



JG-01 JustGo Administration Overview

KINGSTON KAYAK CLUB

JustGo Administration — Overview

System orientation, roles, tiles and day-to-day reference

Playbook	JG-01
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Purpose and access

This overview identifies the parts of JustGo that Kingston Kayak Club uses. It is an orientation guide rather than a complete procedure for every tile.

- Sign in to JustGo with the credentials associated with your Paddle UK / KKC profile.
- Club-level administration access is restricted to authorised club roles: Chairperson, Membership Secretary and Online Administrator, as recorded within JustGo.
- An existing authorised administrator can arrange role/access setup for another eligible person. Confirm actual permissions before relying on them.
- From My Club, use the menu tiles to open the relevant area.

Tiles and what they do

Tile	KKC use / guidance
Club Profile	Maintain club name, address, telephone, website; Facebook, Instagram and YouTube; public visibility, local authority, email addresses, location coordinates, home water (Albert Avenue Lido), region, description and affiliation information.
Teams	Not currently used.
Data Import	Not currently used; relate to original membership import.
Club Members	Key operational area: associated people, approval queue, individual profiles, membership purchases/renewals, roles and status.
Club Affiliation	View affiliation status, obtain renewal access; also available through Club Profile.
Club Credentials	Appears to overlap with affiliation
Help	JustGo help access.
Payment Setup	Legacy Stripe setup link; not used. KKC now uses Argent.

Membership Setup	Key area: membership products, eligibility, pricing, discounts and family membership configuration.
Club Finances	Reports on payments taken through bookings and memberships.
Event Management	Manage club sessions, courses and trips; separate playbooks JG-03 and JG-04.
Club Account / JustGo Subscription	JustGo Essentials annual subscription; annual renewal around end of September.
Field Management	Club-specific member-profile questions such as medical declaration and photography consent.
Email Management	Automated member, booking and event notification templates. Review wording and timing periodically.
Club Settings	Generally defaults; branded club logo is configured for outgoing emails.
Discount Management	Voucher-style offers, e.g. previous friends discount.
Credentials	Review club individuals' uploaded learning/qualifications and Paddle UK approval status, including Waiting for Approval filter.
Email Communications	Occasional targeted communications by paid-up membership, committee role and other member segments.
Shop Management	Not currently used.
Club Reports	Affiliation certificates, active members, coach validation and other standard or custom reports.
Payment Dashboard	Argent settlement and payouts to KKC, generally monthly in arrears.

Club Members: association versus paid membership

Association with KKC is not the same as holding a paid membership. Someone selecting Kingston Kayak Club in My Club may appear as Registered or Waiting for Approval, even if they have not bought a membership.

1. Open Club Members.
2. Use the green summary dropdown (normally "Summary by Membership") and select "Summary by Club Member Status".
3. Review the "Waiting for Approval" group. Check that the person has a genuine connection to KKC; then approve where appropriate.
4. Open individual profiles to inspect status, renewal details and roles, or help someone purchase or renew membership at the desk.

Operational rationale: associating with KKC appears to allow authorised club staff to view relevant profile information and make bookings for the person. Confirm the

permissions/data-access behaviour in JustGo; association alone does not establish paid membership or event eligibility.

Automated emails in use

- Join Club Invitation; Event Cancelled; Join Notification; Refund Notification; KKC Event Booking on Purchase; Request to Join Approved.
- Membership expiry reminders reported at one month before, one week before, one day after and one week after expiry.
- The templates and reminder configuration have been identified for future review.

Controls and cautions

- Do not confuse Club Credentials (tile) with Credentials (individual qualifications).
- A qualification entry appearing on an individual profile does not automatically establish that it is approved, current or sufficient for a deployment decision.
- Personal details, medical information and attendee names should be accessed and published only when necessary for club business.
- Use Club Reports for membership and coach validation rather than relying on a quick visual impression of a profile.

JG-02 JustGo Membership Setup

KINGSTON KAYAK CLUB

Membership Setup

Membership products, annual price changes and family membership

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Scope and responsibilities

Membership categories reflect the KKC constitution. Routine maintenance is usually a price change; creating a new category is exceptional and should follow the appropriate constitutional or committee decision. Primary owner: Membership Secretary.

Current membership categories

Membership	Purpose
Adult	Standard adult membership; eligibility aged 18 or over.
Junior	Standard junior membership; eligibility under 18.
Non-Resident	Paddling members living outside Hull, East Riding and North Lincolnshire.
Non-Paddling	Non-paddlers, often volunteers, who remain club members with voting rights; relevant club administration, insurance and safeguarding requirements still apply.
Hull University Associate	Hull University Canoe Club arrangement: eligible students use KKC facilities at member rates without separate full KKC membership.
Associate	Eligible members of other local clubs (e.g., East Riding Canoe Club) may use KKC facilities without buying duplicate full membership.

