













FC LAS VEGAS

We have assembled a list of Frequently Asked Questions (FAQ) for you to review. We hope that these will satisfy any questions you may have. If you have additional or alternate questions, please feel free to contact the Club Administrator we will be glad to assist you.

Frequently Asked Questions

- 1. What are my options to make a payment?**
 -  You have three (3) payment methods available to make your payments. Credit Card, Check or Money Order. For each option you may choose to pay in full at the beginning of the season, or enroll in the payment plan. A detailed explanation of the payment plans can be found on the administrative page of our website <http://www.fclasvegas.com/Administration.html>
 -  **IMPORTANT NOTE:** If you choose the payment plan, and made your initial payment by credit card – your account will automatically be set up on “autopay” using that credit card. To learn more about “autopay”, refer to the questions below.
- 2. What is the difference between "autopay" and "manual pay"?**
 -  “Autopay” will automatically deduct payments from your credit card on the invoice dates set up on your payment plan. The credit card you inputted into to your individual account page will be the card that is charged.
 -  “Manual pay” will require action by you at every payment due date. You will need to either physically send in a check or money order into the club or contact the club to make a credit card payment for you. Refer to the questions below for the different options available.
- 3. How can I tell if I signed up to "autopay" or for "manual pay"?**
 -  You can check to see if you are on “auto pay” by logging into your account and looking at your “Invoice & Payments” section. Next to your invoices you will clearly see a “yes” or “no” under the “Auto Pay” column. If “yes” is shown, you are signed up for “autopay”. If “no” you are on “manual” pay. If you would like to change from one to the other refer to Questions #5 or Question #7 as it applies to you.
- 4. How can I make a one (1) time payment via credit card?**
 -  Yes. To make a one (1) time credit card payment, you will need to first make sure that your credit card information is entered into your Gotsport account. This is the account you created when you registered on-line with the club. To enter your credit card information, sign onto your account. Then click on “My Profile”, then onto the “Club Registration” tab, and finally the “payment plan” link in the right hand box. You will see where you can enter your credit card payment. Be sure to “Update Billing Information” before exiting this page, and your account. After updating your credit card information (or if you already have it saved), you will need to contact the club (myself - at the email or phone below) to manually make the payment for you. We will be happy to take care of this for you
- 5. When initially registering on-line, I chose Check/MO payment option. Can I now make a payment by credit card?**
 -  Yes. You first must decide if you want to make a one (1) time credit card payment or set up your account to make the remainder of your payments by credit card “autopay”. To make a one (1) time payment, please refer to Question #4. If you want to be set up on the “autopay”, refer to Question #6.
- 6. Will my credit card be automatically billed on the invoice date?**
 -  When initially registering on-line, if you chose the payment plan and paid your first payment by credit card - **YES**, the system automatically sets you up on “autopay”. Invoices will also be billed to your credit card automatically if you request the club to set this up for you. You can check to see if you are on “auto pay” by logging into your account and looking at your “Invoice & Payments” section. Next to your invoices you will clearly see a “yes” or “no” under the “Auto Pay” column. If “yes” is shown, your card **will be** charged. If “no” is shown, you will need to send in a physical check, make a request to the club to make a one (1) time credit card payment for you or request that the club set you up on “autopay”. We will be happy to take care of this for you.
- 7. If my payment plan is on "auto pay" how do I take it off "auto pay" and make a payment by check?**
 -  You can do this by contacting the club (myself - at the email or phone below) and we will remove the “autopay” option from your account requiring you to make manual payments by credit card or check in the future. This is not intended to alter the amounts owed, simply the method of how the payment will be made.
- 8. Who should I contact if I have additional questions about my account?**
 -  Please contact the Club Administrator - Michael Sarro. He is available to you via email at info@fclasvegas.com or by the club office phone (702.987.1445). The FCLV office hours are Monday thru Thursday from 5:30pm to 9:30pm. If you call the office outside of these hours, please leave a message and your phone call will be returned once it is retrieved.