

## INTRODUCTION MEMBERSHIP FAQs

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Below are the most frequently asked questions about the Introduction Membership category. Prior to contacting us, please find the answers below;

### Q: How do I sign up to get the free membership?

- > To receive your free membership, [go to this page](#) read all of the relevant information and watch the how-to video.

### Q: How long is the introduction membership valid for?

- > This membership category is valid for 90 days only.

### Q: Can I renew for another 90 days?

- > No, you cannot renew your Introduction membership. You must upgrade to Starter, Recreational or Compete.

### Q: How do I upgrade?

- > Go to [www.bf.sport80.com](http://www.bf.sport80.com), log in to your account with the email address and password you have created. Click 'Memberships' then 'renew' if it has expired or 'current' if it is still valid and then 'Change Membership Type'.

### Q: I want to upgrade early, can I?

- > Yes, you can upgrade at any point, please see above.

### Q: I have finished my beginners course early, how do I cancel?

- > Your membership will naturally expire at the end of the 90 days therefore there is no need to cancel.

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### Q: Can I fence at another club?

- > No, to fence at another club you must upgrade to Starter membership or higher.

### Q: Can I enter a competition?

- > No, to enter a competition you must upgrade to Compete membership.

### Q: My club isn't listed on the dropdown menu, what do I do?

- > If your club isn't listed their membership has expired. Please ask them to renew their membership as soon as possible and then sign up to your free membership. You **must** select which club you are part of to ensure the membership is valid.

### Q: I have forgotten my password to access my account, who do I contact?

- > To reset your password, go to [www.bf.sport80.com](http://www.bf.sport80.com) and click 'forgotten my password' and enter the email address you have registered your account with.

### Q: I am half way through my beginner course, can I sign up?

- > Yes, you can sign half way through. Your membership will then be valid for 90 days. At which point, you must be upgrade to Starter or above if you are still fencing at the club.

### Q: Am I covered by British Fencing's Insurance?

- > The free 'Introduction' membership insures participants/new members of beginner's courses offered by affiliated clubs for up to 90 days. New participants of beginner's courses **must** have a valid Introduction membership to be covered. Please note this is a change to previous policy, see the insurance overview document on the British Fencing Website.

### Q: I have previously been a member of British Fencing, but I am getting back into the sport, am I eligible?

- > If you have ever had a British Fencing membership, you are not eligible.

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**Q: My club includes Starter Membership within my beginner course fees, what do I do?**

- > If a Starter Membership is included within your beginner's course fee, then you will automatically become a Starter Member under the terms and conditions of your club. You will not be able to access the Introduction Membership.

**Q: I am having trouble using the Sport80 platform, help!**

- > Click the 'support' button on the top of the Sport80 website. Alternatively, contact British Fencing at [headoffice@britishfencing.com](mailto:headoffice@britishfencing.com).

**Q: Do I need to become a member before I attend my first session?**

- > No, you can take part in your first session before becoming an Introduction member. When you return for your second session, you must ensure you have become a member.

**Q: How long does the sign-up process take?**

- > It should take you less than 5 minutes to complete all of the required fields.

**Q: I help run a fencing club and we are planning a one off 'Have a Go' session at a local event. Does everyone need to sign up to have a go?**

- > No, individuals are more than welcome to try the sport at your one off have a go session. Non-members who participate in a taster session or similar introductory activity consisting of a single session of less than 3 hours duration of active participation are still covered by British Fencing insurance.

**Q: Do participants have to sign up BEFORE they attend my club?**

- > No, participants can attend your first session before they become members. Once they return for their second session, they should have become members. There is a flyer available on the BF website to include in your welcome packs.

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### Q: Why have British Fencing launched this new membership Category?

- > We want to allow clubs to provide an additional benefit to new people starting the sport at Clubs. This also includes being able to keep record of the number of new members they have at the club by using the membership platform.
- > We are also unaware of the number of new people trying the sport in clubs. By launching this new membership, it will allow us to gain a clearer picture of that number. With this in hand we will then be able to report this figure to Sport England, Sport Scotland and other funders to apply for additional funding streams for clubs to benefit from.
- > It will also allow us to track participation rates in Regions, by age and gender. This data will help us shape the support we can provide clubs to minimize the drop off rate that we know exists at clubs.

### Q: Will this create more admin for my club?

- > No, it will only require new members to go through the sign-up process. On the BF website they will find a handy guide and video to walk them through the membership process. There is also a flyer you can include in your membership packs and/or print out to give participants when they first arrive at the club.

### Q: Can I bulk upload introduction members?

- > Yes, you can bulk upload introduction members, but under the new GDPR laws, you must have explicit permission from the new member to do so. We've made a handy video to show you how to manually upload members which is available [here](#).

Is your question not answered? Contact [headoffice@britishfencing.com](mailto:headoffice@britishfencing.com).