Routine task: amend the price of a membership

5. Sign in and open My Club → Membership Setup tile.
6. Locate the existing membership product to change.
7. Select the Edit Membership icon.
8. Go to Section 2 (Membership Pricing).
9. Change the base price to the agreed new amount.
10. Check existing discounts and surcharges: their rules may still apply to the updated price.

11. Save the changes.
12. Check the purchaser-facing price and any eligible discounted price before advising members.

Do not create a replacement membership product solely to adjust the annual fee. Agree the revised fee under the appropriate KKC process before making the edit.

Exceptional task: create a new membership type

13. Confirm the proposed category, eligibility, benefits and fee have been properly authorised and are compatible with the constitution.
14. Open My Club → Membership Setup → Add New Membership.
15. Enter the Membership Name and an “About this Membership” description explaining who should select it.
16. Review the “Hide about membership” and “Hide membership for affiliation” checkboxes; use only if appropriate.
17. Choose a distinct colour for the purchase-page banner; optionally upload a purchaser-facing image.
18. Set duration (KKC normally uses one year from purchase) and the renewal window (typically 30 days before expiry).
19. In Membership Pricing, enter the fee and normally display the actual price. Review tax settings against the club’s verified tax treatment. (No Tax)
20. Add appropriate member benefits such as voting or access to equipment, only where the membership genuinely confers them.
21. Configure restrictions, discounts and surcharges as required. Examples: Adult aged 18+; Junior under 18.
22. Check the order of multiple eligibility/discount rules and test the outcome.
23. Save the new product, then set its position in the list shown on the purchase page.
24. Review Configure Family Membership to decide if the new product should be included, then test the member purchase journey.

Discount example

The Adult product currently has a £2 reduction for someone who already holds Paddle UK membership. The Paddle UK charges a £2 levy for an adult member who is not already a Paddle UK member. Verify that the discount remains appropriate when membership charges or Paddle UK arrangements change.

Family membership configuration

At the top of Membership Setup, select Configure Family Membership. The configuration is:

Setting	Value
Adults	Minimum 1; maximum 2
Children	Minimum 1; maximum 6
Minimum people	2
Fixed family price	£45

Currently selected eligible types were described as Adult, Junior, Non-Resident and Non-Paddling; the two associate products are excluded. Review product eligibility any time categories are introduced or amended, rather than assuming all membership types belong in a family package.

Review checklist

- The constitutional and committee authority for a new category or price change is clear.
- Age and other restrictions correctly include/exclude intended members.
- Display prices, applicable discounts and family pricing have been tested.
- No unintended taxable setting, affiliation effect or membership benefit has been introduced.
- The published category order is sensible to someone joining KKC for the first time.

JG-03 JustGo Event Creation

KINGSTON KAYAK CLUB

Create and Publish an Event

Single-event setup: trips, courses, sessions and other club activities

Playbook	JG-03
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Start a new event

25. Open My Club → Event Management.
26. Select Add New Event in the top-left corner.
27. Enter a clear event name, e.g. Beginners White Water Trip, Frosty Fingers Paddle or Paddle and a Pint.
28. Choose Category: Clubs. Choose the best Subcategory: Club Introductory, Club Trips, Club Sessions or Club Courses.

Section 1 — Location, schedule and description

29. Enter a human-readable Event Location name, e.g. Kingston Kayak Club, Albert Avenue, Crown and Anchor or Tickton.
30. Fill in Address 1, Address 2, Town, County and Postcode as relevant. Check the location pin shown on the map.
31. For paddling locations where the postcode does not mark the actual meeting point, find accurate decimal latitude/longitude using Google Maps; click “Not at the right location on this map”, paste the coordinates and select Update Location.
32. Enter the event date and start/end times. Normally leave the date and time visible. Consider enabling a calendar invite.
33. If hiding the date/time is genuinely necessary, use the alternative explanatory text field.
34. Optionally upload a landscape event image; the indicated shape is approximately 2:1 (twice as wide as high).
35. Write the Event Details. Use formatting and links for directions, equipment lists, joining instructions or supporting information.

Section 2 — Event contacts

36. Add a contact associated with the club.
37. Specify the contact name, details and role in the event.
38. Choose whether the contact information should be publicly displayed. Ensure participants have an appropriate way to reach the organiser without publishing unnecessary personal data.

