> Receive all the benefits of membership at Northern Test TC including access to play in our weekend competition teams, our mid-week Fast4 social leagues, discounted coaching lessons and discounted court hire	30 JUN 2016	\$245
<input type="checkbox"/>	<b>2015/2016 Family Membership</b> Available for you and up to 4 other family members. You and your family will receive all the benefits of membership at Northern Test TC including access to play in our weekend competition teams, discounted coaching lessons and discounted court hire. Adults can play in our mid-week Fast4 social leagues whilst children can play in our mid-week ANZ Tennis Hot Shot leagues	30 JUN 2016	\$500
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<input type="checkbox"/>	<b>2015/2016 Social Membership</b> Social members can access discounted court hire and our mid-week Fast 4 social leagues.	30 JUN 2016	\$80





**MY TENNIS**  
**MAKING IT EASY TO MANAGE MEMBERSHIPS**



**A BETTER EXPERIENCE**



The screenshot shows the Northern Test Tennis Club website. At the top, there's a navigation bar with the club name and a 'HELP' button. Below this is a sidebar with menu items: MY CLUB, MEMBERS, MEMBERSHIPS, COMMUNICATION, REPORTING, and AFFILIATION. The main content area has tabs for GENERAL, FACILITIES, and NOTES. Under the GENERAL tab, there's a header for 'NORTHERN TEST TENNIS CLUB' with an 'ACTIVE' status indicator. Below this, three large numbers are displayed: 4 (Active Members), 51 (Pending Members), and 2 (Recently Lapsed Members). Further down, there's a section for 'KEY INFORMATION AND CONTACT DETAILS' with fields for Website, Email, Phone, ABN, Physical Address, and Mailing Address. At the bottom, there's a link for 'CONTACTS'.

## RESPONSIVE DESIGN

The responsive design is shown across three mobile screens. The first screen displays a list of members with columns for Name, Membership, and a chevron icon. The second screen shows a 'GENERAL DETAILS' form for a membership, including fields for Membership Name, Description, Tags, Availability Period, Purchase Online, and Voting Rights. The third screen shows 'STEP 1: SELECT YOUR MEMBERSHIP' with three options: Adult Night Competition, Adult Social, and Junior Night Competition, each with a description, valid till date, and cost.

# ONLINE PAYMENTS ARE EASY

## NATIONAL PAYMENT GATEWAY - STRIPE

- Tennis has partnered with **Stripe**, an international and reputable payment company
- Easy to set up and use:
  - Activate online in 2 minutes
  - Low 3% transaction fee
- Credit Card details are managed securely by Stripe
- Paid directly into club account 7 days after transaction

Making it easier than ever to collect membership fees at your club

### 3% STRIPE FEE

Memberships appear online with a single price which includes the Stripe fee

	Current	OPTION 1 Absorbing fee	OPTION 2 Passing fee on
Membership fee	\$100	\$100	\$103.10
Club Revenue (97%)	\$100	\$97*	\$100*
Stripe fee (3%)	N/A	\$3	\$3.10

\* Not including the \$5 reward for the player Joining Tennis

## COMMUNICATING WITH MEMBERS

## CREATE YOUR OWN COMMUNICATION LISTS



Hello, [joe.club](#) You current selected club is: **Test Club.**

### EDIT LIST

- Manage Lists
- Send Email
- Send SMS
- Buy Credits
- Correspondence
- Log Out

Name: Club Committee

Description: List of all current club committee members

Add Members

### MEMBERS

Full Name	Email Address	Mobile Number	
Abbey Road	✘	✘	Remove

## EASIER TO CREATE AND SEND EMAILS



### SEND EMAIL

- Manage Lists
- Send Email
- Send SMS
- Buy Credits
- Correspondence
- Log Out

Reply To \*  Me  Club

To \*  Add Members

Subject \*

Template \*  Select Template

Additional Content (optional)

Preview

No file chosen

Send Email

## EASILY SEND SMS MESSAGES

tennis

Hello, **joe.club** You current selected club is: **Test Club.**

### SEND SMS MESSAGES

Available Credits for current selected club is 0

Reply To\* +61 404404444

To\*  x Q

Message Content\*

Credits Cost 0

Send SMS

- Manage Lists
- Send Email
- Send SMS
- Buy Credits
- Correspondence
- Log Out

# YOUR CLUB MEMBERSHIP FORMS



## NEW FIELDS TO COLLECT

### Capture player emails:

- Integral to engaging players online
- Required to access TennisConnect rewards
- Unique emails per person over 15 years
- Communicate easily with your members
- Player can control their own notification preferences
- Offer them great value with prizes & competitions

### Capture player date of birth:

- Under 15 can register with parents email
- Knowing the age of players is important for tennis insights
- Ensure communications are appropriate

## OUR TENNIS SYSTEMS ARE TALKING

- Administrative efforts reduced with managing your players.
- Player records including updates to key profile information will be automatically shared between our tennis applications:
  - My Tennis
  - League Manager
  - Online tennis accounts
  - Book a Court (*coming soon*)



