

GAINSBOROUGH DOLPHINS

Fees and Payment Policy

Fees

Fees are made up of club fees and Swim England registration fees.

Monthly club fees

Monthly fees are based on a yearly fee divided in 12 equal payments.

The yearly fee is calculated based on a set number of sessions available to swimmers, taking into account bank holiday closures, the Summer shut down in August and the Christmas break.

Swim England fees

Swim England fees are payable yearly, on 1st February, or upon joining.

Payment of fees

Fees are paid in advance not arrears.

All club fees are payable by monthly Direct Debit on the 1st of the month. The Direct Debit is set up via a swimmer's Club Organiser account upon joining.

Non-payment of fees

Failure to have an active Direct Debit in place can result in the swimmer's activities being suspended or their membership being lapsed. An active Direct Debit is classed as one where fees can be successfully taken on the first of the month.

Steps taken following failure of a Direct Debit:

Step 1- first Direct Debit failure

The first time a Direct Debit fails within a membership year (1st January through to 31st December) the fee payer will be notified and asked to log onto the swimmer's Club Organiser account to pay the outstanding balance.

Step 2- second Direct Debit failure

If the Direct Debit fails for a second time within a 6 month period, the fee payer will be notified and asked to log onto the swimmer's Club Organiser account to pay the outstanding balance. The swimmer's access to sessions will be suspended until the outstanding balance is cleared and they will not be allowed to enter any galas or Open meets for the current and following month. They will also be notified of the process should the Direct Debit fail again. If the outstanding balance is not cleared before the 20th of the month the swimmer's membership will be lapsed.

Step 3- third Direct Debit failure

If the Direct Debit fails for a third time within a 6 month period the fee payer will be notified that the swimmer's membership has been lapsed. If it is outside of a 6 month period from the first failure it will revert to the actions for step 2.

Cancellation of membership

If a swimmer wishes to cancel their membership at any point they need to contact either the membership secretary (gd-membership@outlook.com) or finance manager (gd-finance@outlook.com) to let them know.

There is a notice period in place linked to the Direct Debit process - notification of cancellation needs to be received by **15th of the month** otherwise a swimmer may be liable for the following month's fees.