



# Financial FAQ

## **How should I pay my bill if I am paying with cash or check?**

You can drop off check or cash in a secure drop box that is located to the left of the front desk, on the wall. With the drop box, there are payment slips to fill out and paper clips to attach the slip to your check or cash. This dropbox is secure and is emptied everyday M-F and payments posted to your account.



**TITANS Payment  
Dropbox**



**Insert payment  
here!**

## **I don't feel comfortable leaving my check in the drop box, what else can I do?**

If you are unsure about leaving your check in this box, you can mail your check to:

Triangle Aquatic Center

Attn: Financial Dept  
275 Convention Drive  
Cary NC 27511

or you can pay via credit card or ACH on Team Unify.

### **Why is there a fee for my CC payment?**

Team Unify charges TAC a credit card processing fee and transaction fee for each credit card payment received. We simply pass along some of that burden to our customers by asking you to pay the fee associated with using a credit card. The processing fee is 4% and transaction fee is \$.30 per transaction. If you prefer not to pay the fee, you can set up ACH auto draft through your Team Unify account for a flat fee of \$2 a month, or you can pay with check or cash in the drop box.

### **Where do I sign into my Team Unify account to view and pay my bill?**

Visit the Titans website at [www.tactitans.org](http://www.tactitans.org) and find the sign-in button located in the top right of the screen. That will take you to your account where you can pay via CC, see your bill and the breakdown of charges, as well as change/update your personal information.



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### **When do I have to pay my meet fees?**

Typically, meet fees are billed by the end of the month in which the meet takes place. These meet fees are then included in the following month's invoice along with the following month's dues. All invoices are due in full by the 20<sup>th</sup> of the month in which they are billed, therefore meet fees are due by the 20<sup>th</sup> of the month following the month the meet takes place. For example: Halloween Bash takes place the last weekend of October typically. We will bill the meet after the meet is over (in October) and these meet fees will be included in the November invoice along with November dues. The November invoice is then due, paid in full, by November 20<sup>th</sup>.

### **I didn't swim in the meet; can I have a refund?**

Once you have signed up for a meet and the deadline/withdrawal date has passed, you are responsible for paying for the meet. There are special cases when meet fees or partial meet fees can be credited back to the swimmer, but this is on a case-by-case basis. Swim meets are complex and require a lot of work up-front for the staff to put on, and swim meet fees help to cover these costs. Once you have committed to a meet, you must pay the meet fees.