



Payment Policy

- 1. Member Account.** Upon registration with 757swim, the primary account holder will receive an email with directions to logon to www.757swim.com , set a password, and ensure all information in the account is correct. It is the account holder's responsibility to keep the contact information (email address, mailing address and phone numbers) up to date. Failure to do so will not relieve member of monthly payment obligation.
 - 2. Member Invoice.** All accounts are invoiced on the 1st of the month. All members are responsible to check their invoice monthly and ensure payment is made on time. Items billed include but are not limited to: monthly installment payments, meet fees, Spiritwear charges, late payment fees, other non-recurring charges. Our volunteer administrative staff will provide email reminders regarding upcoming invoice payment. However, members are advised that invoice totals for the 1st of each month will include all charges posted to the account by midnight on the last day of the previous month. (See below "*Team Unify Account Instructions*" for information on how to view your invoice.)
 - 3. Payment Due Date.** Payment is due on the 10th of the month. Payment must be received no later than the 10th of the month to avoid a \$25 late fee--no exceptions! If you do not opt for Credit Card payment or autocheck withdrawal , it is highly recommended that you mail your check within the FIRST week of the month. Processing of checks can take a few days. Our process coupled with your timely payment allows us to avoid additional accounting fees that would otherwise be charged to the club.
 - 4. Method of Payment.** Method of payment is by credit card, autocheck withdrawal from your bank (ACH) or check mailed to 757swim. Autocheck withdrawal and credit cards are the preferred methods of payment. See below "*Team Unify Account Instructions*" on how to set up your credit card or autocheck account. *A note about credit card and ACH security: All members input their bank account or credit card information privately into their own accounts. When inputting this information it is done under a HTTPS secured connection and the data is 128-bit encrypted. Not even the member can log back in and see their own credit card information.*
- **Credit Card.** Members opting for credit card payment will be charged 2.95% plus \$.30 per transaction. This transaction charge will be detailed in your account records. All rejected Credit Card payments will result in a \$25.00 penalty fee.
 - **Autocheck withdrawal (ACH).** Member provides their bank account information in the Team Unify system and funds are withdrawn automatically each month. All rejected ACH payments will result in a \$25.00 penalty fee.
 - **Personal Check.** Make check out to "757swim" and mail to PO Box 6641, Williamsburg, Va 23188. *Please remember there is an automatic late charge of \$25 for any checks received after the 10th of the month.*

Coaches and board members are not authorized to accept payment. Checks must be mailed.



5. **Dues.** 757swim offers an **annual membership** with two payment options. Please see the annual Fees Schedule (757swim.com > About Us > Fees) for detailed information. For monthly installment payments, months are not prorated.

6. **Payment Plans and Registration Fees for Late Joins.** Members who join 757swim after September 30, 2017 will pay the monthly Installment Plan dues rate for their practice group. Those who join between October 1 and December 31, 2017 will pay monthly installments through May 2018. Those who join on or after January 1, 2018 will pay monthly installments through July 2018. The Registration Fee will be charged in full with the first month's payment regardless of when the member joins. The full month's dues will be charged regardless of what day of the month the swimmer begins swimming with 757swim. Families joining mid-season will still be required to fundraise, but the required fundraising amount will halved for those who join after March 31, 2018. See 757swim Fundraising Policy for more details.

7. **Meet Fees.** Meet fees will be charged to member accounts in accordance with the costs listed on the meet invite for a particular meet. Usually, there are meet fees per individual event entered, relay fees, and a swimmer surcharge. Other fees may include an out-of-state swimmer fee and additional surcharges. Meet fees will not automatically post to the website--they must be entered by our registrar once all meet entries have been approved by the coaching staff. Meet fees may not be posted until after the conclusion of the meet. Please note--meet fees are charged by and received by the host team, not 757swim. *Meet fees are nonrefundable after 757swim's entries and team payment has been sent to the host team. This is done on the deadline date indicated for each meet event sign up.*

8. **Invoice Inquiries.** If you have issues or questions about your invoice, please email our team bookkeeper (a volunteer position) at payments@757swim.com and provide details. We will work to provide you answers as quickly as possible.

