



New Member Guide

WELCOME TO THE NORTHERN!

Thank you for joining The Northern — we're excited to welcome you to the club. If you ever need assistance or have any questions, you can contact us by emailing **reception@thenorthern.co.uk** or calling us on **0161 445 3093**.

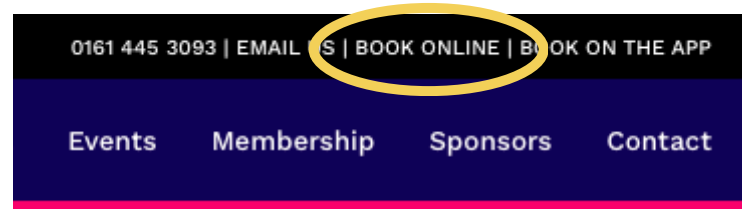
You can also visit our website at **www.thenorthern.co.uk**, where our AI Chat Support Bot is available 24/7 to help with most common queries.



Step 1. Sign Your Contract

If you joined online, you would have signed your contract during checkout. If you joined in person, please follow the instructions to complete the contract process.

1. Visit this link: **<https://shorturl.at/ZNOTA>** or click ‘**book now**’ in the top right of our website.



2. Log in using your credentials:

- Username: **(your email you used to join)**
- Password: (If you don't have one, click “**Need a new password?**” to create it.)

3. Immediately after you log in you will be prompted to agree to your contracts terms and conditions.

4. Tick the box to confirm: “**I agree with the above terms.**”

5. Click “**Resolve**” to complete the process.

6. If you have any issues logging in or completing the agreement, feel free to contact us and we'll be happy to help.

Step 2. Parking Permit

ALL MEMBERS NEED A VALID PARKING PERMIT

To park on-site, **all members need a valid parking permit**. Our car park is monitored by an external company to prevent misuse and ensure more spaces are available for members and paying guests.

To register your vehicle:

- Speak to Reception in person; or
- Email your vehicle registration/s to: reception@thenorthern.co.uk



If you're arriving in a different car, using a hire car, or being dropped off by a friend, please inform Reception so we can register the correct vehicle each time.

Important: *The club cannot cancel or appeal PCNs. Please ensure your vehicle is correctly registered to avoid fines. This system is in place to protect parking availability for our members.*

Step 3. KISI Entry System

Our club uses a contactless entry system called KISI. You will need to download the KISI app to access the turnstiles and enter the club. Please follow the instructions below gain access.

1. Search “**KISI**” in your phone’s App Store (iOS) or Play Store (Android).

2. **Download** the app titled “KISI”.

3. Open the app and **enter the same email address** you used to sign up for your Northern membership.

4. The app will prompt you to **check your email** on your device — *click the blue sign-in link* in the centre of the email. This will take you back to the KISI app.

(FIX: *if you do not receive an email, go back to the KISI app and select “Manual Sign In”, then enter thenorthern as the domain name.*)

5. **Create a password** that includes a capital letter, number, and special character.

6. Tick to accept the terms and conditions, then click Continue.



Enter your email

Enter your email address to request a sign-in link

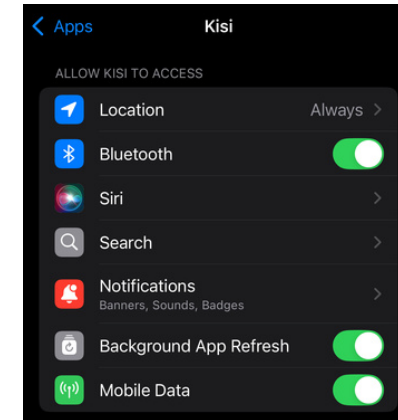
Sign-in link sent

Please open your email and follow the link of the organization you would like to sign in to. If you want to sign in to several organizations, you don't need to request additional emails

Step 3. KISI Entry System (Continued)

7. Grant all requested permissions — KISI needs access to:

- **Notifications**
- **Bluetooth**
- **Internet**
- **Location**

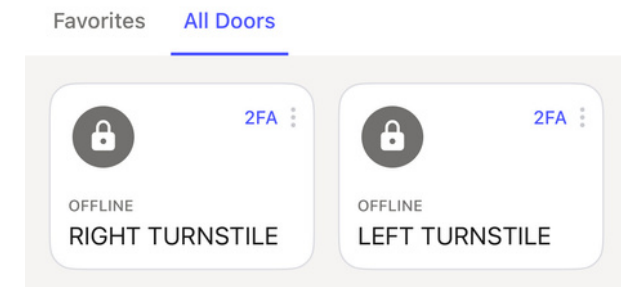


8. **TIP:** For the best experience, go to your phone settings → find the KISI app → set Location Access to “Always”. This allows the app to detect your arrival and open the turnstile automatically — even without unlocking your phone.

