

CLUB MEMBERSHIP 2026/27

A STEP-BY-STEP USER GUIDE FOR CLUBS



ENGLAND
HOCKEY

This guide is for anyone helping complete the 2026/27 Club Membership process, Chairs, Secretaries, Treasurers, Membership Officers and Club Administrators. It covers what to check, what to gather, what to submit in the Club Portal and what happens after submission.

ACTION:

Share this guide with your committee so everyone knows what's needed and when

OVERVIEW OF THE MEMBERSHIP PROCESS

ACTION	TIMING	CLUB RESPONSIBILITY
Review your club fee letter (sent early June to Chairs, Secretaries and Treasurers)	June 2026	Check player numbers and team fees; decide where you'll source public liability insurance if not through England Hockey
Raise any data queries	10 June – 7 August 2026	Email England Hockey if the data behind your fees looks wrong
Complete the membership process	Mid-August – 30 September 2026	Log in to the Club Portal , confirm your club's details and generate the invoice via Finance
Pay the invoice	By 31 October 2026	Pay in line with the invoice and your club's financial procedures

ACTION:

If you need a purchase order number, raise it before you complete the portal process and email it to finance@englandhockey.co.uk

BEFORE YOU BEGIN: INFORMATION TO HAVE READY

ACTION:

Agree who's leading the process before you start. Chair, Secretary and Treasurer should align on the deadlines and who owns each part

Here is a suggestion as to the how the roles and responsibilities could be shared within your club, you may also need input from your Welfare Officer and Facilities Lead too.

ROLE	RESPONSIBILITY
Chair	Oversight, deadlines, committee decisions
Secretary	Contact details, correspondence, records
Treasurer	Fee review, PO requests, invoice approval and payment
Membership Officer	Player records, data queries
Captains or Section Leads	Confirm team entries, flag discrepancies

WHAT YOU WILL NEED

Gathering everything below first will make the process faster, and accuracy matters for both the club and England Hockey.

- ☐ Club fee letter for 2026/27
- ☐ Contact details for Chair, Secretary, Treasurer, Welfare Officer and DBS Verifier
- ☐ Main club address and postcode
- ☐ Club website, social media accounts and logo (PDF, PNG or JPEG)
- ☐ Session types, venues, days, times and age groups for Find a Club
- ☐ Player numbers by category and age group, plus junior section estimates
- ☐ Expected team entries (league, junior, competition)
- ☐ Clubhouse and pitch details, including access arrangements
- ☐ Pitch and lighting costs, maintenance and quality ratings
- ☐ Club's legal structure
- ☐ Public Liability insurance decision, and alternative cover certificate if not using England Hockey's

WORKING THROUGH THE PROCESS

Once you've got the information above together and know who's leading each part, you're ready to work through the process in order, starting with the fee letter you'll already have received.

REVIEW YOUR CLUB FEE LETTER

England Hockey sent each club's fee letter in June 2026. It sets out your club's proposed 2026/27 membership fee and the information used to calculate it. If you haven't already, check it carefully before moving on to the Club Portal.

- ☐ Check the club name and contact details
- ☐ Review the player numbers used in the calculation
- ☐ Check the team fees against your club's expected league entries
- ☐ Confirm whether Public Liability Insurance applies to your club
- ☐ Note the total amount due and how the fee has been calculated
- ☐ Record any questions or possible discrepancies for the data query stage

RAISE ANY DATA QUERIES

ACTION:

The data query window closes on 7 August 2026, with no exceptions after that date. If you're reading this guide in late July, don't wait, raise any concern now

If something in the fee letter doesn't look right, contact England Hockey before the window closes. Send your query as early as possible and include the information that explains the issue.

- ☐ Compare the fee letter against your club's own player and team records
- ☐ Check whether any players or teams appear to have been counted incorrectly
- ☐ Gather supporting evidence, internal membership lists or team entry details
- ☐ Email clubs@englandhockey.co.uk with a concise explanation of the issue
- ☐ Keep a record of the query and any response received

COMPLETING THE MEMBERSHIP PROCESS IN THE CLUB PORTAL

The Club Portal is open from mid-August to 30 September 2026. Log in using your club administrator account to work through each section and confirm your details. Your invoice will be generated by our finance department and sent to your treasurer for payment.

