



2021-2022 BILLING POLICIES

Commitment Periods

Starting in September 2021, the commitment period will be three months. This means that upon registration, families are committing to a three month period. Pricing for returning swimmers will remain the same whether they participate in full or in part. This includes swimmers participating in their high school season. If there are extenuating circumstances, inquiries can be directed to Coach Dave at dave@swimcondors.org for consideration. At the end of each commitment period, if families do not wish to continue their membership for the next period, they must submit their cancellation request in writing per the Cancellation Policy below.

Monthly Payment Plan

At registration, if you choose the Monthly Plan, monthly membership dues will be charged on the 1st of each month (e.g. dues for September will be charged on September 1). If the 1st of the month falls on a Sunday, the billing date will change to the 2nd of the month. Upon registration, you will be required to keep a credit card on your account which will be used for recurring payments each month. Dues will continue to be charged each month throughout the commitment period.

Cancellation Policy

If you do not wish for your membership to be renewed for the next commitment period, cancellations must be provided in writing at least 5 days prior to the next billing cycle by emailing the billing administrator:

Rockland Billing Administrator

Dave Hedden

dave@swimcondors.org

USA Swimming Registration & Insurance Fee

There will be a one-time, annual USA Swimming and insurance fee charge for the 2021-2022 season. This will cover USA Swimming Registration, Metro Fees, and additional insurance for the year. This fee will be charged during the annual registration process.

No Refunds

Membership dues and USA Swimming fees are non-refundable. Once paid, there will be no refunds of that month's dues unless the month was canceled completely prior to the start of the month.

No Prorations or Discounts

Membership dues are non-negotiable. Dues will not be prorated if a member joins late or will only be participating for a partial month. Unfortunately, at this time, the current financial situation and rising costs due to COVID-19 do not allow for any proration, discounting, or financial assistance for any families.

Failed Payments / Unpaid Balances

If your payment on the billing date is declined for any reason, you will receive an automated email from our billing system alerting you about the issue. If this happens, you will need to log into your account to update your payment method on file and make an on-demand payment to pay off your balance.

Swimmers will not be allowed to practice if they are unregistered or if there is an unpaid balance on their account after the billing date.

To update the payment method you have on file, log into your account and go to My Account > Set Up AutoPay on the left-hand side menu.

To make an on-demand payment, log into your account, go to My Account > Invoices & Payments on the left-hand side menu, then click on the Make Payment tab.

Available Payment Methods / Updating Payment Methods

The only payment option available at registration is credit card or debit card (Visa, MasterCard or Discover). American Express is not accepted by this system.

If you prefer bank draft payments, you will not have that option for registration, however you will be able to set that up after registration to handle all subsequent charges. To update the payment method you have on file, log into your account and go to My Account > Set Up AutoPay on the left-hand side menu.

If the credit card you have on your account is close to expiring, you will receive an automated email from our billing system reminding you to update your payment method on file.

Incidental Charges

Certain fees, such as membership dues, recur from month to month on a billing plan while others will be invoiced to your account as they occur. Examples of common incidental charges include meet entry fees, which are invoiced to your account after each swim meet, and swim cap fees. If a swimmer needs a team swim cap, they can request one from a coach, and the cost of the cap will be invoiced to the family's account that month.

Viewing Your Invoice / Billing Summary Emails

To check your invoice at any time, log into your account and go to My Account > Invoices & Payments on the left-hand side menu.

On the 20th of every month, all accounts will receive an automated billing summary email. This email is a courtesy reminder showing you what you can expect to pay on the upcoming billing date, however it is not your final bill for that month. If any incidental charges (such as swim meet entries or swim cap fees) are added to your account after the billing summary email is sent, you will still pay for those charges on the billing date. You may log into your account at any time to view your up-to-date invoice.

Maintaining Your Account

It is the responsibility of the account holder to ensure that all contact information and payment methods are up-to-date. You can log into your account to update this information at any time.

Contact For Account & Billing Inquiries

If you have any questions or need any assistance with your account or with billing, please contact your team's billing administrator:

Rockland Billing Administrator

Dave Hedden

dave@swimcondors.org

845-638-4381 x703