



FEES POLICY

Scope

This policy sets out the Club rules regarding the payment of the various fees payable to the club. It provides guidance on the process for dealing with those members whose payments are in arrears, as well as conditions for reduction in, or temporary reimbursement of, fees. It provides more information than contained within the Club Constitution, but adheres to its principles. The Club has other financial policies which can be accessed on the Club's website.

This includes: - Student Holiday Membership Policy which should be noted by students who wish to train when on University/School holiday in the area. –

Hardship Policy for procedures when looking for a period of suspension of fees due to unforeseen circumstances. Any appeals against decisions made under this policy should be addressed via the Club Disputes Policy.

All club fees are set by committee as part of the annual budgeting process and are presented to membership at the Annual General Meeting which usually takes place in March. Swim England Fees are set by SE in the later part of the year every year and rate changes are applied every January

Club Fees can also be varied at any point in the year by a simple majority of decision of the Committee. The Club Treasurer is responsible for proposing all fees, after assessing the impact on the agreed budget position.

Squad Fees

1. The Squad Fee for every swimmer must be paid by Standing Order on the **1st of each month. All Squad fees are paid in advance of the month's training**
2. If within a family more than one squad fee is due then each fee must be paid by an individual standing order. Under no circumstances should multiple squad fees be amalgamated into a single payment.
3. In order to avoid undue burden on the volunteer treasurer it is expected that when notification is sent of changes in fees the standing order is amended as soon as practically possible and in any event before

the last day of the month when the change is notified to members. **To facilitate this process any change of fees will be notified to members no later than the 8th day of the month before the change takes place.**

4. Where a Club volunteer wishes to join a swimming or water polo squad, all membership, and squad fees are still required to be paid in full. An exception will be considered where the volunteer is qualified to ASA level 2, volunteers with a squad on a regular basis (at least twice per week) and the request is supported by the Head Coach.

In this event the volunteer may apply to the Committee, via the Head Coach, for their squad fee to be waived. If agreed the squad fee will be waived however the club membership and appropriate Swim England fees must still be paid.

Club Membership Fees.

1. Squad fees incorporate the Club Membership fee which historically has been collected as a one off payment in September but is now spread out evenly across the year.
2. A non-refundable joining fee (set by the Club Committee) is payable on joining the Club. This fee helps to pay for the additional administration relating to new members and includes a free Club hat.

Swim England Fees

1. In addition, all swimming and Water Polo members must pay a Swim England membership fee when they join and every year after while they are still members of the club.
2. **Swim England Fees are due either in January every year or when a swimmer or Water Polo member joins the club.** Swim England Fees are fixed by Swim England and the full fee must be paid for the appropriate year whenever the person joins in the calendar year. There is no pro-rata of this fee. For clarification : if a person joins part way through the year the full SE becomes payable immediately and is due again on the 1st January following.
3. Payments of the above fees must be made by online bank payment. We do not accept cash.
4. A Swimmer or Water Polo athlete who joins the club from another club and has already paid their SE fee to that other club for that year will not have to pay the SE fee again. They are required to inform the membership secretary and treasurer when the next SE fee is due if Durham will become their fee paying club. If Durham becomes their fee paying club the SE fee will become payable on the 1st January. If the other club remains their fee paying club then they will inform the membership secretary and the treasurer that the other club is the fee paying and they will join Durham as a second club. There will be no fee payable in respect of the SE membership if Durham is the second or subsequent club. If the individual fails to pay the SE fee to the other club then that fee will become payable to Durham and must be paid in full if they wish to continue to be a participating member of Durham.