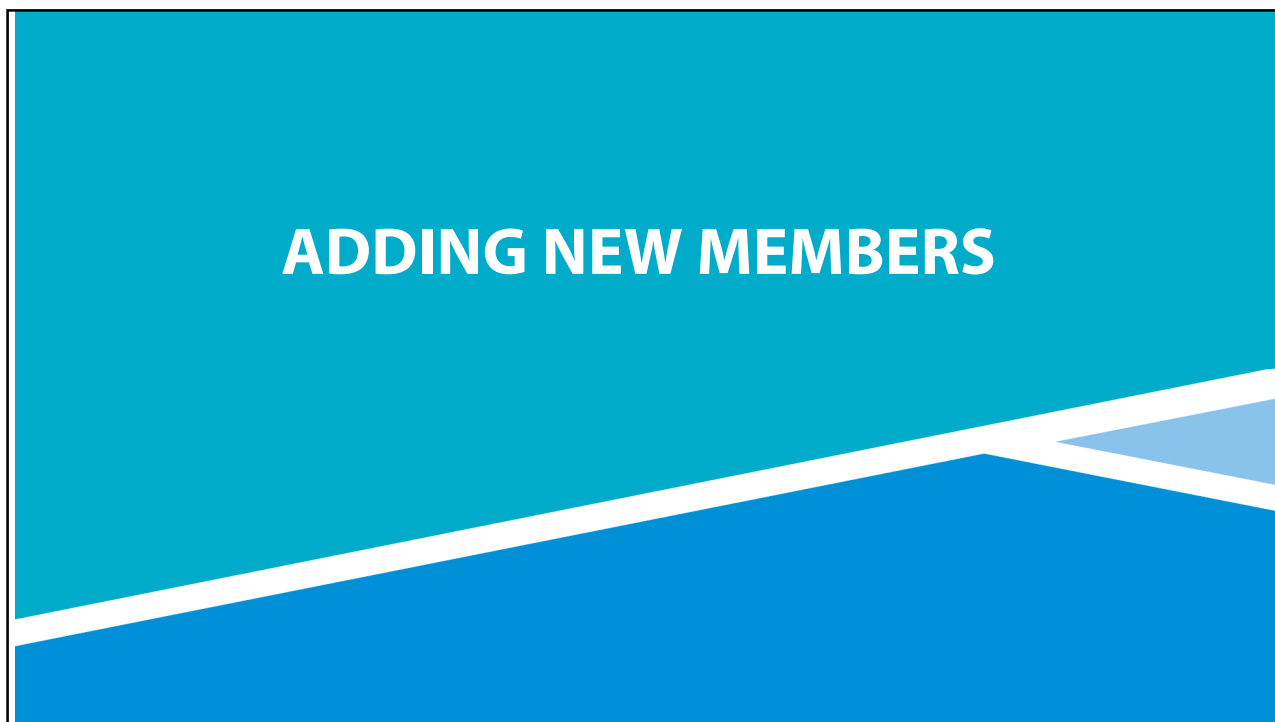
The screenshot shows the Northern Test Tennis Club website interface. At the top, there is a navigation bar with the club's name and a user profile for 'NEIL'. Below this is a sidebar menu with options like 'MY CLUB', 'MEMBERS', 'MEMBERSHIPS', 'COMMUNICATION', 'REPORTING', 'AFFILIATION', and 'SETTINGS'. The main content area displays the club's logo and name, followed by a summary of membership statistics: 3 Active Members, 51 Pending Members, and 2 Recently Lapsed Members. Below the statistics, there is a section for 'KEY INFORMATION AND CONTACT DETAILS' which lists the club's website, email, phone, ABN, physical address, and mailing address. An 'EDIT' button is visible in the top right corner of the main content area.

MEMBERSHIP STATUS	COUNT
ACTIVE MEMBERS	3
PENDING MEMBERS	51
RECENTLY LAPSED MEMBERS	2

**KEY INFORMATION AND CONTACT DETAILS**

<b>WEBSITE:</b> <a href="http://www.tennis.com.au">www.tennis.com.au</a>	<b>PHYSICAL ADDRESS</b> PO Box 77, Northern Suburb, VIC, Australia, 3082
<b>EMAIL:</b> <a href="mailto:play@tennis.com.au">play@tennis.com.au</a>	<b>MAILING ADDRESS</b> 1 North Road, Northern Suburb, VIC, Australia, 3082
<b>PHONE:</b> (03) 9999 9999	
<b>ABN:</b>	

**CONTACTS**  
NORTHERN TEST TENNIS CLUB



The screenshot displays the Northern Test Tennis Club website interface. At the top, the navigation bar includes the 'tennis' logo, the club name 'NORTHERN TEST TENNIS CLUB', and a user profile for 'NEIL'. A sidebar on the left contains menu items: MY CLUB, MEMBERS, MEMBERSHIPS, COMMUNICATION, REPORTING, AFFILIATION, and SETTINGS. The main content area features tabs for 'GENERAL', 'FACILITIES', and 'NOTES'. Below the club logo and name, there is an 'ACTIVE' status indicator. A large statistics bar shows 3 Active Members, 51 Pending Members, and 2 Recently Lapsed Members. Below this, a section titled 'KEY INFORMATION AND CONTACT DETAILS' lists website, email, phone, and ABN information, as well as physical and mailing addresses. At the bottom, there is a link for 'S CONTACTS' and the club name.

