



Meet Refund policy

Online collection of Meet Fees via the Payments page on our website is now well established and is, on the whole, working well. We have reduced the load on our Meet Secretary and Treasurer who previously had to collect in and manage all the paper entry forms and process hundreds of individual cheques.

However, despite direction we do have a problem with parents entering events that their swimmer does not qualify for. This then creates the following workload:-

- The Open Meet secretary spends time to check the ASA Rankings database and TM to confirm the swimmer doesn't qualify for the event.
- The Open Meet secretary may then be able to offer an alternative event which the swimmer may or may not accept (emails back and forward).
- The Open Meet secretary then compiles a list of refunds required which is shared with the Treasurer and Web team for action.
- A member of the webteam then processes the refunds and confirms to the Open Meet Secretary and Treasurer that the refunds are complete.

Members are reminded that all our admin staff are volunteers and that the consequence of this mistake on entry is to create 2-3 hours work for our volunteer team. The club also have to pay Paypal refund charges.

Please take the time to check the entry times for a given meet and use Team Stats Online (via the Results link on our website) to check your swimmers personal best times. Please also note that some meets (e.g. Herts County Championships) require qualifying times to have been swum at licensed meets (you can't use a training time to enter). Within Team Stats Online you can set the 'Fastest' time field to show e.g. 5 times so you can whether your swimmer has a licensed time (if their top time is a training time). All Open Meets and Club Champs are licensed meets. If you need advise on whether your child qualifies a given meet please do contact our Meet Secretary on opensmeetsec@costaasc.org before you send in your entry.

Our policy on meet refund is therefore set as follows:-

- If a swimmer is entered for an event they don't qualify for then we will refund the entry fee but will deduct the £1 club levy (per event) from any refund. This will cover any Paypal refund charges etc.
- In the event that a swimmer is scratched from a meet through no fault of their own (e.g. meet being full) we will refund the full entry fee and the club will pay the Paypal charge once the meet organiser gets the club's refund to us.

The club reserve the right to revisit this policy.