Section 3 — Add and configure tickets

39. Select Add New Ticket.
40. Enter ticket name (e.g. White Water Trip — No Equipment Required), price and ticket quantity; select the green tick.
41. Open Advanced using the cog icon next to the ticket.
42. Confirm name; optionally add ticket description. Ticket code is not generally used at KKC.
43. Check price and display preference (actual price, hidden, alternative pricing or price range). Choose an approach consistent with the discount rules.
44. Set stock quantity and minimum/maximum per booking (commonly one). Usually enable Prevent Multiple Bookings to avoid accidental duplicate reservations.
45. Normally enable Set Ticket Availability Dates and enter the opening and closing date/time.
46. Leave Instalment Pricing unused for normal KKC activity. Review tax settings in line with confirmed club treatment.
47. Add Ticket Restrictions (e.g. membership status, age), Discounts and/or Surcharges as appropriate; check ordering because rules can override or interact with each other.
48. Provide a clear failure message where restrictions can stop purchase (e.g. “This ticket is for under-18s”).
49. Attach any required forms or declarations; select Done to return to the event creation screen.

Section 4 — Event settings and publication

50. Decide whether to offer “Notify Me” when tickets become available, and a waiting list when sold out.
51. Normally leave Publish Attendee Bookings off: it can reveal the names of booked attendees, even if not other details.
52. Choose Public listing for normal events, or Private listing when only people with a link should see it. Copy the private link if used.
53. Optionally add search tags; KKC does not normally use them.
54. Normally advertise the Ticket Price Range, showing the lowest to highest ticket price. Review if multiple ticket types or discounts apply.
55. Fixtures are not normally used.
56. Select Save and Publish. Confirm the event appears in the Event Management list and inspect name, date, tickets, available places and booking status.

Checks before advertising

- Location pin marks the true meeting or launch place, not just a nearby postcode.
- Each ticket has the correct price, capacity, eligibility, booking window and duplicate-booking setting.
- Discount/surcharge priorities produce the intended charge for members and non-members.
- Consider safeguarding/privacy before publishing contacts, attendance lists, medical questions or participant declarations.
- Event details explain all kit, meet-up and booking arrangements clearly.

JG-04 JustGo Weekly Sessions

KINGSTON KAYAK CLUB

Weekly Session Management

Copy and publish Junior, Adult, Polo and Slalom sessions

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Why KKC uses a booking window

KKC opens weekly bookings at a fixed time to promote fair access: people who cannot pay for many weeks in advance should have the same opportunity to book as those who can. Booking opens at 21:00 (9 p.m.) on the preceding Monday.

Regular sessions

Session	Usual timing
Monday Junior	Monday 18:30
Monday Adult	Monday 19:30
Monday Polo	Monday 20:30
Tuesday Slalom	Tuesday 18:30

These are the usual start times. For every copy, retain the existing event times only after checking they match the intended session; session end times should be taken from the live event rather than inferred.

Each week: copy and amend a session

57. Open My Club → Event Management.
58. Find a suitable existing Junior, Adult, Polo or Slalom training event in the list.
59. Use the menu arrow at the far right of its row and select Copy.
60. In the copied event, remove “Copy of” from the event name, keeping the ordinary name such as “Junior Session”.
61. Change the event date to the next occurrence. Check the usual session start/end times and scan the other details for anything that must change.
62. Scroll to Section 3 — Event Tickets, open the relevant ticket and select the Advanced cog icon.
63. Set the ticket Booking Start Date to the Monday preceding the session and Booking Start Time to 21:00.
64. Set Booking End Date to the session date and Booking End Time to the end of that session.
65. Check quantity, prices, restrictions and other ticket settings carried across by Copy.
66. Select Done to return to the main event screen.
67. Scroll to the bottom and click Save and Publish. The event should return to the main Event Management list.
68. Repeat for the other sessions (Junior, Adult, Polo and Slalom) as needed. Finally check each new event’s name, date, time, capacity and ticket booking window.

Example booking schedule

Session date	Ticket opens	Ticket closes
Monday 26 October 2026	Monday 19 October 2026, 21:00	Monday 26 October 2026, at that session's end time
Tuesday 27 October 2026	Monday 19 October 2026, 21:00	Tuesday 27 October 2026, at that session's end time

Why booking stays open until session finish

The club desk may accept arrivals and payments just before a session, then complete the JustGo booking administration later when the queue has eased. Closing tickets at the session end provides time for that process.

Final check before the new week

- All relevant Monday and Tuesday sessions have been copied and published.
- "Copy of" is removed from each new event name.
- Bookings open on the correct preceding Monday at 21:00.
- Bookings close on the respective session date, at its actual finish time.
- Prices, limits, published times and venue are correct; no accidental duplication.
- Where applicable, appropriate volunteers or desk staff know which events are available for late administration.