6. Upon receipt of payment of the SE fee the club will organise registration of the member with SE and subsequently pay any affiliation fees due to the national, regional and county associations.
7. Each calendar year the club is required to prepare a SE annual return noting all current members. This return must be filed and any association fees paid by the date specified by SE. In order to ensure sufficient time for the Membership Secretary to prepare this return the Club Constitution requires membership fees to be paid no later than the 31st January. The club will notify all members in December of the fee for the forthcoming year. Any payments received after the 31st January (other than by new members) will carry an additional admin charge determined by the committee each year (2022 adminfee is £10). Any member whose payment remains outstanding after the club has submitted the Annual return will be suspended from the club and will not be able to participate in **any** club activity until the full payment including the admin charge is received and the Membership Secretary has confirmed registration with SE.
8. The SE membership fee covers membership through to 31st December each year and are non refundable.

Process for Dealing With Arrears of Squad Fees

While understanding that human error can lead to standing orders not being changed or that banks can cause disruption to payments, the principle is that it is the member's (or their parent / guardian's) responsibility to ensure that all fees are paid in full and on-time, and it is not the Club officials role to "chase" payment.

The Club Constitution includes provision for the suspension of a member who has squad fees outstanding (in part or in full) for one month however, the current arrears procedure is as follows:

1. If a member's account goes into arrears, the Treasurer will notify the member in writing (via email) after the 7th working day of the month, and a reminder invoice will be sent. Arrears accrue where squad fees are not received on the first working day of each calendar month. Members are expected to reply to the treasurer within 7 days of the first email reminder being sent to them. Should the member not respond to the treasurer, the treasurer will inform the club secretary of the situation.
2. If the account remains in arrears for a second month, the club secretary will be informed by the treasurer who will then inform the appropriate club coaches and the swimmer will not be allowed to participate in club activities until the arrears have been paid. The club secretary will formally write to the member advising them that the member is suspended until all arrears have been paid. Should the member not reply to the club secretary within 96 hours of the time the message is sent the club secretary will advise the club executive.
3. The club executive will decide if the membership of the swimmer should be terminated. The authority to make this decision is delegated by the Club Committee to any three of the elected officers, and while each case should be considered on its merits, it would be expected that the decision would be to terminate membership. Following the decision, the Secretary will write to the member.

4. If there are instances of “repeat offenders” with regard to arrears, the above process will be followed twice only. On the third occasion the parent / guardian will be expected to demonstrate that they have made a permanent correction to their standing order. Failure to do so will lead to immediate termination of membership.

5. At the Treasurer’s discretion any refund due to a member in arrears may be withheld until the member is able to demonstrate a permanent change to their standing order has been made. This may include but is not limited to, refunds for gala rejections, swim camps and reimbursement of fees under the illness/injury policy.

6. Overpayment of Squad Fees It is expected that on occasion an overpayment of squad fees may be received where there has been a change in squad or the fee structure. In this event the Treasurer will notify the member in writing (by email or other recordable means if necessary) requesting the standing order be updated from the following month. Where the standing order continues to be received for the higher amount, the Treasurer will notify the member on one further occasion only. Should the standing order remain unchanged the overpayment amount will be set against Club funds. It will be the member’s responsibility to change the standing order and provide details required to repay any refund due to them.

7. Temporary Reimbursement of Fees due to injury / illness.

The club is aware that on occasions members will be injured and unable to train. Whilst we are sympathetic to this our budgets are prepared on the basis that full fees will be received throughout the budget period.

However, as a concession the following policy has been agreed as an appropriate compromise.

1. Only requests relating to an injury or illness that prevents the swimmer from being in the water or able to undertake any sporting activity over 1 calendar month will be considered. This will include but is not limited to, attendance at training, galas, and fun sessions.
2. All requests should be made in writing to the Club Secretary stating the nature of the illness / injury and the expected length of time out of the water. Each case should be seen on its merits, however it is likely that only those for broken limbs, periods of recovery from operations or significant illness will be approved (as the Club still has to cover its costs on a monthly basis).
3. The authority to make a decision on the suspension of fees is delegated by the Club Committee to three of the elected officials at least one of whom must be the Treasurer (or other Exec member in the case where the request is from the Treasurer).
4. The member should continue to pay their squad fee in full via their normal standing order throughout the reimbursement period. Should the squad fees change during the reimbursement period the member is still required to amend their standing order accordingly and reimbursement may be withheld until that amendment has taken place.

