



Camden Swiss Cottage Swimming Club (CSCSC), as a not-for-profit sports club, operating a seasonal membership (September – August) for those who wish to join as squad or learn to swim member.

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## 1. Joining CSCSC

- a. Everyone joining CSCSC must create an account (using the parent's name and email) on [www.camdenswimming.co.uk](http://www.camdenswimming.co.uk) only after the account is created can members (swimmers and parents) get added to the account. Once an account is created and membership completed, a confirmation email will be sent (check junk/spam folder) and the swimmer is welcome to attend lessons/training at the next available sessions (depending on their class/squad). The account email address is the main/primary email address the club will use to communicate to its members.
- b. **Learn to Swim** parents are required to be the (named) account holder. Their swimmer will be a member, registered to a class/waitlist. These accounts require credit/debit card details to be stored and payment will be automatically processed when the parent completes the transaction.
- c. Parent's creating accounts for swimmers joining the **Squads Programme** will be required to create a membership for themselves (in the parent squad) and their swimmer, registering them into the squad they have successfully trialled and been selected for. These accounts do not require a card to be stored, nor will payment be taken when registration is complete.
  - i. These accounts will remain as 'waiting for approval' until a club administrator activates the account (subject to a successful trial). At which point the Office Manager will manually invoice new membership fees and email the account holder with a welcome email and instructions.
- d. **Masters Swimmers** joining the club will be the member as well as account holder, only after trialling and expressing an interest and commitment to join CSCSC. These accounts do not require a card to be stored, nor will payment be taken when registration is complete. See 1.c.i. above for more information about what happens after registering.



## 2. Annual Membership Fees (Squads Programme)

- a. Annual membership fees are not optional and must be paid by bank transfer only. This ensures the club does not have to pass on any additional surcharges to its membership.
- b. The Club charges annual Club Membership fees to swimmers at the point of registration and annually every September. This fee does not get pro-rated depending on the date of joining CSCSC. Account holders will have the annual fees confirmed annually in August, prior to invoicing in September.
- c. Swim England Membership fees are invoiced at the point of registration and then annually every January. Swim England will pro-rate these fees by 50% if joining after 1 October. Swim England will communicate to all members the annual (National & Regional) fees by December, CSCSC will confirm these fees as well, prior to invoicing. The Club collects these fees from members then pays them directly to Swim England. Swimmers/Parents joining from another Swim England affiliated club should provide their member number.
  - i. Swimmer Membership - insurance whilst attending training and/or competition.
  - ii. Parent Membership – are required to hold whilst the swimmer is under 16 years old, this also gives voting privileges at the club's AGM.

## 3. Monthly Fees

### a. Squads Programme

- i. The club does not have direct debit facilities therefore members must create a standing order to pay monthly payments directly with their bank.
- ii. The CSCSC website/SE Motion App is not a payment platform. Payment cannot be made on the app. We do not accept card payment for training fees.
- iii. Payments made to CSCSC are manually reconciled against the member's account by the Office Manager once cleared into the club's bank. Thanks for your patience.
- iv. Every month members are responsible to pay monthly training fees (communicated in the welcome email, in the members area of the website and in the account billing summary). Training fees will be invoiced on the 1<sup>st</sup> of every calendar month and are calculated based on an annual rate and divided into monthly payments (including August) for accounting purposes.
- v. Members are responsible to check their invoices, monthly charges, and payments. As per the Club's Constitution, your account balance must be £0 at the end of every month to avoid disruption to training.
- vi. Members are encouraged to download the SE Motion app [Apple Store](#) or [Google Play](#) to manage their account, billing summary, simulate future billing and account balance. Please filter the region to the UK, should the account not be recognised.



