



# Family Discounting

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User Guide for JustGo

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# What is Family Membership?

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Family membership is a sophisticated discount feature that allows you to group memberships and apply a discount specifically for families. It is not enough for the family members to share a name or an address, they must also be linked together using the family feature.

## FOR EXAMPLE

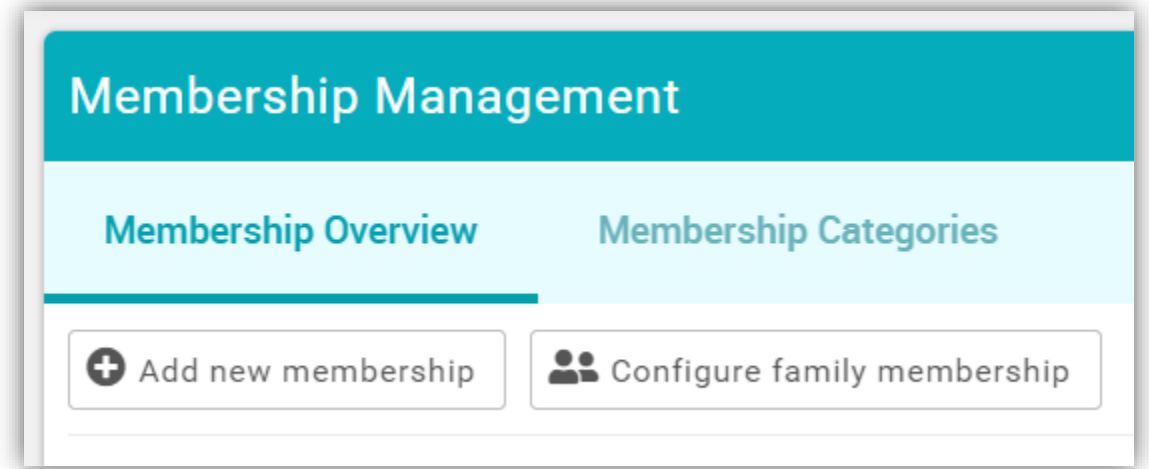
2 adults and 2 children connected to the same family may receive a 50% discount off the total price of their memberships.

Some screenshots and info in this guide may differ depending on subscription type.

# How do I setup Family Membership?



In the membership overview click on  
Configure family membership



Only available in JustGo Enterprise.

# How do I add Family Membership Details?

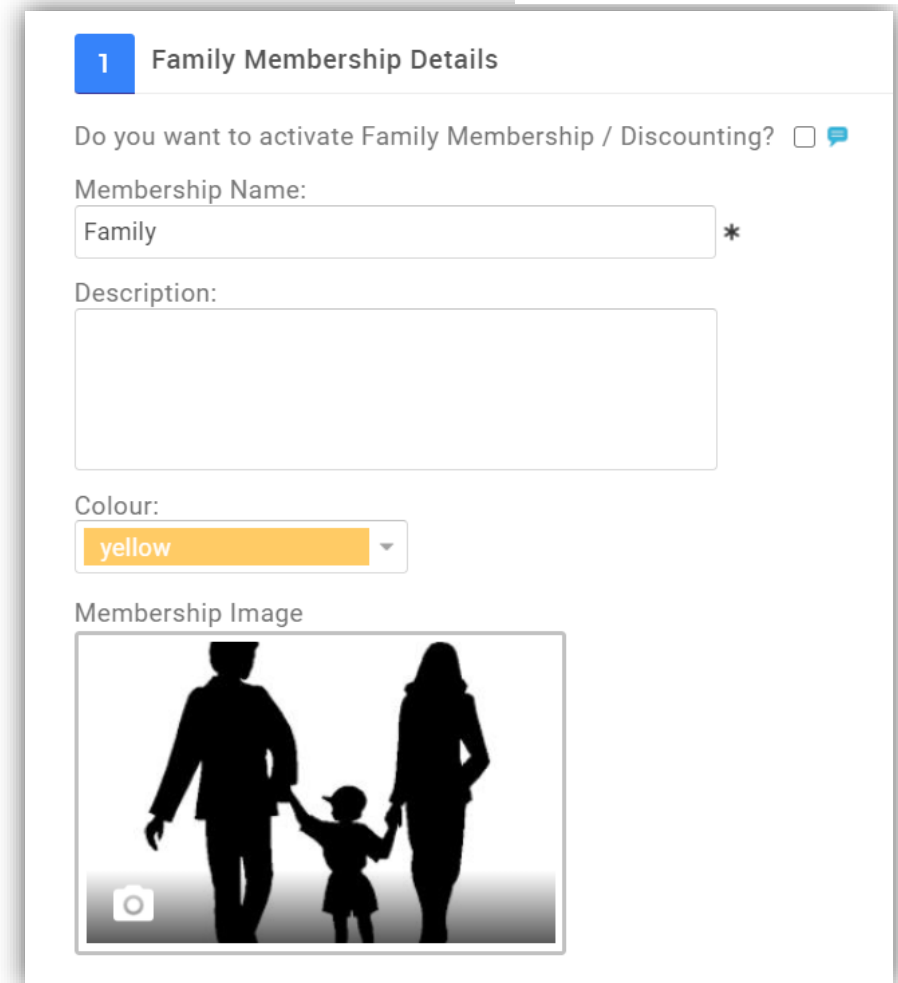
Ticking the box for **Do you want to activate Family Membership / Discounting** will activate your family memberships.