9. **Fundraising Responsibility.** All members are responsible for reading and understanding the 757swim Fundraising Policy. Members who do not participate in the required fundraising events will be charged a fee per the policy.

10. **Volunteering Responsibility.** All members are responsible for reading and understanding the 757swim Volunteer Policy. Members who do not fulfill the required family volunteering responsibilities will be charged a penalty fee per the policy.

11. **Member Withdrawal.** Members who plan to drop from 757swim must complete an online Withdrawal Form located at:

757swim.com > Parents > Withdrawal

757swim requires 15 DAYS' NOTICE of your intent to withdraw. If withdrawal notice is given after the 15th of the month, the following month's installment payment will be charged as usual to the member account. Also, meet fees or other charges may appear on a final invoice after a swimmer's withdrawal. Members must pay any



outstanding charges in full by the 10th of the month, or late payment fees will apply. Please direct any questions to registrar@757swim.com. Failure to provide notice of your intent to withdraw will result in dues being billed on the next month's invoice.

12. Medical Withdrawal. Swimmers who experience long term absence from 757swim practice due to illness or injury may continue to hold their space by paying their dues. Annual fundraising and volunteer commitments are not prorated for swimmer absence due to medical leave. If the member chooses to stop paying dues, they must complete the online Withdrawal Form discussed in #9. If the swimmer temporarily withdraws from the team and stops paying dues, we cannot hold the swimmer's spot in their practice group. However, return to 757swim following recovery will be granted based on space available. Registration fees will be waived when the swimmer rejoins the team during the same season.

13. Practice Group Change. If a swimmer moves to another practice group during the season with Head Coach and member approval, the member is responsible for the payment of the difference in fees on a pro-rated basis for the transition period. The member assumes new practice group fees in full on the 1st day of the next month following placement.

14. Past Due Accounts. Accounts that become 45 days delinquent will be notified via email that the account will be suspended at 50 days if payment is not received. Swimmers with suspended accounts may not train, compete or participate in team activities. *Please keep your account current to avoid late fees and consequences to your swimmer.* At 50 days, if no action is taken to resolve the past due amount, notification will be sent that the account is suspended and has been turned over to collections. All fees levied in order to collect the debt will become the member's responsibility to pay in addition to any outstanding balance. Families that are suspended for nonpayment may only rejoin the team with board approval and will be charged a reinstatement fee of \$150.

15. Outstanding Fees and Registration. Fees outstanding for any reason for any previous swim season(s) must be paid in full at registration before a swimmer will be allowed to register for the current swim season. A member will not be permitted to participate in practice sessions, meets, or other team events if an outstanding balance beyond 60 days exists on the family's account.

Team Unify Account Instructions

1. View Invoice. To view your invoice at any time, members must login to the site and go to:

My Account > \$My Invoice/Payment

Here, you can review your invoice and understand what is due for the current month. Once member invoice is displayed, you can click on the invoice to review details about what has been billed. Click on "Current Invoice Summary" to see items that have been included in your invoice for that month. Click on "Billing History" to view previous payments posting to your account. To find even more detail, within "Billing History" click on "Search Billing/Payment History" and enter date parameters.



2. **Credit Card Payment or Autocheck Withdrawal (ACH) via Team Unify.** To set up credit card payments or autocheck withdrawal from your bank:

- Logon to 757swim.com

- Go to *My Account > Setup Auto Pay*

- Click the "Current Payment Method" drop down and select either "Automatically charge CREDIT CARD below" or "Automatically charge BANK ACCOUNT below."

- Click the Edit link to the right of the "Credit Card on File" or "Bank Account on File" field.

- Fill in the credit card or bank account details (you will need your account number and routing number).

- Click "Save Changes" on the bottom right of the screen.

- To ensure your information has been saved, go back into *My Account > Setup Auto Pay* and ensure the bank information is present.

- A reminder that a \$25 penalty fee will be charged for rejected credit card or ACH payments.

3. **Withdrawal Form.** The Withdrawal Form required for indicating intent to drop from 757swim is located on the team website at: 757swim.com > *Parents > Withdrawal*