



Frequently Asked Questions

1.) What is “HBC Online”?

HBC Online is a secure cloud-based account management, appointment scheduling, and e-commerce system designed specifically for the Harbor Bay Club. “Cloud-based” means that this system resides on the Internet and can be accessed from any computer or mobile device (i.e. smart phone, iPad, etc.). Among many benefits, HBC Online updates HBC’s billing system and allows members and guests to view their account, continue to make appointments for tennis courts, spa treatments, and Pilates, and - in the future - reserve & purchase additional services such as personal training, and youth & tennis camps...all online on a safe and secure platform. Upon completion, HBC Online will also be fully integrated with HBC’s website for easy access and added convenience.

2.) Why is HBC doing this?

HBC Online provides many operational and eco-friendly efficiencies and member benefits which will enable HBC to provide a higher level of service to its members and guests, allow for more transparency to member account information, and support HBC’s continued efforts to reduce paper waste and go green.

3.) When will this happen?

HBC Online will be implemented during the week of Feb. 6th and is expected to be completed over the following weeks. Members and guests will be informed via email when HBC Online is up and running.

4.) How will this affect my account and how I’m billed?

Once HBC Online is up and running HBC members and guests will be able to access their account online, review current charges, and update personal information and billing options. Beginning in March, new look statements will be generated for all members not currently on paperless billing. Members on auto-pay (EFT) will continue to have their accounts debited on the 20th of the month in February and March. Effective April 10th the EFT debit date will move from the 20th to the 10th of each month.

5.) Will my account information be safe?

Yes, HBC Online is powered by a safe, secure, and Payment Card Industry (PCI) Compliant Level 1 platform, the same gold standard used for online banking security. All HBC member and guest information is safely encrypted and stored.

6.) How will this affect how I schedule appointments?

Reserving tennis courts and booking appointments for spa treatments and Mind/Body programs will be much easier and user-friendly and include the ability to search by a variety of categories. In the future HBC Online’s reservations system will include many additional HBC services including personal training, and group swim lessons.

7.) How do I sign into the system?

HBC's website, www.harborbayclub.com, will be the easiest way to access HBC Online. All current HBC members and previously registered guests, including non-member Spa clients, will already have their accounts set up in HBC Online; however, in order to access their account, ALL members and guests will need to initially provide their email address and password upon their first visit. When HBC Online is up and running members and guests will be notified by email with instructions and a link to the sign-in screen.

8.) Do I have to use HBC Online?

No, HBC members and guests can choose to receive statements, schedule appointments and register for HBC services through paper-based manual methods; however, the immediate and ongoing benefits provided by HBC Online, including increased accuracy and transparency of account charges, will only be available to registered users, so all members and guests are strongly encouraged to use HBC Online. For those members and guests without access to a computer or mobile device, a free kiosk will be provided inside the club for additional convenience. HBC is committed to eco-friendly business practices and its staff is dedicated to assisting all HBC's members and guests on the ease of use and benefits of HBC Online.

9.) Will this cost anything?

No, HBC Online is free to all members and guests.

10.) How do I get more information about HBC Online

HBC's website, www.harborbayclub.com, will be the best source for information and updates on HBC Online. In addition, a letter will be sent via regular mail and email updates will be sent to all HBC members and guests with registered email addresses. To add or update your email address so you can be informed of all HBC Online updates and benefits please go to HBC's website home page and click on Join the HBC Community button. Plans are also underway for an in-club HBC Online kiosk. For additional questions contact Louise Howard at (510) 521-5414.