



## **Yachting New Zealand Member Card & App FAQs**

### **Why did Yachting New Zealand introduce a member card and app?**

We are continually looking to provide more value to our members' and the member card and smartphone app help demonstrate this value. The member card will allow clubs to demonstrate their affiliation to the national body (meeting liquor licensing requirements in your clubhouse – or to allow participation in national events) but also Yachting New Zealand are able to extend benefits from our network of sponsors and partners to individual club members. Ultimately individual boaties will see savings, and clubs will be able to reduce their operating expenditure.

In the past, Yachting New Zealand has only been able to communicate with boaties via their clubs and we are looking at improving on this through new and direct lines of communication. The more connected we are to people in our sport, the greater our capacity to generate revenue to put back into our member services department.

### **Who is eligible for the member card?**

Membership cards were previously issued to club members as part of the member card programme, which more than 70 percent of clubs have opted to join. All affiliated club members will qualify for the Yachting New Zealand member card with a dedicated membership number as well as the [partner benefits](#) associated with it.

### **How does the digital card work?**

All club members will be sent an email advising them to download and register on the Yachting New Zealand app once your club's affiliation fee has been paid. The digital card and partner discounts will be available for viewing in the member zone once the club member has registered and then logged in. The club member won't need to log in again in future. The card and partner benefits will no longer be visible when they expire on August 31 each year but will come online again once affiliation has been renewed.

### **Why are Yachting New Zealand not printing cards anymore?**

We're moving with the times. Not only will this be simpler for everyone - one less card to manage, convenience when redeeming member card offerings and a simpler tool for identification – it will provide a considerable cost saving and be more environmentally friendly.

### **What if our club members don't have a smartphone? Do they need to have the Yachting New Zealand App to access member benefits?**

Clubs can contact [beth@yachtingnz.org.nz](mailto:beth@yachtingnz.org.nz) with a list of club members who do not have access to a smartphone.

For app users, there is the additional benefit of seeing new member benefits as they become available as well as extra offers.

### **Do I still need to provide information as part of the member card programme?**

Once you start sending all the details through for affiliation, all those members will be issued with a digital member card. We can only issue the card to club members whose email



address has been supplied in the affiliation data. We are aware the member cards are from the previous season, but they are issued in good faith to all your existing members. You will be able to update this list with new members who have joined during the year, as well as members who have not renewed. These changes can be instantaneous as we are working with a digital platform.

**If I sent membership details during the year for the member card, do I still need to send member data for affiliation?**

Yes. Our levy calculation is based on the type of memberships and we will still need a breakdown of your member details and the membership category, as per the template.

**Are the benefits available throughout New Zealand?**

We are working to continually add new suppliers and increase the value from existing ones. All of the Yachting New Zealand member benefits are available nationally. Where a supplier may be based in one city only, the offer is available by phone or online.

**Will this conflict with our existing club sponsors?**

Yachting New Zealand will not ask clubs to specifically promote any of the member benefit suppliers.

**Contact details are not shared or made available to any third party.**

For more information about Yachting New Zealand's privacy policy, see the privacy statement here on the Yachting New Zealand website  
<https://www.yachtingnz.org.nz/privacy-statement>

## **Experiencing an issue with the app, or your member card isn't displayed**

**The app is not working/keeps crashing/is not opening certain sections on the app.**

Follow these steps to ensure your app has the latest updates.

- 1) Restart your device. Then try opening the app.
- 2) Check for updates for the app in the app store. We regularly release new updates.

If you are using an apple device

Open the App Store, tap your profile icon, then scroll down to see if updates are available. If updates aren't available for the app, update the [software on your iPhone or iPad](#).

If you are using an android device

On your phone, open the Google Play Store app Google Play.

Tap Menu Menu and then My apps & games.

Apps with available updates are labeled "Update."

If an update is available, tap Update.

If more updates are available, tap Update all.



- 3) Delete the app then redownload it.

If the problem persists, please get in touch with the office directly explaining the issue you are experiencing and the type and model of phone you are using.

#### **Why is the member card not displaying?**

This could be for several reasons.

- 1) Follow the steps above to ensure your phone has the latest updates.
- 2) All YNZ member cards expired on 30<sup>th</sup> June 2021 and the new cards will expire on 31<sup>st</sup> August 2022. Your card might have expired whilst the club renews their affiliation with Yachting New Zealand.
- 3) Check you are a current financial member of an affiliated Yachting New Zealand club and the club have notified Yachting New Zealand. We rely on the clubs keeping us updated as members renew their subscription or join the club.
- 4) Contact the Yachting New Zealand office directly so we can check what's preventing the card displaying and help you resolve the issue.

If you are experiencing any issues using or registering on the app, please get in touch. We are always happy to receive feedback and will work with our app provider to resolve any technical issues with the app.

If you have any queries, please contact Beth on 09 361 4020 or by email on [beth@yachtingnz.org.nz](mailto:beth@yachtingnz.org.nz)

*Updated: 8<sup>th</sup> Sept 2021*