5. Once a request has been approved the Club Secretary will inform the member. To claim reimbursement, the member should email the Treasurer at dca.sarah.judson@gmail.com noting it is a request for reimbursement of squad fee for that month. Once confirmation is obtained that the member has been absent for the full calendar month the Treasurer will then reimburse 50% of the squad fee. Reimbursement relates to the Squad Fee payable only. No reimbursement will be made for any Membership or Swim England Fee due to any period of illness or injury. If the member is ill during the Membership renewal period then the full Membership Fee will be due in line with the details noted above.

Termination of Membership

Resignation of membership should be sent to the Club Secretary and/or membership secretary in writing, preferably by e-mail giving a period of one months' notice.

Frequently Asked Questions

1. We are going on holiday for a month and want to cancel the standing order while we are away?

Answer – The Club's Annual Budget spreads the costs over twelve months equally, regardless of holidays and therefore cancellation of fees is not possible.

2. Are there any reductions for multiple family members?

Answer – The Club's Annual Budget spreads the costs over the expected number of members, however there is a reduction in squads fees of 50% for the 3rd member. The reduction will apply to the lowest squad fee payable. There are NO reductions in any of the annual membership fees other than those described in previous sections.

3. Are there reductions if we only attend some of the squad sessions?

Answer – The Club's Annual Budget spreads the costs over the expected number of members regardless of the number of times they swim. We do not operate a "Pay as you Swim" policy.

4. The fees are very high in comparison to other activities that my children take part in – why can they not be lower?

Answer – The Club has to cover its costs, of which the main elements are the hire of the swimming pools (which is unavoidable) and the employment of professional coaches (.We pay our coaches a fair rate for what they do and have a highly qualified coaching team. We also follow a Long Term Athlete Development Programme recommended by Swim England which means our swimmers are offered pool time and land training hours that enable them to be the best they can be.

Our prices are reviewed annually in line with those of other Clubs in the area. The Budget is approved each year by committee and presented at the Annual General Meeting, which is open to all members to attend and ask questions

5. I was previously a member of the club but left. I'm now re-joining so is the SE membership fee still payable?

Answer –The SE fee need not be paid unless the SE fee year has expired then the new SE fee will become payable.

6. I was previously a member of the club but left. I'm now re-joining so is the Club membership fee still payable?

Answer –The new member fee is still payable to cover the administration costs of re-joining and re-setting you up on the operational systems the Club uses.

7. I've decided I no longer want to be a member can I just stop paying?

Answer –No, you must inform us of your intention to leave in writing by contacting the Secretary and/or Membership Secretary and give one month's notice.

8. What happens when a squad change takes place?

Answer –There is usually a period of bridging whereby you continue to pay the fees of your current squad whilst attending some sessions with the new squad. Once the Coach has confirmed the move has taken place the Treasurer will amend your bill. It is your responsibility to amend your SO appropriately .

9. What do I do if I have an issue with my bill?

Answer –In the first instance please contact the Treasurer. They will make sure any queries are dealt with in a timely manner.

10. What do I do if I am injured and cannot attend training?

Answer –Please refer to Paragraph 7.

11. What do I do if I am struggling to pay my bill?

Answer –Please make a request in writing to the Club Secretary to have your fees reduced. Until any agreement is reached you should continue to pay your fees in full. Once agreement has been made to refund, the Treasurer will contact you to make re-payment of the fees.

12. How do I pay for galas?

Answer –Galas should be paid for online by quoting the swimmers name and the gala reference (this starts with a "G") . Payment should be made at the same time the selection of events has been made. E,g, G11SMITH £25

13. How do I pay shop items?

Answer –Shop items should be paid for in cash or online by quoting the swimmers name and the SHOP reference. Online payment should be made immediately after a purchase has been made E,g, SMITHSHOP £25

Name	Role	Contact
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Sarah Judson	Treasurer	dca.sarahjudson@gmail.com