

Bowls Scotland Competition F.A.Qs:

Q. Why do I need to be logged in as my club to affiliate or enter competitions?

The club profile has different security rights than a member profile so it can see different parts of the site, like the affiliation form. Club profiles can raise invoices and pay by cheque, but member profiles cannot. When entering competitions, it's the club that is entering the various disciplines, not the individual member and we need to know the club's name for the draws.

Q. Why can I not purchase competition entries?

If you are not logged in with the club profile you will not be able to view and book the National Championships. If your club did not affiliate during the October affiliation process you will also not be able to access competitions. Online affiliation is closed so please contact info@bowlsscotland.com if you need to affiliate.

Q. Why do I need to book the club on the event? Why can I not book the member? '

At this point we do not need to know the specific individual playing in the competition, just that the club will be entering the event. You would book the specific member on an event when it's a course such as coaching where we need to know specifically who is attending so they can receive their qualification.

Q. I am a member of more than one club, can I play for both in the nationals?

No, a member can only play for one club in any event in the National Championships. You cannot represent more than one club, even in different disciplines.

Q. What are tournament licenses? When can I purchase one?

Tournament Licenses provide proof that competitions will be verified by Bowls Scotland and will be ran in accordance with Bowls Scotland rules. They can be purchased throughout the season, but we would recommend purchasing them alongside Capitation and Competition entries. If any new competitions are introduced throughout the season, licenses must be purchased seven days prior to the event.

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. <u>Online</u> <u>Membership Video Guides | Bowls Scotland 2023</u>



Q. The number of competition entries on my invoice or receipt is not correct, why is this and how do we resolve it?

Items that are added to the cart will remain in the cart until the checkout is completed, even if you log out and then return later. Please ensure you complete checkout before logging out or carefully check your cart when you return, you can edit the number of competition entries from the cart or remove them all together and start again from the 'events and courses' tab. Competitions with restricted entry, such as the singles or pairs, will not exceed the maximum number of entries but events such as the Over 55s which have unlimited entries will duplicate. Once you have checked out, you are unable to amend your entries, please contact info@bowlsscotland.com with your invoice and what needs to be amended.

Q. Why has the entry price for the National Championships increased?

The cost of entries to the National Championships has remained unchanged for 5 years. However, we have seen a rise in costs post COVID, from suppliers, and retailers, which we are no longer able to absorb. We have added £1 across the board which will allow us to meet the costs and continue to deliver a quality event.