

CLUB POLICY SQUAD COACHING FEES

The coaching fees paid by swimmers in the competitive squad program at Surrey Park Swimming Club (SPSC) provide for coaching services at training and competitions as well as lane hire or lease charges at all training venues, hire or purchase of training equipment and other ongoing expenses. These fees are heavily subsidised by the club

- The Annual Squad Coaching Fee is billed by monthly installments and will be billed on the first day of each month and is GST inclusive. **Coaching Fees are payable within 14 days of the start of each month and will be automatically paid by Direct Debit on the due date.**
- All manual MasterCard and Visa Card payments will be subject to a surcharge of 0.7%; this surcharge may vary from time to time.
- Families may elect to pay the annual fee upfront by notifying accounts@surreypark.org.au.
- New swimmers are billed a pro-rata amount of the annual fee once they have started training with the Club. The pro-rata amount will include the full amount for the month that the swimmer starts training.
- At the start of each month families will receive an email advising of fees and charges that have been added to their account in Team Unify (TU). Families are encouraged to log in online to view their account and invoices (www.surreyparkswimclub.com.au).

If you are uncertain how to read your account, the Club is happy to go through this process with you. If you require assistance please contact the Accounts Department via the swim school office (phone 9898 8876 or email: accounts@surreypark.org.au).

If families are experiencing difficulties paying their fees they may seek special dispensation by contacting the Club's General Manager, Phillip Kong via phone on 03 9898 8876 or email phil@surreypark.org.au to confidentially discuss their needs.

Continued non-payment of fees will result in the swimmer being unable to participate in training.

All enquiries should be in writing and directed to the Accounts department via accounts@surreypark.org.au.

SPSC's training costs are based on the training requirements of each squad and are fixed once the sessions are scheduled in. These costs do not reduce if a swimmer does not attend or ceases training. **Accordingly, a one month notice is required if a swimmer does not plan to continue training, and coaching fees are not transferrable or refundable.**

The situations in which credit may be considered for missed training are:

- Illness or injury lasting for a continuous period of at least two weeks and supported by a valid medical certificate. Certificates must be provided within 2 weeks of the absence otherwise they will not be considered.
- School camps requiring attendance for a continuous period of at least two weeks. These must be advised to the Club in writing at least 2 weeks prior to the absence.
- Planned absence from training for a continuous period of one month or more due to school commitments or other personal reasons. This needs to be advised to the Club at least 2 weeks prior to the absence.

If a credit is requested for any of the above reasons, it should be submitted in writing to accounts@surreypark.org.au. You will be notified whether your request has been approved. **Any credit approved will be applied to your account on the following month.**

Please note that credits will not be applied for missed training sessions during school holidays and are based on the annual fee and 52 weeks per year.

SPSC reserves the right to review the squad coaching fees at any time