

AN OPPORTUNITY

The Association has agreed to make Sundays available for members themselves to run table tennis events on a commercial basis.

Sunday will be divided into 6 hourly time slots, commencing 9am and finishing at 3pm and these slots (either one or more hours) can be made available to you. You will need to think about what type of table tennis event you could run, the likely number of attendees and fees to be charged and then use the Event Opportunity Calculator to provide an indication as to what financial return you can expect.

There is no up-front cost to you. The return will be based on the ‘success’ of your Event.

But first, please read the following Q&As, run the Calculator and then make a submission to the Secretary on the Event Application Form.

Its as easy as that!!!

GLOSSARY

Applicant	The member submitting an application to run an Event.
Association	WkTTA
Attendee	A person attending an Event. May be a Member or Non Member.
Contract to Deliver	An agreement between the Applicant and the Association that defines the terms and conditions and financial returns associated with an Event.
Event	A table tennis Event.
Event Owner	The Applicant, once approved to run an Event becomes the Event Owner
Fee	The fee paid by an Attendee to enter an Event.
Financial Statement	A statement produced by the Association at the end of the Event that summarises the fees received and the return to be paid to the event Owner
Hello Club	The membership management system.
Session	An individual occurrence of a recurring Event
Time Slot	The duration (in hours) of the Event and one or more of the hours between 9am and 3pm.

1. GENERAL QUESTIONS

Q: What does 'commercial venture' mean?

A: The Event will be run and managed exclusively by the Event Owner, who will run it as previously agreed with the Association and as advertised. The Association is not directly involved in its delivery. At the end of the Event, both the Association and Event Owner are expected to receive a financial return based upon the 'success' of the Event.

Q: Can I run a 'non-commercial' Event?

A: Yes. We will *consider* community type Events where there is no entry fee and thus no financial return either for the Association or the Event Owner. However, the stated aim of this initiative is to make a return for the Association.

Q: I am interested in principle; how do I proceed?

A: Read all the Q&A's below and if you have questions not covered, then please email the Secretary via waikatotabletennis@gmail.com. Then complete an Application Form and email it to the Secretary.

Q: What sort of Event can I run?

A: This is largely up to the Applicant, but the Event should complement and not compete with those events run by the Association. The Application will be reviewed by the Association before approval is provided.

Q: What information is required on the Application?

A: This is the information normally held/advertised within Hello Club and *includes*:

- start and end dates for the Event
- event duration (in weeks)
- the hourly time slot(s) required
- Applicant's information
- an Event description
- who is eligible to attend
- what fees will be charged
- how many (and which) tables are required
- maximum number of attendees (if applicable).

Q: Are bats and balls available?

A: Yes at no charge.

Q: Can you give me some ideas for such an Event?

A: Some *suggestions* as below:

- A workplace social event as a one-off Event
- A workplace competitive Event running across several weeks
- A coaching Event aimed at those new to the game and wanting some basic skills taught.
- A group of members who wish to train and improve amongst themselves.
- A coaching Event taking some of the aspiring juniors beyond the Bronze coaching
- A local community group fun day.

Q: How will it work?

A: The Event, once agreed by the Association, will be set up on Hello Clubb with all the Event details previously agreed. Hello Club will be used to record all Attendees and Fees paid for each Session.

Q: Are all tables available to book?

A: The maximum number of tables available is 10 as the Association always reserves two tables to be used for private bookings. You can book any number of tables up to this maximum.

Q: If I only need say 6 tables, what happens to the other tables?

A: Two are always reserved for private bookings and so may be occupied. The remaining empty tables could be taken up for another Event running at the same time or left unused.

Q: Can I have non members attending?

A: Yes.

Q: Can I restrict the type of attendee?

A: Yes. For example, you may want to restrict the Event as juniors only, or for players with disabilities only. You can also set a maximum number of attendees per Session.

Q: How many Time Slots can I acquire?

A: You may request consecutive hourly slots and the request will be considered alongside any other Applications requesting the same.

Q: Is there a maximum duration for the whole Event?

A: As this is a pilot, the maximum duration of the Event will be 6 weeks duration.

Q: Can the Robot be set up on one of the tables?

A: Yes.

2. FINANCIALS

Q: What should I charge Attendees?

A: This is really up to the Event Owner but please consider the need to provide a financial return for both parties, unless this is a 'non-commercial' Event. As a guideline, members attending an Association event pay \$7.50/session with non-members paying \$15/session. An Event running across 10 weeks, typically the Gold Squad Coaching, sets a fee of \$95/whole Event or \$15 per Session.

Q: Tell me about the financials.

A: As a commercial venture, the Event is expected to make a return for both the Association and the Event Owner. Careful consideration should be given to the likely number of attendees, the number of tables required and each Session's duration.

Q: What return is the Association looking at?

A: For the purpose of this pilot, the Association's return is *on a per Session* basis. It typically considers the number of attendees, the duration of the Session and the number of tables required.

Q: How can the Applicant's return be assessed?

A: We have created a simple EXCEL model to calculate the Applicant's return.

As an example :

Attendees	Tables	Session Hrs	Entry Fee / Session	Association's Return	Applicant's Return
6	3	1	\$12.00	\$41.40	\$30.60
10	3	2	\$15.00	\$76.50	\$73.50
12	3	2	\$15.00	\$90.00	\$90.00
8	4	1	\$20.00	\$84.00	\$76.00
12	3	1	\$18.00	\$106.20	\$109.80
15	3	2	\$20.00	\$144.00	\$156.00
				\$0.00	\$0.00

Q: What options are there for the payment of entry fees?

A: Some options are available as:

- pay for the entire Event up front via Hello Club
- pay as you go for each Session attended via EFTPOS
- and allowing different Fees for the above options if required.

