



SARASOTA SHARKS
8501 Potter Park Drive
Sarasota, Florida 34238

 941-260-9107
 www.sarasotasharks.org

SARASOTA SHARKS Billing Expectations

Thank you for being a member of the Sarasota Sharks! In the Fall of each year, we have a re-registration process for all families associated with the Sharks program. The registration is necessary for all athletes to become USA Swimming and Florida Swimming registered athletes.

This document outlines the fee structure for 2022-23, the Team Unify electronic billing and the collection process that we will utilize.

Billing

- 1. Registration fees (below) will be invoiced on all Sharks accounts in September or when a new member joins the Sarasota Sharks.**
- 2. A \$110 registration fee will apply for all members. In a multiple athlete family, the second swimmer will have an additional 10% discount on the \$195 registration fee. The third registration fee is waived.**
 - a. Competitive swimming will also be instructed with a unique link to register for USA Swimming membership for 2023**
 - b. If you join the team after April 1st, you will be charged a \$50.00 registration fee. All teams, except for Jr Sharks and SwimFit.**
- 3. Away Meet Surcharge will be assessed for all athletes entered in an away meet.**
 - a. The surcharge will vary based on the meet and will be invoiced at the conclusion of the meet. The surcharge will cover coaches' and meet costs.**
- 4. Home Meet Surcharge of \$6.00 will be assessed for athletes to offset the cost of hospitality at our home meets.**
 - 1. Monthly dues are calculated by taking the annual cost of each group and dividing the payments into 12 monthly installments. Swimmers will not be taken off the roster for a family vacation or absence for several weeks unless it is proven to be medically necessary.**

Team Unify- Billing

- 1. All monthly dues, Shark Shop purchases, Meet Fees and Travel Trips are paid through our Team Unify Software.**
- 2. We do not have the ability to process AMEX in Team Unify but Bank Draft, Visa, MC, and Discover are all accepted forms of payment.**
- 3. Each family must have a credit/debit card or bank account associated with their account. It is the account holder's responsibility to ensure that credit cards are kept up to date and that payments are successful. Team Unify automatically sends an email notifying the account holder of failed payments. Please act promptly to fix failed transactions.**



SARASOTA SHARKS
8501 Potter Park Drive
Sarasota, Florida 34238

 941-260-9107
 www.sarasotasharks.org

4. With Team Unify you can change out the Credit card on file, update phone numbers and addresses and look at invoices from current and past months.

a. If you need to make a Credit Card payment, please follow the steps below:

- i. Login to your sarasotasharks.org account**
- ii. Go to MY ACCOUNT/\$My Invoice Payment on the Left Sidebar**
- iii. Go to Make a Payment (enter credit card information and SAVE)**

b. If you need to replace a Credit Card on file

- i. Go to CC Profile and enter a new Card number**
- ii. If you want to remove a defunct card –please call the office so that it can be permanently removed from the account.**

c. If you need to view your monthly charges

Go to MY ACCOUNT

Go to MY INVOICE/PAYMENT

Choose BILLING HISTORY

- iv. Select INVOICE MONTH you would like to see**

Most importantly click on ALL buttons (below) next to card information to ensure the card can be used.

Use for Fees Associated with Your Account

Use for Lessons Specific Fees

Use for On Demand Payments

Team Unify- Communication

- 1. All communication from Coaches occurs through our Team Unify system. When you registered your swimmer with the program you provided an email address to use as the primary email for your Account.**
- 2. You were sent an email asking you to 'Verify' your email address and ensure that you were not a 'Robot.' You must respond to that email to receive a subsequent email to set up your Account Password.**
- 3. You must go through the above steps to ensure you receive communication from the Sarasota Sharks.**
- 4. If you never received the 'Verification' email please contact Kristi Weyant, kweyant@sarasotasharks.org to ensure the correct email is being used.**
- 5. If you forgot the password on your account, there is a prompt on the login screen to reset your password.**

Coaches Expenses/Team Travel Financial Procedure

We have offset cost of coaches travel in many ways over the years. To streamline this effort and be fiscally responsible we will adhere to the following procedure. This will take place of our away meet surcharge.

Coaches expenses for all away meets will be assessed in two ways:



SARASOTA SHARKS
8501 Potter Park Drive
Sarasota, Florida 34238

 941-260-9107
 www.sarasotasharks.org

- 1. Inside organized team travel with the cost of the trip being broken up evenly by athlete**
- 2. After an away meet, actual costs will be dispersed across the participants of the meet.**
 - a. Includes transportation and lodging**
 - b. Sarasota Sharks will cover coaches' food expense**

Procedure:

- 1. Reasonable meet arrangements will be made by the staff with budget in mind.**
- 2. If team travel, a portion of the money will be collected before the event.**
- 3. After the event, all information/backup will be collected and then billed on the next billing cycle**
- 4. The normal billing procedure will be followed at this point.**

Collection Process

The expectation is that you stay current with your bill and pay in a timely manner. The more efficient we run our business the more time we can spend with your athlete! If there are extenuating circumstances, please communicate with the administrative staff.

1. If your account is overdue and a payment has not been made after 30 days, there will be a \$10 late fee.

Example: We bill on the 1st if your account has not been paid by the end of the month, the \$10 will be assessed.

2. After 60 days Sarasota Sharks Inc. Business Administrator (or designee) will contact you directly to setup a plan.

There will be an additional \$20 late fee assessed

This plan will include your monthly dues plus 20% to ensure that Sarasota Sharks Inc. can collect in full

The CEO/Head Coach will be notified and will address the member directly

You will not be able to sign up for meets. This will be done automatically through the system. Shark shop purchases will not be allowed if there is an outstanding balance for longer than 60 days.

3. After 90 days the Sarasota Sharks Board of Directors will be notified.

The Board of Directors/Treasurer will issue a formal letter to encourage the execution of the payment plan

Swimmer(s) will not be allowed to practice

If the situation is not rectified Sarasota Sharks Inc. reserves the right to:

- i. terminate the agreement.**
- ii. bring the issue to legal counsel and/or go to formal collect.**