

This document explains our account, payment and meet entry questions for our new families as well as a policy reminder for returning families. Please read this document in its entirety. Thank You!

How do I make a payment to GLT?

All payments to GLT must be made online. You may make payment by Visa, MasterCard, Discover or ACH transfer from your bank account. The process is safe and simple: (Please do not give payments to coaches!!)

- **Sign on to your account
- **Click on the "My Account" tab found on the left side of the home screen.
- **Click on the "\$My Invoice/Payment" tab.
- **Click on the "Make Payment tab" found near the top.

We ask that you keep a valid payment method active on your account. Fees will then be automatically processed on the first of the month. If you remove your method of payment or it expires or is underfunded, remember to make your payment by the 15th of the month or you will be charged a late fee.

How do I know if I have a Balance Due? If you have a balance due, you will be receiving a separate, system generated email showing your balance due (it is sent at the end of each month). The amount due will include swim session installment (if you have a payment plan), meet fees and other miscellaneous charges. As this is a system generated invoice, I cannot change the wording and some information may not be applicable to your account. The important part of this system generated email is the amount due.

Your chosen method of online payment will be charged or withdrawn from your account on the first of the month. It is your responsibility to keep your method of payment active and valid. Any charges to GLT as a result of declined or unfunded payments will be charged to your account. Your balance is due in full on or before the 15th of the month or a LATE FEE of \$10 per month will be charged to your account. Please review your account often to be sure your account is in good standing. Extended payment arrangements can be made if necessary---contact Lori by email please.

What does it mean when I receive an invoice email notification that says I have a balance due?

This means your GLT account had charges posted since the previous invoice and that you need to make a payment to GLT. (If you have a balance of zero or a credit, you likely will not receive this invoice notification email and don't need to make any payment for that month.)

Where can I see the detailed charges on my account?

After you have logged into the website, click on "My Account" tab then select the "\$ My Invoice/Payment" tab. Under this tab, you can see an account summary, current invoice/charges due, projected future charges and your billing history. Meet fees are added to your account as entries are approved by coaches, usually within a few days of the meet sign-up deadline. Meet fees are due in full PRIOR to the meet regardless of when they are "invoiced" by our system. Please check your account often! Report suspected errors ASAP to GLTregistration@outlook.com

SWIM MEETS:

SIGNING UP: You will receive an email when a meet is ready for sign-up. Sign in to your account, click on "Meets & Events" tab at top of home screen (or see list towards the bottom of screen). When you find the correct meet, click on the pink "Edit Commitment" button. You will see your swimmer's name(s) listed. Select swimmer name. You will see a "Declaration" tab, click it and select "Yes" to attend or "No" to decline. Please write in "Notes" section what days/sessions you will attend and if your swimmer can participate in relays. If you leave this section blank, coaches will assume you are available to attend all sessions and can participate in relays.

MEET FEES: Meet fees are billed prior to the meet and payment is made as noted above as part of your account balance due. You are committing to your swimmer's attendance at the meet and full payment of fees. Meet fees are generally NOT reversible after the sign-up deadline. We collect payment from swimmers on behalf of the host team. Once your entry is accepted by the host team, refunds or fee reversals cannot be made for any reason including to illness or family emergency.

Quad and Dual type meets are generally \$2 per swimmer. Other meets are charged per event (generally \$5 each event) plus surcharges. The surcharges are charged per meet (not session or event) and generally include \$1 host facility/USA charge and \$7 GLT surcharge to contribute to coach expenses (this increases to \$20 if the meet is "away" and the team needs to provide a hotel room for the coaches.)

A/B/C time standards, and others, can be found at www.MISWIM.org. (Click on Time Standards near top of page.)

Feel free to email questions to GLTregistration@outlook.com or ask any board member at practice.

Thank You!

Lori Morrison

Registration Manager for GLT