

Frequently Asked Questions

What is Club Automation?

Club Automation is a leading software provider that helps the health and tennis industry manage their facilities more efficiently.

Is having an account on the portal a membership or a requirement to play?

No, but it will provide you more convenience and options.

Do I have to have a player card to access this system?

No, you can set up an account without a player card and pay online, but you do not receive the benefits of the player card.

How do I know my information is secure?

We want to assure you that your credit/debit card number is safe. Club Automation is 100% PCI DSS compliant and, after entering your card for the first time, only the last four digits of your card are ever visible. The online transactions use a 256 bit encryption, which is the same encryption that banks and credit card companies use.

Once I put my credit card on file, when will it be charged?

- Only when **you** initiate a payment for a tennis activity.
- A charge will occur in the event that you cancel less than 24 hours in advance or no show for court reservations including USTA league matches, lessons, and clinics.