



Platinum Aquatics Competitive Billing Policy

Organization: Platinum Aquatics (PLAT)

Programming: Year-round competitive swim team, including but not limited to practices, meets, team events, clinics, and seasonal training.

Platinum Aquatics operates on a year-round budget that supports lane rental, coaching staff, certifications, education, travel, and other organizational expenses. All families are expected to maintain current billing information and meet all financial obligations associated with participation.

1. Automatic Billing

- All accounts must maintain a valid debit card, credit card, or ACH account on file.
- Cash and checks are not accepted.
- All charges—including training fees, meet fees, and late fees—will be processed using the card or ACH method on file.
- Full payment is due on or before the **1st of each month**.
- You will receive system-generated reminders for upcoming expirations or declined payments.

2. Yearly Fees (Non-Refundable)

- **PLAT Annual Registration Fee:** \$125 per swimmer; includes latex team cap and team t-shirt.
- **USA Swimming Registration Fee:** Amount TBA annually by USA Swimming.
- These fees provide insurance for the club, athletes, coaches, and facilities.
- All swimmers must re-register each swim year.

3. Monthly Training Fees

- Fees are determined by training group.
- Training fees are payable monthly unless paid in full for the year.
- By registering, families commit to the full **swim year**, which includes both **Short Course and Long Course seasons (September through the highest level meet in July or August)**.
- Monthly payments are offered for convenience and represent balanced billing across the year.
- Fees are due regardless of absences due to holidays, illness, or personal choice.
- Statements are available online and may update throughout the month.
- Families must report billing concerns to **mekspano@gmail.com** by the 24th of each month.

Platinum

Aquatics

- Training fees are not refundable for partial months.
- *Requests for proration or refund due to documented medical conditions may be submitted in writing and are subject to review by the PLAT Board of Directors.*

4. Meet Fees

- Families are responsible for all swimmer entry fees and surcharges as listed in the meet invitation.
- PLAT adds a **\$2/event coaching fee, \$15 surcharge for out-of-town meets, and \$25 surcharge for out-of-state meets** to offset staff travel expenses.
- Meet fees are non-refundable after the PLAT entry deadline, regardless of illness or withdrawal.
- Late payments may disqualify swimmers from future meets.
- In rare instances (e.g., weather cancellations), families are still responsible for entry fees, as the host team incurs costs regardless.
- Lack of awareness or misunderstanding of the entry process does not exempt a family from payment.

5. Late Fees

- A **\$15 late fee** will be applied to any unpaid balance on the 5th of the month.
- A **\$35 fee** will be applied for any returned check or declined payment.
- Contact **mekspano@gmail.com** in advance if special payment considerations are needed.

6. Delinquent Accounts

- Accounts 60+ days past due may result in suspension of participation.
- Past-due balances must be paid in full before rejoining, plus a **\$30 reactivation fee**.
- Waiver of this fee is at the discretion of the Board and evaluated case by case.
- Platinum Aquatics reserves the right to deny registration to families with a history of non-payment.

7. One-Month Only Participants

- Short-term participation (1 month only) must be pre-approved.
- A **\$30 prorated registration fee, monthly training fee, and USA Swimming registration fee** apply.
- No refunds will be given. Lane space and coach availability may limit acceptance.

8. Billing Inquiries

- Contact the Vice President at **mekspano@gmail.com** with questions.
- Errors, if confirmed, will be promptly refunded.

Platinum

Aquatics

9. Refund Requests

- If a family is dissatisfied with the program, a written request for cancellation and refund must be submitted.
- If submitted **within the first 5 calendar days of participation**, a full refund of training fees may be considered.
- Team and USA Swimming registration fees are non-refundable.
- Requests will be assessed case by case by the PLAT Board of Directors.