

New Monthly Fees and FAQ

The management committee of Hinckley Swimming Club have agreed that all charges relating to membership and session fees will be collected monthly in advance from 1st February 2009.

A Finance Sub-committee has been formed to deal with the finances of the club and to implement any changes needed. The finance committee comprises the following members:

Sue Phillips, Anita Stanley, Fiona Collier, John Edwards and Clive Clarke.

If you have any questions or concerns relating to this document or any other questions about monthly payments, please contact any of these members who will be happy to assist.

Please do not approach those working on poolside, all queries should be directed to the admin desk.

Email correspondence may be addressed to Sue Phillips at suziestar17@hotmail.com

Below we have compiled a list of FAQs which we hope will make clear not only the charges but why we need to make these changes.

What are the reasons for changing to a pay monthly scheme?

Memberships

The costs relating to memberships have increased dramatically over the past couple of years. As a club, we need to ensure we are accessible to all and the increasing costs of the annual membership fee, previously payable in one lump sum, has become difficult for some members to manage.

Door fees

- 1) Our annual pool hire costs (excluding club championships) for 2009 is estimated at £27,500. We need to ensure session fees cover our committed pool hire costs. The regular non-attendance of some swimmers has left the club with a deficit of almost £4,000 during 2008.
- 2) There is a huge administrative responsibility involved in collecting cash on a session by session basis. For example:
 - a) we have to depend on volunteers to take in the cash at each session;
 - b) we then have to get the cash to the treasurer to be reconciled and banked;
 - c) wherever volunteers are physically handling and carrying cash this increases the risk to their safety and the security of the finances.
- 3) Swimmers would no longer have to remember to bring session fees with them to any session.
- 4) We can be more certain that swimmers have paid for all the sessions they attend. We can also more easily identify those that try to avoid paying.
- 5) The new system allows swimmers and parents to budget more evenly throughout the year, knowing exactly what has to be paid and when.

Monthly Fees, Payment Methods and Monitoring the scheme

We hope not to have to alter the stated fees during the year; however, any increases in costs, beyond our control by 3rd parties, could result in changes to fees at any time. We will always give our members a minimum of 30 days notice of any changes. Any changes will be notified on the website, the notice board located in Hinckley Leisure Centre and on the H.S.C. administration desk. It is the members' responsibility to check for any announcements.

How much are the session fees for 2009 and what is the money used for?

Band 1 (1 session per week) £9.50 per month

Band 2 (2 sessions per week) £18.00 per month

Band 3 (3 + sessions per week) £25.00 per month

Session fees are payable to cover the cost of pool hire charged by the Hinckley Leisure Centre and John Cleveland College.

How much are the membership fees for 2009 and what is the money used for?

Swimmers born on or after 1st January 2001:

£10 by the latest 1st February then £3.50 per month thereafter

Swimmers born before 1st January 2001:

£10 by the latest 1st February then £4.00 per month thereafter

Membership fees cover asa fees, insurance, teacher training and other costs associated with running the club.

£30 (annually) for CoLSC swimmers, this fee covers all the asa fees and insurance, which we are required to pay as your base Club.

I swim for CoLSC, how will this affect my membership fee?

Payments of membership due to asa and regional offices are mostly paid out in full by the end of March each year, for this reason we are unable to negotiate monthly payments for this type of membership. Your membership fee will continue to be paid in an annual lump sum prior to 1st February each year as in previous years.

I swim for CoLSC, or LASA county development squad, how will this affect my monthly session fees?

Your banding will be in relation to sessions attended run by Hinckley Hornets SC, and will not include any sessions run by third parties.

Will I need to pay session fees and membership separately or together?

We ask that both membership and session fees be paid as a single monthly payment unless you are a CoLSC or LASA development squad swimmer where your membership will continue annually.

How and when will I be expected to pay?

It is preferred that all payments be made by standing order, however we understand that this may not be the best method for everyone. Cash and cheques will also be accepted. In order to give both the committee and members the time to set up standing order payments, the first payment due prior to 1st February 2009 will be due by either cash or cheque. We would like members to then set up a standing order payment for all monthly payments due from 1st March 2009. Those wishing to pay by cash or cheque must ensure payment is received by the H.S.C. admissions desk prior to the 1st of each month. Alternatively, cheque payments may be posted to the H.S.C. Treasurer, 41 Herald Way, Burbage, LE10 2NX, again these must be received by the 1st of the month.

