

Billing and Registration Questions

Q: What do I do after I submit my registration?

A: Once your registration is approved you will receive an email with your password to log onto the website.

Q: When and how do I receive my bill?

A: Invoices are generated on the first of the month and due by the 15th. You can find your invoice by logging onto the website and clicking on "My Account", "My Invoice". All past due accounts will be assessed a \$10 late fee. If an account is not paid by the end of the month the swimmer may not be able to participate in practices and/or meets until the account is made current.

You have the option of paying by check or setting up the autopay feature to pay by credit card. Checks can be placed in the black EMAC mailbox located on the pool deck during practice or mailed to the EMAC office at 860 Broad Street, Suite 107, Emmaus, PA 18049.

Q: Where can I see the detailed charges on my account?

A: After you've logged on, go to '\$ My Invoice/Payment' tab. Under this tab, you can see current and past invoices and all payments you've made.

Q: What kinds of charges are posted to my account?

A: First, you will see monthly dues for your practice team on your account each month. In addition, all meet entry fee charges will be placed on the accounts. If your swimmer needed an EMAC cap and you asked for it to be billed to your account, you will see that as well. **Please note**, that while it is unfortunate that a swimmer may become ill and unable to attend a meet, the member account is still responsible for that swimmer's meet entry fees, as those fees have already been paid to the host team. EMAC cannot get those fees refunded.

Q: Who do I talk to if I have a question on my bill?

A: Our office is staffed on a part time basis. The best method of communication is through email. Contact the EMAC office with administrative and billing questions at emacswim@rcn.com.