

SEMINOLE AQUATICS FINANCIAL RESPONSIBILITIES

AUTO-PAY: A credit card or bank account (ACH) will be drafted on the first of each month. This is a **secured service**—Seminole Aquatics does not have any access to your credit or banking information.

TO SET UP OR EDIT YOUR AUTO-PAY INFORMATION:

1. Log on to your account (email admin@seminoleaquatics.org if you're having any problems logging in).
2. Click on "My Account".
3. Click on "Set Up Auto-Pay".
4. Enter your info or click on blue "Edit" to change your information.
5. Press "Save Changes".

MAILING IN PAYMENTS:

If you have a special circumstance that precludes you from using Auto-Pay an email request stating the circumstance must be sent to billing@seminoleaquatics.org.

In order to avoid a late fee, the mailed payment must be received in full by the 28th of each month.

LATE PAYMENTS: There will be a \$10 late fee for mailed payments that are not received by the 28th of the month, as well as for any declined credit card / ACH accounts. A full payment for the entire balance, including any late fees, must then be mailed in to:
Seminole Aquatics
P.O. Box 951444
Lake Mary, FL 32795-1444

If there is still no payment received by the 10th of the month, there will be **an additional \$10 late fee added to the account, and the account will be suspended (the swimmer may not practice until all fees have been paid in full)**. Additionally, swimmers from families with accounts that are not current will not be able to sign up for swim meets or order team apparel.

COMMUNICATION

All families need to provide a current email address that will be checked **daily**. If your email address changes, please email admin@seminoleaquatics.org with your new email address.

REGISTRATION

Registration is done online only. A \$75 registration fee is due at this time, as are the first month's coaching fees. If you register after the 15th of the month, your account will be credited for half of that month's training fees.

MONITORING YOUR ACCOUNT

Once you register, you can log into your account using the email address and password that you set up during registration. ALL FAMILIES NEED TO CHECK THE STATUS AND CHARGES TO THEIR ACCOUNT REGULARLY (swim meets fees, apparel items, etc). If you have any trouble with your account, or forget your log in and password, just email admin@seminoleaquatics.org.

ACCESSING AND READING YOUR ACCOUNT:

1. Log in (Again, please contact admin@seminoleaquatics.org with any log in issues).
2. Click on "My Account".
3. Click again on "My Account".
4. Click on "Membership Dues Schedule".
5. Click on "Show Invoices".
6. The "Total Outstanding Balance" is the amount that is due immediately.
7. "Total Projected" is the amount that will be due on the first of the next month.

Please remember—not receiving an email is not a valid excuse for a lack of payment.

PRO-RATIONS

There are NO pro-rations due to any of the following: a swimmer's lack of attendance, inclement weather, holidays, pool closures, or team breaks. Our team takes a one-week break twice during the year, typically at the end of the summer and at the end of December. Additionally, there are no pro-rations after a swimmer's initial registration with the team.

SIGNING UP FOR SWIM MEETS

All swim meet sign-ups are done online. Once you sign up for a meet, you are responsible for all associated fees, ***whether your child actually swims in the meet or not.*** All swim meet fees are charged to your online account. Additionally, no swimmers will be allowed to participate in a meet unless their account is current. In other words, if a family signs up and commits to a meet online, yet has an unpaid balance on that account, the swimmer will not be allowed to swim in the meet unless the balance is resolved.

USA REGISTRATION

Seminole Aquatics is a USA Swimming sanctioned organization. As such, all of our team members are required to register with USA/Florida Swimming, regardless of whether or not they participate in swim meets. SA will register your child and pass the

fees along to your account. Please do not mail any payment/ registration forms to the Florida Swimming office in Clermont.

BILLING OR ADMINISTRATIVE QUESTIONS

The coaching staff is not equipped to discuss any billing or administrative questions. *Please do not approach coaches on the pool deck regarding any of these matters.*

Instead, you may direct any fee or payment questions to billing@seminoleaquatics.org, and any administrative questions to admin@seminoleaquatics.org.

FINANCIAL HARDSHIP

If you are experiencing a financial hardship, please communicate with us immediately by emailing billing@seminoleaquatics.org to discuss your situation.

TAKING A BREAK: If you will be taking a break from the team, you must notify both admin@seminoleaquatics.org and billing@seminoleaquatics.org BEFORE the first day of the month in order to avoid being billed.

COMING BACK TO SWIM FOLLOWING A BREAK: Please let us know by emailing billing@seminoleaquatics.org if you have been away from the program and are planning on returning. Ideally, this should be done a week before your child returns, so that we can let his/ her coach know. If your child simply shows up unannounced to swim, the coach will let our Billing Administrator know, and your account will be reactivated. As there are no pro-rations, please *be aware that if your child returns to swimming during the latter part of a given month, your account will be charged for that month.*

REFUNDS: Refunds can be done either in the form of a check or an account credit. There will be a fee of \$10 for refund checks, and a \$5 fee for an account credit.