



## Payment Policy and Procedures

### Member Account

Upon registration with 757swim, the primary account holder will receive an email with directions to logon to [www.757swim.com](http://www.757swim.com), set a password, and ensure all information in the account is correct. It is the account holder's responsibility to keep the contact information (email address, mailing address and phone numbers) up to date. Failure to do so will not relieve member of monthly payment obligation.

### Member Invoices

All accounts are invoiced on the 1<sup>st</sup> of the month. All members are responsible to check their invoice monthly and ensure payment is made on time. Items billed include but are not limited to: monthly installment payments, meet fees, Spiritwear charges, late payment fees, other non-recurring charges. Invoice totals for the 1<sup>st</sup> of each month will include all charges posted to the account by midnight on the last day of the previous month. (See below *"Team Unify Account Instructions"* for information on how to view your invoice.)

### Payment Due Date

Payment is due on the 10th of the month. Payment must be received no later than the 10th of the month to avoid a \$25 late fee--no exceptions!

### Methods of Payment

Two forms of payment are accepted for monthly invoices: **credit card** or **autocheck withdrawal** from your bank (ACH). See below *"Team Unify Account Instructions"* below on how to set up your credit card or autocheck account. *A note about credit card and ACH security: Information is input privately by members into their own accounts. Inputting is done under a HTTPS secured connection and the data is 128-bit encrypted. Not even the member can log back in and see their own credit card or banking information.*

- **Credit Card Fees:** Credit card payments incur fees of 2.95% plus \$.30 per transaction. Transaction charges are detailed in your account records.

Rejected credit card or ACH payments result in a \$25.00 penalty fee.



## Membership Dues

757swim offers an annual membership with two payment options:

- One annual payment (discounts apply, but the payment is non-refundable)  
Personal checks will be accepted for the one-time annual dues payment option. Checks are written to “757swim” and must be mailed to 5720 Warhill Trail, Williamsburg, VA 23188. They must be received before September 10<sup>th</sup> in order not to incur a last fee.
- Nine monthly installments (September through June). Months are not prorated.

Please see the annual Fees Schedule ([757swim.com](http://757swim.com) > About Us > Fees) for detailed information.

## Registration Fee

Members of 757swim pay an annual registration fee which covers uniform (3 t-shirts and a cap) and administrative costs. See the annual Fee Schedule for details. Also, members need to pay a USA Swimming registration fee by September 30<sup>th</sup> for new members and November 30<sup>th</sup> for returning members. Failure to pay the USA Swimming registration will result in your withdrawal of membership from 757swim.

## Late Joins

Members who join 757swim after September 30 will pay the monthly Installment Plan dues rate for their practice group for up to 9 months or through July. The Registraton Fee will be charged in full with the first month’s payment. The full month’s dues will be charged regardless of what day of the month the swimmer begins swimming with 757swim.

## Meet Fees

Meets typically have a swimmer surcharge as well as fees per individual event entered. Meet fees are posted to member invoices after entries have been approved by the coaching staff. Meet fees may not be posted until after the conclusion of the meet. Please note--meet fees are charged by and received by the host team, not 757swim. *Meet fees are nonrefundable after 757swim's entries and team payment has been sent to the host team.*

## Invoice Inquiries

If you have questions about your invoice, please email our team bookkeeper at [payments@757swim.com](mailto:payments@757swim.com) and provide details. We will work to provide you answers as quickly as possible.

## Fundraising Responsibility

All members are responsible for reading and understanding the 757swim Fundraising Policy. Members who do not participate in the required fundraising events or Swim-A-Thon will be charged a fee per the policy.



## **Volunteering Responsibility**

All members are responsible for reading and understanding the 757swim Volunteer Policy. Members who do not fulfill the required family volunteering responsibilities will be charged a penalty fee per the policy.

## **Member Withdrawal**

Members who plan to drop from 757swim must complete an online Withdrawal Form located at:  
[757swim.com](http://757swim.com) > Parents > Withdrawal

757swim requires 15 DAYS' NOTICE of your intent to withdraw. If withdrawal notice is given after the 15<sup>th</sup> of the month, the following month's installment payment will be charged as usual to the member account. Also, meet fees or other charges may appear on a final invoice after a swimmer's withdrawal. Members must pay any outstanding charges in full by the 10<sup>th</sup> of the month, or late payment fees will apply. Failure to provide notice of your intent to withdraw will result in dues being billed on the next month's invoice. Please direct any questions to [registrar@757swim.com](mailto:registrar@757swim.com).

## **Medical Withdrawal**

Swimmers who experience long term absence from 757swim practice due to illness or injury may continue to hold their space by paying their dues. Annual fundraising and volunteer commitments are not prorated for swimmer absence due to medical leave. If the member chooses to stop paying dues, they must complete the online Withdrawal Form discussed above. If the swimmer temporarily withdraws from the team and stops paying dues, we cannot hold the swimmer's spot in their practice group. However, return to 757swim following recovery will be granted based on space available. Registration fees will be waived when the swimmer rejoins the team during the same season.

## **Practice Group Change**

If a swimmer moves to another practice group during the season with Head Coach and member approval, the member is responsible for the payment of the difference in fees on a pro-rated basis for the transition period. The member assumes new practice group fees in full on the 1<sup>st</sup> day of the next month following placement.

## **Past Due Accounts**

Accounts that become 45 days delinquent will be notified via email that the account will be suspended at 50 days if payment is not received. Swimmers with suspended accounts may not train, compete or participate in team activities. *Please keep your account current to avoid late fees and consequences to your swimmer.* At 50 days, if no action is taken to resolve the past due amount, notification will be sent that the account is suspended and has been turned over to collections. All fees levied in order to collect the debt will become the member's responsibility to pay in addition to any outstanding balance. Families that are suspended for nonpayment may only rejoin the team with Board approval and will be charged a reinstatement fee of \$150.



## **Outstanding Fees and Registration**

Fees outstanding for any reason for any previous swim season(s) must be paid in full at registration before a swimmer will be allowed to register for the current swim season . A member will not be permitted to participate in practice sessions, meets, or other team events if an outstanding balance beyond 60 days exists on the family's account.

## **Team Unify Account Instructions**

1. **View Invoice.** To view your invoice at any time, members must login to the site and go to *My Account > \$My Invoice/Payment*. Here, you can review your invoice and understand what is due for the current month. Once member invoice is displayed, you can click on the invoice to review details about what has been billed. Click on "Current Invoice Summary" to see items that have been included in your invoice for that month. Click on "Billing History" to view previous payments posting to your account. To find even more detail, within "Billing History" click on "Search Billing/Payment History" and enter date parameters.
2. **Credit Card Payment or Autocheck Withdrawal (ACH) via Team Unify.** To set up credit card payments or autocheck withdrawal from your bank:
  - Logon to [757swim.com](http://757swim.com)
  - Go to *My Account > Setup Auto Pay*
  - Click the "Current Payment Method" drop down and select either "Automatically charge CREDIT CARD below" or "Automatically charge BANK ACCOUNT below."
  - Click the Edit link to the right of the "Credit Card on File" or "Bank Account on File" field.
  - Fill in the credit card or bank account details (account number and routing number).
  - Click "Save Changes" on the bottom right of the screen.
  - To ensure your information has been saved, go back into *My Account > Setup Auto Pay* and ensure the bank information is present.
  - Reminder: a \$25 penalty fee will be charged for rejected credit card or ACH payments.
3. **Withdrawal Form.** The Withdrawal Form required for indicating intent to drop from 757swim is located on the team website at: [757swim.com](http://757swim.com) > *Parents > Withdrawal*