**Membership Name** is presented to the member during the purchase process.

**Description** is visible to the member, this may contain the combination required to achieve the family discount.

**Membership Image** will be displayed to the member.

**Only available in JustGo Enterprise.**



The screenshot shows a form titled "1 Family Membership Details". It includes a checkbox for "Do you want to activate Family Membership / Discounting?", a text input for "Membership Name" (containing "Family"), a text area for "Description", a "Colour" dropdown menu (set to "yellow"), and a "Membership Image" field containing a silhouette of a family (two adults and a child) holding hands. A camera icon is visible in the bottom left corner of the image field.

# How do I set Family Membership combinations?



There are two ways to set family membership combinations.

**Age** will allow you to say 2 adults & 2 children. The system will automatically determine this using the date of birth of the member during purchase.

**Type** allows you to be specific with the membership types saying 2 Adult memberships and 2 Junior memberships as seen in the screenshot on the right. In step one you simply select the memberships that are valid for family discount.

A screenshot of a web interface titled "2 Price and Combination Setup". Below the title, it says "You can setup your family membership using the following methods". There are two radio button options: "Age" (unselected) and "Type" (selected). Below this is a section titled "Age & Membership Settings" with the instruction "Select which memberships are valid for family membership \*". Underneath, there are two checked checkboxes: "Adult (£25)" and "Junior (£10)".

**2 Price and Combination Setup**

You can setup your family membership using the following methods

- Age** Set your Adult/Child age threshold and then setup your combinations
- Type** Setup your combinations using your specific membership types

**Age & Membership Settings**

Select which memberships are valid for family membership \*

- Adult (£25)
- Junior (£10)

Continued on the next page...

# How do I set Family Membership combinations?



Setting combinations is simple. You can see in the screenshot below we have set the criteria for between 1 and 2 Adult membership and between 1 and 3 Junior memberships. This means any combination between 2 and 5 members (with a minimum of 2) will entitle the buyer to a 20% discount.

A screenshot of the "Combinations" section in the JustGo interface. It shows a single rule configuration: "1. Adult (£25) Between 1 and 2 Junior (£10) Between 1 and 3 Minimum Family Members 2 Price Percentage 20.00". Each element is in a separate input field, and there is a trash icon at the end of the row. Below the row is a blue button labeled "Add New Combination".

Combination ID	Member Type	Count Range	Minimum Family Members	Price Type	Price Value	Action
1.	Adult (£25)	Between 1 and 2	2	Percentage	20.00	Trash

# How do I apply Subscription discount in addition to family discount?



Use the **Subscription Discount Amount** box to enter the subscription discount, You can also use the percentage switcher to give discount on percentage.

A screenshot of a web form titled "Subscription Discount Amount". It features a text input field containing "0.00" and a toggle switch labeled "Is Percentage" which is currently turned off.

Subscription Discount Amount

Is Percentage



# Can I configure prices for additional members?



It is possible to configure prices for each additional adult or child who does not meet the family criteria but only if the **Age** method of configuration is being used.

