

Bowls Scotland Affiliation Frequently Asked Questions:

What is the New Capitation Process?

- Annual Bowls Scotland membership for clubs, associations and affiliates and capitation fees **ONLY** will open on **Monday 2nd October 2023**
- Capitation fees will be due by **31st October 2023**
- Club capitation fees will continue to be calculated based on the number of playing members registered as at 30th September. For clarity, capitation fees are £5 per person for every member who is eligible to play on the green/s.
- Competition entries will continue to open and close, in line with competition rules and regulations.
- Competition entry fees are payable at the same time as entries are submitted, or no later than 7 days after entry.
- Competition entries will open January 2024 – Clubs and Associations must be Bowls Scotland members to enter.

Why the change?

Feedback from clubs, staff and district coordinators highlighted several challenges with the previous process including:

- Communication challenges with some clubs who close for the winter months or have personnel changes.
- Tight timescales for national draws.
- Many clubs are unable to provide accurate membership data due to collection being several months after the season has ended.
- Clubs make one payment covering capitation and competition entry when clubs are potentially cash light.
- A time-consuming process for clubs at one point in the year.

What are the benefits?

- Reduce the pressures on clubs and district coordinators spreading the annual high-volume processes throughout the year.
- Help clubs produce more accurate membership information.
- Remove the communication challenges associated with processing capitation/membership renewal in the winter months.
- Help clubs spread the costs of capitation and competition entry.
- Allow any fees set at the Bowls Scotland AGM to take effect from the following September allowing 9 months for clubs to plan and prepare for any changes.

Is the membership year changing?

No, annual capitation continues to cover the period 1st October - 30th September, just the point at which capitation fees are collected is changing. Instead of halfway through the affiliation year (February), it is now at the start (October). Competition fees and entries would not be affected by this change and will still be paid at the point of entry.

Affiliation

Q. What if a member of my club is also a member of another club?

Club members should only have one profile on the system. The members can add one or more clubs to their profile or alternatively the Club Admin can add the member to their club by using their membership number, email, or date of birth to search for them.

Q. Do I need members' permission to add them to the system?

Yes, for Data Protection purposes you will need to ensure that the club member has given permission for a profile to be created on the system for them. Alternatively, club members can create a profile themselves and search and add their club(s). If the club member has a key role at your club i.e. they are the main contact, a coach or a wellbeing protection officer they may already have a profile on the system. This is because they have already provided their information at the point of Capitation or when they attended any training courses.

Q. How do I know my membership numbers to pay for them?

Membership fees are collected for the number of playing members in the previous season. In October 2023, you will be paying for the number of members you had on record as of 30th September 2023. You are not paying for the numbers you expect to have playing in 2024.

Accessing the Club Profile

Q. My club does not know who received the login information in the past, can you tell us?

We tracked who received the login information for the 2022-23 affiliation and will track it for clubs who receive it for the first time this coming affiliation, but this only indicates what the original login information was and who received it, not what the current password is or who used the club login throughout the year. We would advise as few people as possible know the login information for the club, as you can access personal member details from the club profile, but we can always help clubs get access if their club admin has moved on or is unable to access the profile.

Q. My club has never used the online system before, how do I set up a profile to affiliate?

Your club/association will already have a profile, so you do not need to set up a club profile. If you do not have the login information, contact info@bowlsscotland.com. To set up a member profile for yourself or other club members, see our video guide series. [Online Membership Video Guides | Bowls Scotland 2023](#)

Q. I've clicked the reset password button, but I have not received an email to reset it, why?

If you do not have an email address in the club profile, the system does not have anywhere to send a reset email (or the affiliation certificate or payment receipt). To gain access to the account please email info@bowlsscotland.com and we can add an email address for you. Or see our video guide series. [Online Membership Video Guides | Bowls Scotland 2023](#)

Q. I have had to reset the password to the club account, I know my password is now correct, but it still will not let me log in, why is it doing this?

Make sure the club's name is correct, the first letter of any words will be capitalized, and any punctuation or spaces will also be replicated (eg. Bowls Scotland B C) If you attempt to reset the password or have too many incorrect attempts (10+) the system will lock you out for security reasons. Contact info@bowlsscotland.com if you cannot access.

Q. Why do you need an email address in the club profile?

The email address attached to the club profile is separate from the information we collect about main contacts. The email address in the profile will be used by the system to send system generated emails relating to the activity of the profile. Any invoices, receipts, tournament licenses created in the system will be sent to that email. If an attempt is made to reset the password, the email will be sent there. If a member makes a profile and attaches themselves to the club, the notification will go to that email.

Checkout & Payment

Q. I am trying to pay by card, and it will not let me complete checkout without an email, why?

The email address in the payment field will automatically pull through from the club profile. If you have not added an email address to the profile, it will have an 'x' which will pull through but will not be recognized as a valid email address. To complete the payment, you need to go back and add an email address to the profile (everything will remain in your cart even if you click away from it but make sure to check it when you return), see our video guide on how to add an email address to the club profile. [Online Membership Video Guides | Bowls Scotland 2023](#)

Competitions

Q. Why are there no competitions to enter?

Competition entries will open in January as normal. National Championship entries will be due by the 28th of February with all other competitions closing on their usual timelines. Tournament Licenses will be available to purchase from January and will be open for the duration of the season.