9. On your first visit, open the KISI app, tap “The Northern”, then press “Right” or “Left Turnstile” to open the gate and sync your access.

10. Going forward, if all permissions are enabled (especially “Always” location access), you can simply hold the back of your phone to the black reader on the turnstile to enter.

- If this fails, open the app and press the turnstile button manually, or double-check your app permissions.



Step 3. KISI Entry System (Continued)

If you are unable to complete the KISI setup on your own, please speak to a member of our reception team at your earliest convenience. All members must use KISI for entry due to health, safety, and safeguarding regulations in place at The Northern.

Please Note:

If your KISI app displays “No Places” and you cannot see the options for Left and Right Turnstile, this means there is an issue and it must be resolved in person by reception staff.

IMPORTANT — Age-Based Memberships

KISI access will **remain disabled** for any member on an age-based membership (Under 30, Under 25, or Under 19) **until we have received valid proof of date of birth.**

To activate your access, you must either:

- **Email a photo of your ID** (passport or driving licence) to reception@thenorthern.co.uk, or
- **Show your ID to Reception** in person on your first visit.

Until this step is completed, **you will not be able to access the club** using your membership.

Step 4. The Northern App

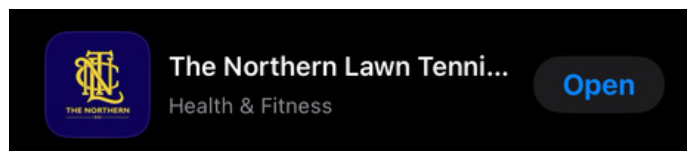
The Northern App is the main way members can book nearly anything at the club.

Once the app is downloaded, you'll be able to:

- Book tennis and squash courts
- Reserve spaces in fitness classes, tennis and squash classes
- Register for tennis and squash coaching sessions
- View, manage and cancel your upcoming bookings
- Stay informed with updates and changes to your sessions

1. Search “**The Northern Lawn Tennis Club**” in your phone’s App Store (iOS) or Play Store (Android).

2. **Download the app** titled “The Northern Lawn Tennis Club”.



3. Open the app and press “**Sign In**”. You’ll be prompted to log in using Mindbody, which is our service provider.

*(Make sure to use the **same email address** you used when signing up for your Northern membership.)*

Step 4. The Northern App (Continued)

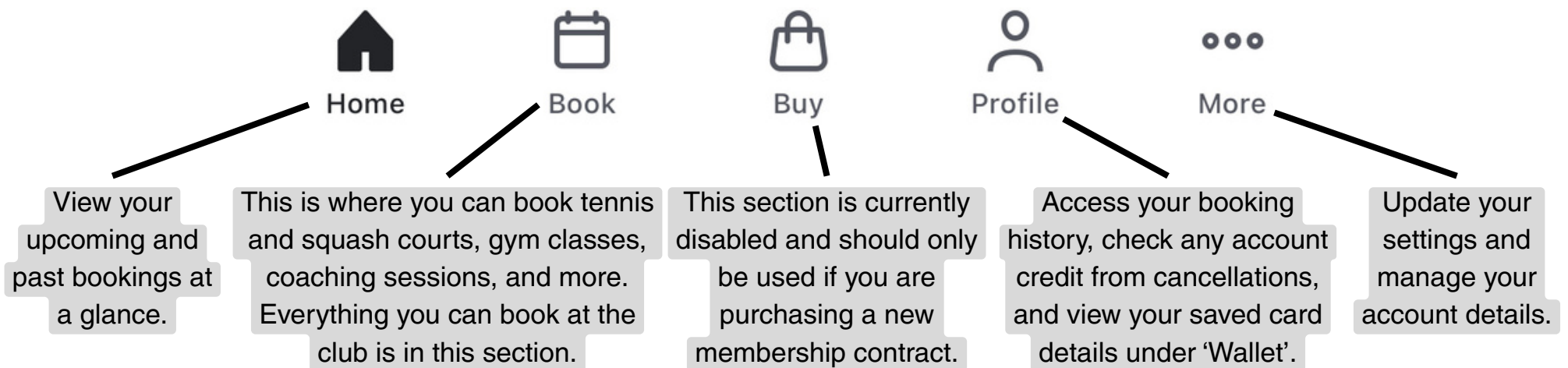
4. Enter your password.

