ELEVATING | UNITE | CREATE

GREATER CLEVELAND CHESS CLUB & CENTER

ON AND OFF BOARDING MEMBERS - DRAFT 5 / 1 6 / 2 4





OLD MEMBERSHIP SYSTEM

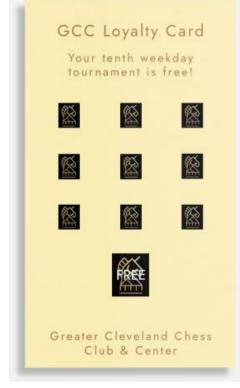
- NOTE TO CUSTOMERS WHO PURCHASED MEMBERSHIPS FROM THE OLD SYSTEM.
- If you do not want to switch to the new membership system, we will reimburse you (prorated). This includes both the center and club memberships.

ON-BOARDING MEMBERSHIP CARD



Fill out the information on the membership card:

- If member is playing on the day of membership card receipt, initial through one game on loyalty card.
- Take a photo of the card for company records
- Hand the card to the new member.

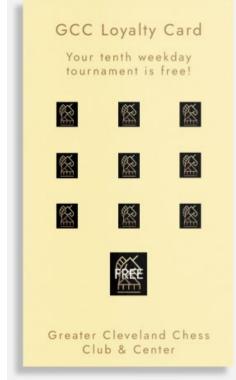


OFF-BOARDING MEMBERSHIP CARD

Hold their card so that they have the option of returning.

- Mark them as past member in our member log
- Reimburse them for months not used.
- If they want to continue playing in a multiweek, have them pay for the remainder of the tournament.





METHODS OF PAYMENT

Have the new member go to the website link to make their membership payment.

