



FEES POLICY

FEES

Training fees are worked out as an annual fee considering various holiday breaks throughout the year (the main one being in August every year). To make payments easier, we have broken down the annual payment into twelve equal monthly payments. Fees are to be paid by Standing Order on 1st month. All Squad fees are paid in advance of the month's training.

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.

SWIM ENGLAND MEMBERSHIP AND CLUB ADMIN FEE

To swim with a Club registered with Swim England, then you will need to become a member. Your membership covers your Swim England fee, Swim England Northeast (regional) fee and the Northumberland and Durham (county) fee.

Here are the levels:

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|------------------------|--|
| Swim England – Train | Payable when joining the club and each subsequent calendar year (only applies to those members in the following squads: Masters (who do not want to compete), DS3 & DS2, Junior Sprint , and WP) |
| Swim England – Compete | Payable when joining the club and each subsequent calendar year (applies to all other Swimming & Water Polo squads not listed above) |
| Swim England – Cat 3 | Payable when joining the club and each subsequent calendar year (For every family with one or more children under the age of 16 a minimum of one parent or guardian must be a member of the Club and all relevant fees paid) |

For new members, the Swim England Membership will be payable on joining the Club. The invoice must be paid prior to the Club completing your Swim England membership.

As well as this fee, the Club charges a Club Admin Fee of £20, chargeable at the same time as the Swim England fees when joining the Club, which covers admin costs that the Club incur and includes a voucher for a Club hat.

A £10 Club Admin Fee applies to those who join from another Swim England club.

For those who are current members, you will be invoiced early January for payment by 31 January, for the Club's annual batch to be submitted and paid before the end of February each year.

For January 2026 to December 2026 the fees are as follows:

Train: £40.35 (£20.35 + £20 Club Admin Fee)

Compete: £69.35 (£49.35 + £20 Club Admin Fee)

Cat 3: £12.80

Any current member not paid by the deadline, will have their membership cancelled.

The Club historically charged a separate membership fee on joining the Club in September each year, but this was amalgamated into the squad fees and spread evenly over the year some time ago to reduce the administrative burden.

SQUAD FEES ARREARS

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. The finance system will send a reminder invoice on 8th of the month.
2. A second reminder is generated when the invoice is overdue on 15th of the month
3. A final and third reminder is sent on the 22nd of the month.

If no action is taken and 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. 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.

SQUAD FEES - REFUNDS

Durham City Aquatics is a non-profit making organisation and all membership, monthly and termly fees are used wherever possible to provide for the development of swimmers through pool time, coaches, insurance, equipment etc.

CANCELLED/REDUCED TRAINING SESSIONS

The squad fees provide access to membership of a training group/squad and are not for a contracted number of hours training per year, month, or week. Payments are divided equally across all months. Sometimes training sessions are cancelled for reasons and circumstances that are beyond the club's control.

Sometimes they are cancelled due to competition commitments involving part of the group or conflicting club activities. Where possible the Lead Aquatics Coach and the Club Committee will endeavour to provide alternative extra pool time when cancellations occur.

The club operates a no refund policy unless there have been three consecutive weeks of cancelled training sessions with no alternative/extra sessions having been offered. Usually this will relate to a lengthy pool closure for maintenance and repair.

ILLNESS AND INJURY

Due to the pressure on places within the various squads and the need to fulfil the clubs pool hire commitments, the Committee has decided that Members must pay a retainer fee of £10 a month, to keep their place within the section during the period they are not training. Note this only applies to illnesses where the member is unable to swim for a period of greater than 6 weeks which is also supported by a doctor's note/evidence. Any illness of less than 6 weeks would not qualify under this process. If after a swimmer has paid their fees, they develop a long-term injury or illness during which they are unable to swim for a minimum time of 6 weeks, they can submit a request for a reduction of fees for the weeks they have been unable to swim. They should submit their request in writing to the Secretary detailing their circumstances and their case will be reviewed by the Executive committee as soon as possible. It will be at the discretion of the Executive committee as to whether a refund of fees will be offered. The committee's decision will be final.

SWIMMERS LEAVING

It is recognised that members may wish to leave the club from time to time. If a member leaves the club, there will not be any refund of fees paid during the calendar month in which they leave. A member wishing to leave the club must give the Club Secretary/Chairperson written (or email) notice of leaving as per the Club Constitution. A member's resignation shall only be deemed to have taken place when the notice has been received by the Club Secretary.

When fees for upcoming galas or open meets have been paid, these are non-refundable in the event of the swimmers' resignation. If a swimmer wishes to later return to the Club this is at the coaches and Executive Committees discretion and another joining fee will be payable. See FAQ Section for information regarding holidays etc.

STUDENT HOLIDAY MEMBERSHIP

The Club will try to accommodate those students who wish to train when on University/School holiday in the area. Any training must be agreed & paid for in advance using the following process:

- The student/parent is required to contact the Club Secretary and indicate which squad they would like to train with. The Secretary will make the necessary enquiries with the appropriate coach to ascertain if there is space.
- A reply will be sent confirming if a place is available and the relevant details.
- If agreed the student/parent must confirm their acceptance by email and all fees (see below) must be paid before the commencement of any training. Fees will be calculated as follows:
 1. Squad fees- pro rata calculation of the monthly fees based on the dates of training
 2. SE Membership fee – this will be required for insurance purposes Should a student not be able to train and misses any of the sessions for any reason, no refund will be given.

Appendix 1: 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 third 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 must 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 am 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 am 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 have 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 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. treasurer@dcaswim.co.uk

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

Answer: –Please refer to the injury section of the fees policy and the injured swimmer policy.

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

Answer: Please refer to the Support Policy and make a request in writing to the Club Secretary to have your fees reduced. There is a simple form to complete. 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. Note that no entry to the gala will be made by the Competitions Secretary unless the fee has been paid by the designated date. Where a fee is paid after this date the Competitions Secretary will attempt to where possible add late entries to the entry file if the gala provider has space.

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

14. How do I purchase a club hat?

Answer: the club holds a small stock of hats available to purchase in emergencies. Club hats can be purchased online from the Allens of Kingsbury website. Named Hat orders take place three times a year, again via the website.