

Frequently Asked Questions – card payments

Why do I need to pay by card?

Covid means we are trying to avoid cash on the day, and we need a mechanism to easily process payments for lots of small transactions without huge admin burden or needing to chase people for payment.

How do I pay?

Simple – register for one or more people, at one or more events just as before. Now however after each entry you will see an option to “Checkout”. When you’ve finished adding entries tap that option and a new page will load with the Checkout page. Enter your card details and submit. After a few seconds you should see that button turn to a green tick and then you will be returned to the entries site – there may be a small wait as the entries site processes all your entries to confirm they were paid.

Stripe will automatically send a receipt (this appears to go to the first person you register). The entries site will also send you an email. You may need to check your spam, and add the email address this is sent from to any spam filter white list you have to maximise the chances you get these.

Which cards do you accept?

We can accept all major credit and debit cards, whether from a UK or overseas bank. If you use the site on a phone with ApplePay or GooglePay you should also see the option to pay that way.

I’m not sure if a payment went through, or something seems wrong – who can I ask?

It’s probably best to email the club treasurer

Who is processing the payment?

Stripe.com are providing the card processing. They are a leading provider of online card processing services and if you have done much online shopping you’ve probably been using their service without realising.

Is it secure?

Stripe is considered one of the most secure ways to take payment on a website – because the website owner never actually see your credit card information – it goes straight from the Stripe webform by encrypted transmission to Stripe’s servers. We are simply told if you have paid.

Do you store my credit card details?

No. And the way we have configured the service neither do Stripe. This is slightly less convenient for you as you will need to enter them each time – but it maximises security. If you already have your email address registered with Skype you may have the option to use saved details – this is your personal setting. We have no access to that or your card details.