## FOR EXAMPLE

You have configured 2 adults and 2 children as your combination but the family has 3 children. You can determine the cost for the extra child.

### Price for any additional Adults

- Full Price
- Free
- Set a specific price

### Price for any additional Children

- Full Price
- Free
- Set a specific price

# Can I add tax to my Family Membership?



**Tax Options** are optional and allow you to charge add tax to your memberships if required.

**Tax Name** allows you to identify the type of tax applied.

**Tax Rate** allows you to define the rate charged.

**Tax ID** is an internal reference and used for reporting purposes. It is not visible to members.

**Add or Include** allows you to select if the taxes are shown as inclusive to the membership price or added to the price.

Tax Options

Tax Name:  
VAT \*

Tax Rate (%):  
20.00 \*

Tax ID:  
\*

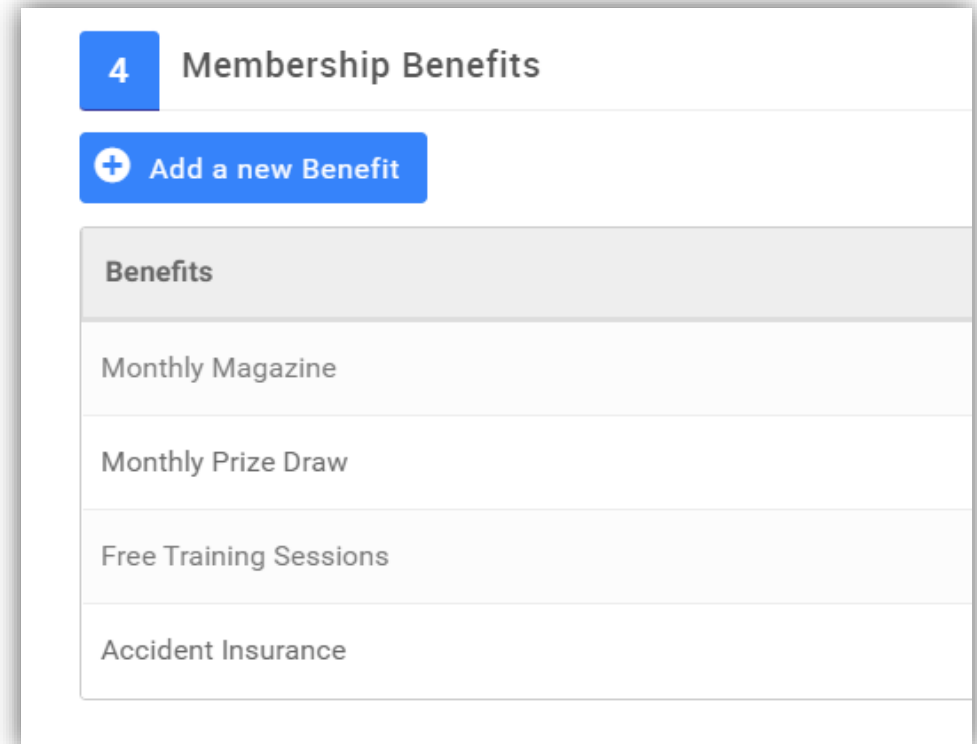
Add or Include:  
 Include tax in the total price  
 Add tax on top of the total price

# How do I add benefits to my Family Membership?



**Benefits** allows you to add the benefits of the Membership and are displayed to the member before purchase.

You can add benefits using the Add a new Benefit button and typing free text into the box.



# What additional settings are available for Family Membership?



You have the ability to determine the **position** that the family membership will be shown to the member in comparison to the other available membership types.

You can also select the **category** in which you would like to display your family membership.

A screenshot of a settings dialog box titled "4 Settings". It contains two main sections. The first section is titled "Position that family membership will be shown" and features a dropdown menu with three options: "Show family membership as the first option" (which is highlighted in green), "Show family membership as the first option", and "Show family membership as the last option". The second section is titled "Select categories to enable Family Membership" and includes a checked checkbox labeled "Membership". At the bottom right of the dialog are "Cancel" and "Save" buttons.

# What else do I need to know?

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The discount applied to Family Membership will be determined by the configuration you have chosen. You cannot double discount with another type of discounting method.

If you select multiple combinations, the cheapest combination to the member will be the one applied at checkout as long as they have successfully met the criteria.