If you don't have one or you've forgotten it, click "reset it here" — this will send a password reset email so you can create a new one.

5. Complete your login to access your account.

Navigating the App

Once you're logged in, you'll see five navigation icons at the bottom of the screen:

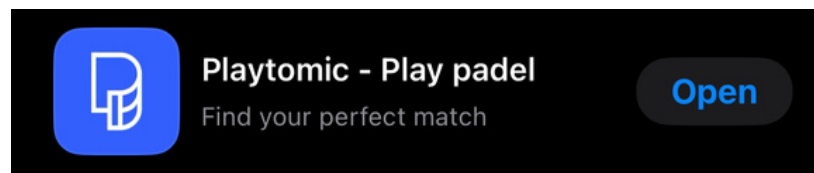


Step 5. Playtomic (Padel App)

The only way to book Padel courts at The Northern. Skip this step if you're not interested in Padel.

All **Full Members** (Full Adult, Under 30, and Under 25) are automatically given **member access on Playtomic** within their first week of joining The Northern. This provides:

- £4.50 per hour court hire
- 8-day advance booking window



Off-Peak Members have the same benefit for off-peak hours only.

Fitness Members do not receive padel member benefits but can still book courts at standard rates.

IMPORTANT:

Your member benefits **will only be applied** if you create or log in to Playtomic using the **exact same email address** as your Northern Club membership.

If you already have a Playtomic account under a different email and would like to have your benefits transferred to it, please email reception@thenorthern.co.uk with the request.

Step 5. Playtomic (Continued)

How to Get Started on Playtomic

1. Search “**Playtomic**” in your phone’s App Store (iOS) or Play Store (Android).
2. **Download** the app titled “Playtomic”.
3. Open the app and press “**Get Started**”.
4. Select “**Continue with Email**” and enter the **same email** used for your Northern membership.
5. Create or enter your password to log in.

Track your progress

Set up your initial level to start tracking your progress

If You’re New to Playtomic

After signing in:

- Go to the **Profile** section.
- Tap “**Start Levelling**” to complete a quick questionnaire that helps **assign your Playtomic level**. This helps match you with players of similar ability for open matches or events.

Start levelling

Once that’s done, simply search for “**The Northern**” in the app and start booking your padel courts!

Step 6. Social Tennis & Squash

Get a head start by joining onto a social tennis or squash session by booking with reception.

We understand that joining a new club can sometimes feel overwhelming, and we want to help you feel part of the community from your very first week.

If you're interested in **Social Tennis** or **Social Squash**, we offer **new Full Members** (Full Adult, Under 30, and Under 25) and **Off-Peak Members** the chance to **book one session early**, ahead of general booking. This gives you a guaranteed opportunity to meet other members and get a feel for the club.

If you've joined within the last month, simply **email**, **call**, or **speak to Reception** in person to book a priority place in an upcoming Social Tennis or Squash session.

We'll be happy to help get you started!



Step 7. Policies and Club Information

To make the most of your membership, **we strongly recommend** you read through the **Policies and Club Information** document. It includes everything you need to know about:

- **Booking windows**
- **Cancellation policies**
- **Court and class pricing**
- **General club procedures**
- **And lots more useful details**

This document will help you get the best experience possible out of your time at The Northern. It can be viewed at **thenorthern.co.uk/club-information/**

When you arrive for your first visit, don't forget to speak with Reception to **collect your Welcome Pack**. This is available within your first month of joining and includes a few small goodies to help you settle in and get started at the club.