#### b. Lessons Programme

- i. Lessons are paid for monthly by card payment only.
- ii. Accounts with swimmers registered into the Learn to Swim programme will be invoiced on the 1st of every month for lessons fees (relevant to the number of lessons offered that month). Payment is due regardless of swimmer attendance.
- iii. The club does not offer members the option to freeze fees or to pause a membership for week(s)/month(s). Nor will catch-ups of ad-hoc class changes be available due to the limited capacity in the lessons programme.
- iv. It is a member's responsibility to add (and update) their card details on their SE Motion account/app. No officer of the club may have access to member's card details, therefore cannot accept card information by email or over the phone. Card details will not be stored on this or any other website. The online payment system creates a 'virtual token' for your card and will 'exchange' this token for any amounts payable to CSCSC. Follow the link for more information about [Stripe's Card Terms](#).
- v. Any account with an outstanding balance, that is not brought back up to date by the next billing cycle will result in the account being suspended. The swimmer will be removed from the programme with no access to lessons. The club will continue to attempt to collect unpaid fees in line with the terms of the membership agreement.

#### 4. Meet Fees

- a. When a swimmer is committed to a meet, the club prepares and pays for these entries in advance of the competition. Accounts are invoiced when the club pays the entry fees.
- b. Beyond the meet organiser fees (communicated on the event page), the club also charges a **surcharge of 85p/event** and a **one-off administration fee at £5/swimmer** for entering the meet. Invoiced meet (and training) fees can be checked in the Billing Summary of the SE Motion app/website.
- c. Should the meet organisers reject swimmer's entry, or a member has applied for a medical withdraw, **CSCSC will credit the affected account only upon receipt of a refund from the meet organiser**. Members are still responsible for invoiced meet fees (rejected or medical) and will be subject to debt chasing reminders (if unpaid).
  - i. This credit will be ringfenced to cover future meet fees invoiced, up to 30 June (due to a majority of members having a standing order arranged to pay for training fees). Any credit not used will be released to be applied to invoiced training fees on 1 July. The Office Manager will monitor accounts with accumulating credit and contact members with solutions to assist with managing their account.



**d. Payment Options for Meet Fees**

- i. Account credit (the account balance will have a minus sign/-) will automatically be used for invoiced meet fees.
  - ii. Credit/Debit card payment will be collected are taken on 15<sup>th</sup>/the next banking day and/or the last banking day of the calendar month. Members can add their card to their SE Motion account via the website or app.
    - Members are responsible for updating their card details in the event the card is lost, stolen, or expired. No Officer/Employee of the Club will have access to card details, we will not request/nor accept any information by email or over the phone. [Stripe's Card Terms](#) can be found by following the link.
  - iii. Bank payment received into the club's bank before the next card processing day. The card on the account will not be charged if a bank payment is in the Club's bank before card payments are processed (e.g. 14<sup>th</sup> / penultimate day of the month).
- e. Members are responsible to pay the invoiced meet fees or fines regardless of a swimmer's attendance at the gala. Parents commit swimmers to the session(s), CSCSC cannot get a refund for absence. The club will not absorb this cost of fines issued by meet organisers.
- f. Should a swimmer miss a competition due to a document medical reason, please contact the Team Manager for more guidance to request a refund from meet organisers (in line with the meet organiser's terms and conditions).

**5. Leaving CSCSC (Lessons & Squads)**

- a. Should any member wish to leave CSCSC, the account holder must provide 1 month's written notice. Please contact the Office Manager, **not** the swimmer's coach/teacher.
- b. The notice to cancel will be acknowledged from the date sent by the account holder. During this cancellation period, the swimmer may continue to attend training/lessons. The Office Manager will also provide further instructions/reminders including:
  - i. Confirmation of the final fees on the account and/or pro-rata fees for the notice period. Confirmation that the card will be deleted when the account is closed.
  - ii. The account cannot be closed with any outstanding balance, which may result in the account incurring additional charges.
  - iii. Once the account balance is resolved, members are responsible for contacting their bank to cancel any future dated payments or standing orders arranged to CSCSC - we cannot do this for you.