Q: How will Fees be collected?

A: We recommend that Attendees pre-book online through Hello Club and then pay by debit or credit card. This facility is available to both Members and Non Members. By so doing, Attendees do not need to book in at the start of the Session. In the latter case, payments must be collected at the Session via the EFTPOS terminal and Attendee information manually entered into Hello Club.

Q: I have an Attendee turn up who cannot pay. What should I do?

A: This is something for the Event Owner to decide. Options are to refuse admission or to suggest a double payment in the following week. Note that only monies *actually received* can be included in the Financial Statement produced by the Association.

Q: Can Attendees pay by cash on the day?

A: No as this cannot be audited by the Association.

Q: How is the Applicant's return calculated?

A: This is done for each Session in the Event, as suggested previously. This means that some Sessions, where there are more attendees, will earn a greater return than others. The Association may audit the results by reference to detailed EFTPOS takings. A summary of the financial information will be presented to the Event Owner. The Event Owner can, of course, independently verify this information, from their own access to the Hello Club system. Once agreed, the Event Owner will provide an invoice to the Association, including their bank account details, for payments to be made. Payments will be made within 5 working days of receipt of invoice.

NOTE : Please ensure that all payments on the day are entered into Hello Club and are shown as PAID when monies have been received. The Association can access detail payments records through our EFTPOS provider to confirm the accuracy of the information entered. Please also note that CCTV cameras can access the entire Stadium to confirm number of Attendees.

3. TRAINING & SUPPORT

Q: How can I advertise the Event?

The Association will email all members to inform them that a new Event is being created and provide (if required) the Event Owner's details for further information. In addition, we will advertise on the web site and on our Facebook page. The Event Owner may choose to create their own posters and place them on the notice boards at the Stadium.

Q: How will I access the Stadium?

A: A fob key will be provided. Event Owners will be shown how to set the alarm on exit.

Q: How can I manage attendees in Hello Club?

A: Event Owners will be given training and access to the Hello Club system to track pre-payments as well as taking payments on the day.

Q: Can I use the EFTPOS machine if I choose?

A: Yes. A training session will be arranged. Note that the machine does not accept PayWave or credit cards.

Q: If I need help on the day, can I contact anyone?

A: For Event Owners who have not run Events at the Stadium, for the start of the first Session, a member will attend to assist as required. After that, remote support is available but only for technical issues with Hello Club, Stadium access and EFTPOS. The first call out is FREE, subsequent call outs will incur a charge of \$5.

4. THE FINE PRINT

Q: Who is responsible for the Event?

A: The Event Owner is responsible for delivering the Event as previously specified and on the financial terms agreed with the Association. The Association will endorse the Event but has no responsibility for its delivery.

Q: If an Application is successful, can the Applicant sub contract the Event?

A: No. The Applicant becomes the Event Owner and the Event Owner must run the Event and be in attendance at all Sessions. The Event Owner may get others *to assist* as required.

Q: Will responsibility be made clear to Attendees?

A: Yes. Standard wording will be included in the Event description on Hello Club, the web site and Facebook pages which clearly shows the responsibility for the Event lies **solely with the Event Owner** and not the Association.

Q: What are the Event Owner's responsibilities in relation to the Association?

A: Summarised as:

- submitting all requested information on the Application
- signing the 'Contract To Deliver' for the Event
- ensuring the Event is delivered as described
- ensuring correct Attendee and payment information is entered into Hello Club
- managing Health and Safety at Events
- managing the behaviour of Attendees
- ensuring Session Closeup procedures are followed
- presenting an invoice for payment at the end of the Event.

Q: What are the Session Closeup procedures referred above?

A: At the end of each Session, the Event Owner to:

- return all bats and balls to the cupboard
- pack up the Robot if used
- ensure any litter etc is placed in bins
- resetting barriers in place
- turning off manually controlled lights and heaters
- ensuring all Attendees have left the Stadium
- setting the alarm on exit.

Q: What are the Association's responsibilities in relation to the Event Owner?

A: Summarised as:

- reviewing and making a determination on the Application
- signing the 'Contract To Deliver' for the Event
- setting up the Event on Hello Club, the web site and the Facebook page
- providing training on the use of Hello Club and the EFTPOS machine
- providing a fob key and instructions on setting the alarm at the end of the Event
- providing a Health & Safety overview and a support phone number
- finalising the Financial Statement at the end of the Event
- raising a payment (as appropriate) to the Event Owner withing 5 working days of receipt of invoice.

5. CANCELLATION

Q: Can I cancel future Sessions?

A: Yes. However, every opportunity should be taken to consider the feasibility, Fees and likely number of Attendees *before* an Application is made. Should, at any time after the Event has started, the Event Owner determines it is not practical/ feasible to continue with all the remaining Sessions, then the Event Owner may cancel future Sessions.

Q: Whose responsibility will it then be to notify Applicants following a decision to cancel?

A: The Event Owner. After duly notifying the Association, the Event Owner must contact all the Attendees and advise that the remaining Sessions are to be cancelled.

Q: How can I contact the Attendees?

A: Attendees signing up to the Event on-line will be prompted to enter their email address and mobile number which is stored in Hello Club.

Q: In the event of cancellation, are Attendees to be refunded and on what basis?

A: Good practice suggests there are no refunds for Sessions already attended. For those who have paid for the entire Event, refunds would be based on a pro-rata basis.

Q: In the event of cancellation and since fees have been received by the Association, will the Association provide the refund?

A: No. This is the responsibility of the Event Owner to organise. At the time of a cancellation being notified, the Association will produce the Financial Statement based on the Sessions already completed and provide a payment to the Event Owner after receipt of invoice.