You'll complete these sections in order:

1. Club Information
2. Club Contacts
3. Facilities and Venues
4. Teams and Players
5. Policies
6. Data Management
7. Insurance
8. Confirmation
9. Payment

ACTION:

Take the time to enter accurate information in every section. It's used for insurance cover, facility planning, and how England Hockey and your club communicate with members and prospective players

ACTION:

Save your progress as you go, especially where you need to check something with another club officer. Don't submit the final confirmation until you're confident everything's accurate and the club's ready to be invoiced

SECTION 1 - CLUB INFORMATION

This section covers your club's public-facing details. It feeds the England Hockey Find a Club page, the Game Management System, and facility planning, so it's worth getting right.

- ☐ Confirm your club's main address and postcode
- ☐ Upload your club logo (PDF, PNG or JPEG)
- ☐ Review and confirm your website and social media details (Facebook, Instagram, X)
- ☐ Update your Find a Club information: sessions, age groups, days, times and venues
- ☐ Confirm details for junior, teen, adult, Back to Hockey, Walking Hockey, Flyerz, training and social sessions where relevant
- ☐ Add any additional activity your club offers, such as Badgers, summer league, indoor, masters or mixed hockey

SECTION 2 - CLUB CONTACTS

This section is about who England Hockey, Areas and Counties should contact for different parts of club activity. Correct names and email addresses mean the right people get the right information at the right time. Contacts can be updated at any time after submission.

- ☐ Confirm Chairperson, Secretary and Treasurer details are correct and up to date
- ☐ Complete the mandatory roles: Club Development Co-ordinator, Disciplinary contact, DBS Verifier and Welfare Officer
- ☐ Add a second Welfare Officer if your club has one
- ☐ Complete additional contacts where they apply: Marketing and Communications, Social Secretary, Junior Co-ordinator, Schools Co-ordinator, Masters Manager, Adult Coaching Lead, Junior Coaching Lead, Umpiring Secretary and Facilities Technical Lead
- ☐ Check names, email addresses, phone numbers and postal addresses before submitting

ACTION:

Only use "same contact as" where one person genuinely holds both roles. Spreading contacts across different people, rather than listing one person against everything, means the right person actually gets contacted, and reduces pressure on any one volunteer

ACTION:

If anyone's email address has changed, update their contact details in the Club Contacts section. If the person wants to use that new address to log in to the Club Portal, they'll need to create a new account with it, as the login itself can't be updated to a new email address.

SECTION 3 - FACILITIES & VENUES

This section covers the places and pitches your club uses. It helps England Hockey understand facility needs, make the case for protecting and developing hockey facilities, and represent hockey properly in planning discussions.

- ☐ Confirm whether more than one organisation supports delivery of hockey at the club (facility operator, trading company, property company)
- ☐ Provide your club's legal structure (company, charity, CASC or unincorporated)
- ☐ Confirm clubhouse details and address
- ☐ Add details of each pitch site the club uses
- ☐ Identify the primary club pitch (normally the one used most for matches and training, or nearest the clubhouse)
- ☐ Enter approximate weekly training and match-play hours for adult and junior hockey
- ☐ Provide annual pitch expenditure, hourly pitch rates, and whether lighting is included in charges
- ☐ Answer access and tenure questions: partnership agreements, community use agreements, sink funds, changing facilities and toilets
- ☐ Rate pitch quality, lighting quality and maintenance arrangements as accurately as you can

SECTION 4 - PLAYERS & TEAMS

Your club's 2026/27 fee was calculated using player and team data from the 2025/26 membership process and GMS playing data, as set out in the fee letter you've already received. This section asks for additional participation information that helps England Hockey track membership and participation trends across the sport.

ACTION:

The figures you input need to be accurate. They won't affect the fee you're paying this year, but inaccurate numbers could mean some members aren't properly covered by insurance.

Two player categories:

- **Category 1:** Regular Club Members: players attending four or more training sessions, or playing four or more league games, junior matches or festivals
- **Category 2:** Other occasional or non-competitive players: players taking part three or fewer times, or in non-competitive activity such as Back to Hockey, Walking Hockey or summer-only sessions

- ☐ Complete all fields for regular club players, entering 0 where there are none in a category
- ☐ Count each player once only, in the highest category that applies to them
- ☐ Complete the relevant fields for occasional or non-competitive players
- ☐ Break down players by age group and the gender categories requested
- ☐ Provide a realistic estimate of the percentage of junior players attending state schools
- ☐ Confirm whether your club collects equality, diversity and inclusion data at registration
- ☐ If you collect ED&I data, confirm what's collected and whether anonymised data can be shared with England Hockey

SECTION 5 - POLICIES

This section confirms your club follows England Hockey's core safeguarding, safety and conduct requirements. Please make sure the right people in your club understand what's being confirmed before you submit.

