



## Billing Policies

Below are the policies that are agreed to when registering swimmers as members of the SwimMAC Competitive Team. Any changes to these policies will be emailed to membership and will include the start date for the described changes.

- All families must have either correct banking information on file for direct ACH withdrawal or have a credit card on file.
- To avoid any credit card fees, please select ACH as your preferred payment method in TeamUnify and provide the appropriate banking information.
- **Because many families have expressed a desire to continue using a credit card as their payment method, the credit card option will remain, but the family will be responsible for any credit card fees (2.95% plus \$0.30 on each transaction).**
- Because the TeamUnify system requires that the Registration Fee be paid by credit card only, SwimMAC will not apply the credit card fee to the Registration Fee. Credit card fees will apply to all other dues and expenses.
- All families must put in their banking information or have a credit card on file when registering and all account charges will attempt on the account automatically on the first of each month.
- Charges not paid by the 16<sup>th</sup> of the month will incur a late fee of \$25 on the account.
- Families must have an active banking account or a Visa, MasterCard, Discover card. Failure to maintain banking information or a valid credit card can result in failed payments and late fees.
- If an athlete is transferred to a different practice group by the coaching staff, the monthly installment will be changed to the cost associated with the new group.
- **All registration and deposit fees are non-refundable.** Should a family need to be in a different deposit group from the deposit group they registered in, they must reach out to the billing department at [billing@swimmaccarolina.org](mailto:billing@swimmaccarolina.org) to coordinate.
- Athletes who move groups in group moves at the start of a new season are subject to group move billing adjustments, as they may have registered in a different group than that of what they were assigned. These adjustments are charged on the first of the month at the beginning of the season.
- Financial assistance is available and must be applied for through the application process. All applicants must be approved by team leadership. If a family needs

this application, they must reach out to the billing department. Families must reapply for financial assistance each season.

- **Paid membership dues installments are non-refundable.**
- **Withdrawals from the program after the season begins:**
  - **Any family needing to withdraw or cancel their account must communicate the request to the billing department by email at [billing@swimmaccarolina.org](mailto:billing@swimmaccarolina.org) by the 15<sup>th</sup> of the month prior to the next billing cycle to stop dues payments. Families must also alert their swimmers coach(es) that they will be leaving the team.**
  - **Billing will provide a final invoice that will include any other unpaid charges such as meet fees and/or fundraising and service session fees if you have not met those requirements.**
  - Accounts are not put on hold should a family take temporary leave. In this case, the account will be cancelled or suspended, depending on the circumstances, and reactivated at the request of the swimmer's coach.
  - Families that cancel or suspend membership are at risk for loss of roster spots for their swimmers unless coordinated in advance with the SwimMAC staff and your Group Coach.
- When registering for a new season, families will be required to pay all outstanding charges on the account from the previous season to re-register.
- Should a family fall into arrears with charges to their account, the following policy will apply. Accounts with payments past 30 days due will be contacted by SwimMAC's business department and a resolution sought. Accounts that fail to meet any agreed upon payment plan will potentially result in a loss of a roster spot(s).

<b>Days In Arrears</b>	<b>Resulting Consequence</b>
60 Days (2 Months)	Athlete(s) are not permitted to register for or swim in meets until funds in arrears are squared up
90 Days (3 Months)	Athletes(s) are not permitted to register for swim meets nor attend practice until funds are squared up and are subject to potential loss of roster spot(s)

- Accounts must be paid in full and may not be kept in arrears.

### **Swim Meet Fees-Away Meets**

General Rules by North Carolina Swimming 206.2 (Fees) states the following:

**ENTRY FEES** It is the decision of the meet host whether to refund entry fees, except that entry fees will be refunded whenever the host club cancels an event (individual or relay). Entry fees for events that are cancelled due to circumstances beyond the control of the Meet Host do not have to be refunded.

As a result of NC Swimming rule 206.2 the following are policies that SwimMAC follows:

1. Away meet fees are paid by SwimMAC well in advance of the first day of the meet. **When registering for away meets, commitments are considered final once entries have been submitted to the host team,** and thus families are obliged for meet fees. If a family needs to scratch an “away” meet (a meet not hosted by MAC), they need to reach out to their lead coach and the coach in charge to see if it is possible. Ultimately it is the host who can decide to accept the scratch or not. Even though meet fees are final prior to the start of the meet, families are billed after the meet is completed in alignment with our normal billing cycle.
2. If a meet is cancelled (either completely or partially) due to weather or other extenuating circumstances, the host team has the decision to decide whether to still charge swimmers.

### **Swim Meet Fees-Home Meets**

Families need to notify their lead coach and the coach in charge prior to the start of the meet if they cannot attend and want to be scratched from the meet. Swimmers who just do not show up without any prior notification will be charged for the meet.