



MEMBERSHIP DUES 2023-2024 Westchester Locations

Group	Membership Dues	Coaches
Stroke Development	\$289.30	Jaak / Kylie / Shanequa
Bronze	\$289.30	Jaak / Kylie / Shanequa
Silver	\$305.80	Kevin / Jaak
Gold/Gold Elite	\$334.40	Rashay / Kevin
Senior	\$387.20	Jon / Adam
Senior 1	\$346.50	Jon / Ralph
College Swimmers	\$250	Jon / Adam



2023-2024 BILLING POLICIES

Recurring Payment Schedule

To clarify, **for the 2023-2024 Season, dues have NOT increased**. I am moving away from the 11 month billing cycle and replacing it with a 10 month billing cycle.

Any families who wish to pay their seasonal dues upfront may reach out to me privately.

Starting in August/September, depending on the time of registration, the only payment plan we are offering is a 10-month plan. On this plan, monthly membership dues will be charged on the 1st of each month (e.g. dues for October will be charged on October 1). If the 1st of the month falls on a Sunday, the billing date will change to the 2nd of the month. Upon registration, you will be required to keep a credit card on your account which will be used for recurring payments each month. Dues will continue to be charged each month unless you cancel by the cancellation deadline (see below).

The team will bill the following months: October, November, December, January, February, March, April, May, June

There will be no automated billing for the following months: September '23, July and August '24.

Cancellation Policy

Gold and Senior swimmers are considered year-round commitments. Their groups have expectations and attendance requirements that must be met. They are not eligible to pause billing, but cancellation may be considered if there are extenuating circumstances.

If you do not wish for your membership to be renewed for the next month, cancellations must be provided in writing by the 20th of the current month by emailing the billing administrator (see contact information below). If there are any changes in location, schedule or membership dues for the following month, those will be communicated to all accounts prior to the cancellation deadline.

Westchester Billing Administrator

Jon Hulbert

jon@swimcondors.org

Insurance / Registration Fee

There will be a one-time, \$40 fee charged during registration.

No Refunds

Membership dues and USA Swimming fees are non-refundable. Once paid, there will be no refunds of that month's dues unless the month was canceled completely prior to the start of the month.

No Prorations or Discounts

Membership dues are non-negotiable. Dues will not be prorated if a member joins late or will only be participating for a partial month. Unfortunately, at this time, the current financial situation and rising costs due to COVID-19 do not allow for any proration, or discounting. Financial assistance for families will be considered on a by need basis.

If, for whatever reason, there is a reduction in dues (financial aid or some other arrangement), billing must continue throughout the season without pause for the agreement to be honored.

Failed Payments / Unpaid Balances

If your payment on the billing date is declined for any reason, you will receive an automated email from our billing system alerting you about the issue. If this happens, you will need to log into your account to update your payment method on file and make an on-demand payment to pay off your balance.

Swimmers will not be allowed to practice if they are unregistered or if there is an unpaid balance on their account after the billing date.

To update the payment method you have on file, log into your account and go to My Account > Set Up AutoPay on the left-hand side menu.

To make an on-demand payment, log into your account, go to My Account > Invoices & Payments on the left-hand side menu, then click on the Make Payment tab.

Available Payment Methods / Updating Payment Methods

The only payment option available at registration is credit card or debit card (Visa, MasterCard or Discover). American Express is not accepted by this system.

If you prefer bank draft payments, you will not have that option for registration, however you will be able to set that up after registration to handle all subsequent charges. To update the payment method you have on file, log into your account and go to My Account > Set Up AutoPay on the left-hand side menu.

If the credit card you have on your account is close to expiring, you will receive an automated email from our billing system reminding you to update your payment method on file.

Incidental Charges

Certain fees, such as membership dues, recur from month to month on a billing plan while others will be invoiced to your account as they occur. Examples of common incidental charges include meet entry fees, which are invoiced to your account after each swim meet, and swim cap fees. If a swimmer needs a team swim cap, they can request one from a coach, and the cost of the cap will be invoiced to the family's account that month.

Viewing Your Invoice / Billing Summary Emails

To check your invoice at any time, log into your account and go to My Account > Invoices & Payments on the left-hand side menu.

On the 15th of every month, all accounts will receive an automated billing summary email. This email is a courtesy reminder showing you what you can expect to pay on the upcoming billing date, however it is not your final bill for that month. If any incidental charges (such as swim meet entries or swim cap fees) are added to your account after the billing summary email is sent, you will still pay for those charges on the billing date. You may log into your account at any time to view your up-to-date invoice.

Maintaining Your Account

It is the responsibility of the account holder to ensure that all contact information and payment methods are up-to-date. You can log into your account to update this information at any time.

Contact For Account & Billing Inquiries

If you have any questions or need any assistance with your account or with billing, please contact your team's billing administrator:

Westchester Billing Administrator

Jon Hulbert

jon@swimcondors.org

845-638-4381 x704