- ☐ Confirm adoption of the Safeguarding Young People Policy, reporting procedures and good practice guidance
- ☐ Confirm whether your club has a named Welfare Officer, and whether they've completed Time to Listen training
- ☐ Confirm that those working regularly with young people are DBS checked through England Hockey where required
- ☐ Confirm that those working regularly with children complete safeguarding training every three years
- ☐ Confirm your club has read and understood Safe Hockey guidance and injury reporting requirements
- ☐ Confirm your club has adopted and shared the Spirit of Hockey Code of Conduct with members
- ☐ Confirm your club and members will follow England Hockey's social media guidelines

ACTION:

If your club can't meet one of these requirements, contact England Hockey to discuss it before you submit, not after

SECTION 6 - DATA MANAGEMENT

This section confirms the information you're submitting is accurate, lawful, and shared with the right permissions in place.

- ☐ Review the Framework Agreement covering data sharing between England Hockey, Leagues, Clubs, Areas and Counties
- ☐ Confirm your club agrees to the Framework Agreement where required
- ☐ Confirm the submission is GDPR compliant
- ☐ Confirm your club has permission to share this data with England Hockey
- ☐ Make sure your club's privacy notices explain how member data may be shared

SECTION 7 - INSURANCE

Club Membership includes Personal Accident insurance for players. Public Liability insurance is optional through England Hockey

ACTION:

Every club must hold Public Liability insurance to at least £10M, matching the England Hockey policy level. If you're not purchasing through England Hockey, you must upload proof of alternative cover before submitting

- ☐ Confirm you understand Personal Accident insurance is included
- ☐ Decide whether to take Public Liability insurance through England Hockey
- ☐ If not, upload your alternative insurance certificate
- ☐ Check the alternative policy meets the required cover level before submitting
- ☐ Keep a copy of all insurance confirmations with your club records

SECTION 8 - CONFIRMATION AND SUBMISSION FOR VERIFICATION

ACTION:

Submitting confirms you agree to be invoiced for the fees set out in your June letter. If you are waiting for the outcome of an appeal or wish to appeal before 7 August do not submit until you have heard. No appeals can be made after the 7 August

This is your final check before submission. Only submit once every section has been reviewed and the person completing it has authority to do so for the club.

- ☐ Review all sections before pressing final confirmation
- ☐ Check player figures, club contacts, facilities information, policy confirmations, data management and insurance are all complete
- ☐ Save confirmation of submission for your club's records

Once you submit, England Hockey runs a verification process and will contact the club if anything needs clarifying. Once that's complete, Finance will raise the invoice and send it to your Club Treasurer, along with your insurance documents and membership confirmation.

- ☐ Look out for confirmation that your submission has been received or verified
- ☐ Respond promptly if England Hockey asks for clarification or amendments
- ☐ Check the invoice reaches the correct Treasurer or finance contact
- ☐ Save your insurance confirmation documents with your club's records

SECTION 9 - PAYMENT

Payment is due by 31 October 2026. Your Treasurer or finance lead should arrange payment using the instructions on the invoice, following your club's own approval process.

- ☐ Check the invoice amount and payment deadline
- ☐ Gain any required internal approval from your committee or authorised signatories
- ☐ Make payment using the method stated on the invoice
- ☐ Save confirmation of payment with your club's financial records
- ☐ Confirm to your committee that the membership process is complete

For any invoice queries, contact finance@englandhockey.co.uk

COMMON ISSUES AND HOW TO HANDLE THEM

ISSUE	SOLUTION
The player numbers do not look right	Check the club's own membership records and information on GMS, and submit a data query before 7 August 2026
The team fees do not match expected entries	Review planned league entries and raise a query if there appears to be a discrepancy
The wrong person received the fee letter	Check and update club officer details in the Club Portal when the portal process opens
The club cannot access the Club Portal	Identify the current portal administrator and arrange access internally as early as possible. Any queries email clubs@englandhockey.co.uk for assistance
The invoice needs committee approval	Schedule committee review in advance so payment can be made by 31 October 2026
A PO is required on the Invoice	Ensure that the PO number is raised in advance of the invoice being raised and sent to finance@englandhockey.co.uk confirming which club this relates to prior to completion of membership on the Club Portal

HELP & SUPPORT

Questions about your fees or the membership process? Contact the Clubs team at clubs@englandhockey.co.uk.

Join one of our online drop-in sessions, useful if you have new committee members this year or want to ask any questions about the membership process.

Membership Process Drop-in

- Wednesday 19 August, 19:00–20:00 - [Register Here](#)
- Thursday 10 September, 12:00–13:00 - [Register Here](#)