MEMBERSHIP STATUS	COUNT
ACTIVE MEMBERS	3
PENDING MEMBERS	51
RECENTLY LAPSED MEMBERS	2

**KEY INFORMATION AND CONTACT DETAILS**

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<b>ABN:</b>	

**S CONTACTS**  
NORTHERN TEST TENNIS CLUB



The screenshot shows the Northern Test Tennis Club website interface. At the top, there is a navigation bar with the club name and a user profile for 'NEIL'. A sidebar on the left contains menu items: MY CLUB, MEMBERS, MEMBERSHIPS, COMMUNICATION, REPORTING, and AFFILIATION. The main content area is titled 'NORTHERN TEST TENNIS CLUB' and includes an 'ACTIVE' status indicator. Below this, a summary bar displays membership counts: 5 Active Members, 51 Pending Members, and 2 Recently Lapsed Members. Further down, there is a section for 'KEY INFORMATION AND CONTACT DETAILS' with fields for Website, Email, Phone, ABN, Physical Address, and Mailing Address. At the bottom, there is a section for 'CONTACTS' listing the club name.

Category	Count
Active Members	5
Pending Members	51
Recently Lapsed Members	2

**KEY INFORMATION AND CONTACT DETAILS**

WEBSITE:	www.tennis.com.au	PHYSICAL ADDRESS	PO Box 77, Northern Suburb, VIC, Australia, 3082
EMAIL:	play@tennis.com.au	MAILING ADDRESS	1 North Road, Northern Suburb, VIC, Australia, 3082
PHONE:	(03) 9999 9999		
ABN:			

**CONTACTS**

NORTHERN TEST TENNIS CLUB





tennis

Home Product Knowledge Base Contact Us

# Systems Support Centre

Find quick answers and help fast

Enter search term. Search

**My Tennis**  
Need help managing your club's My Tennis?  
Coming Soon

**League Manager**  
Find out how to create and manage your leagues  
Select

**Book-A-Court**  
Setup online court bookings for your club  
Coming Soon

## WHAT IS YOUR CLUB'S NEXT STEP?

**MORE HELP?  
TRAINING SESSION**

  
**ONLINE WITH  
TENNIS SERVICES**

  
**IN PERSON WITH YOUR  
PARTICIPATION LEADER**

**I'M READY – I'LL  
ASK IF I NEED HELP**

  
**LIVE CHAT**

  
**PHONE**  
1800 PLAY TENNIS  
1800 752 983

  
**SUPPORT.TENNIS.COM.AU**

# REINVIGORATING LEAGUES AND SOCIAL TENNIS



# FAST4 TENNIS

- PLAY LETS - NO AD SCORING - TIEBREAKER AT 3 GAMES ALL - FIRST TO 4 GAMES WINS

## WHAT...?

**FAST4 Tennis** is a defined national product to be delivered by clubs and venues. It is aimed at getting lapsed / time poor players back into the sport.

**FAST4 Tennis** is a great way to attract these players and then retain them, generating more revenue for your club.

## FAST4 TENNIS

- Same venue every week
- Four player teams (team names and colours)
- Doubles – same gender or unisex
- Level playing field (75% compression balls)
- 90 minutes (4 sets) with music
- 8 week season maximum
- 1, 2, 3 scoring not 15, 30, 40
- Engagement – ie. Power Play

→ **FAST, FUN & FRIENDLY**

→ **SOCIAL DOUBLES LIKE YOU'VE NEVER SEEN BEFORE**

## WHY SHOULD I RUN FAST4 TENNIS...?

- Time
- New and exciting
- Additional revenue opportunities
- Targets new market – new and lapsed / occasional players
- Can be played by all ages and abilities – feeder into or transition out of...
- Addition to current competition offering, not necessarily a replacement
- Tried and tested → endorsed by the greats

## WHAT DO DELIVERERS GET?

- Balls
- Shirts and caps
- Marketing Support
- Net signs
- Online Support
- Incentive program
- Opportunity for money can't buy experiences



**\$149 ANNUAL SIGN UP (VALUE \$459)**





## NEXT STEPS?

- Speak with your Participation Leader (PL)
- Register to deliver **FAST4 Tennis** in February 2016
  - Online form

<http://tennisaustralia.polldaddy.com/s/fast4-tennis-registration>

# QUESTIONS

