

ELEVATING | UNITE | CREATE

# **GREATER CLEVELAND CHESS CLUB & CENTER**

ON AND OFF BOARDING MEMBERS - DRAFT 5/16/24



**GREATER  
CLEVELAND  
CHESS**  

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**CLUB & CENTER**

# NEW MEMBER ON/OFF- BOARDING





## 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 NEW MEMBERS

# 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 multi-week, 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.