Can we fill out a Standing Order for our family rather than for each swimmer?

No. In order for us to monitor payments against attendance we need a Standing Order for each swimmer quoting their membership number and name.

I would prefer to pay for more than one month in advance, is this acceptable?

Yes, absolutely. You are welcome to pay bi-monthly, quarterly, half yearly or annually.

How will the club monitor monthly payments versus sessions attended?

All monthly payments will be due on or before the 1st of each month. Each Standing Order payment will appear on the Club's bank statement with a reference to the swimmer's name and membership number. Manual payments (cash / cheque) will be recorded by the administration desk and the information will be passed to the treasurer together with payments received. Each month the Club will check that all registered members have paid for the sessions they have reserved. This will be regularly cross referenced with the attendance register to ensure the system is not being abused.

I swim at 5.30 for 30 minutes, why am I paying the same as swimmers who have longer sessions? I swim for 90 minutes, why do I pay the same as those swimming for an hour?

We have always charged the same price for sessions, irrespective of length and we do not have any plans to change this.

We have classed all sessions, whether they be 30, 60 or 90 minutes, the same in terms of fees. This is because the 30 minute sessions for 'Learn to Swim' and beginners are very coach intensive. Our fees for these lessons are comparable to the type of swimming lessons available privately through such providers as SLM; the cost is still favourable. The senior swimmers who get 90 minute sessions need fewer coaches, and the club benefits from their long term support of the club.

How can you justify a fixed equal monthly payment when we will swim more than our band sessions in some months and less during the club championships in November or when the J.C.C. sessions are closed during some school holidays?

We realise not all months are equal; the £27,500 takes into account such closures. The monthly payment has been calculated to keep your payments even throughout the year to help you budget more effectively and so you do not have the inconvenience of having to keep changing your standing order. There may be times when certain sessions may be unavailable in which case we will try to accommodate swimmers in a different session.

Allocation of Session Bands, additional sessions and closures

How will I know what band of sessions I should be in?

We have collected information from registers which shows us which sessions you currently attend. Each member will be advised which band this puts them in and the charges that will apply from 1st February 2009. This, along with the membership renewal forms, will be available from 4th January 2009. If you think the information is incorrect or want to change the number of sessions you currently attend, please speak to a member of the finance committee who will be happy to help.

How do I know what sessions are available to me for my age and ability?

The first person to ask is your coach, initially you will also be advised which sessions will be suitable for you.

I swim in the masters' session/s, how will this affect me?

All swimming members will be incorporated into the monthly scheme regardless of which session they swim in. All sessions are priced in the same way.

I have been asked to attend more or less sessions each week than I am currently paying for, how do I change my Standing Order?

Please ask for a new form at the desk. If in doubt please ask.

I am not registered for the Sunday session but wish to take part in Bear Trophy time trials, how will this work, will additional costs apply?

We do not intend to make extra charges for this session at the present time.

I attend the Water Polo session, how will this affect me?

Each session night is charged as a single session, the charges are the same whether you swim or play water polo. If you swim and play water polo on the same evening, this is classed as one session.

I wish to attend the Friday sessions when they are available, will additional costs apply?

Friday sessions will be payable at the same standard rate as other sessions, i.e. you will move up to the next price band, unless you already pay the band 3 rate. Payments for Fridays can be made monthly or as a lump sum of 5 months worth of payments to cover the increased costs.

I wish to attend extra sessions during school holidays, is this possible?

Please first speak to your coach for advice on availability. We do not foresee any problems in meeting with such requests in holiday periods. Payments for extra sessions will be worked out on an individual basis according to the swimmers requirements, e.g. if a swimmer wants to swim an extra session for one month the next (higher) session band will apply for that month. For a two week period the cost of each session would be £3.00 per session. All extra sessions will be payable in advance.

What will happen if there are other unforeseen closures, will I get a refund?

We will always try to accommodate swimmers in a different session. Where pool closures are forced onto the club for longer periods and swimmers are unable to be accommodated elsewhere, a refund will be considered at the end of the year.

Non-attendance, illness, injuries and holidays

I can't make all my normal sessions and will be attending less than I am paying for this month, what should I do?

Please speak with your coach, if we are able to accommodate you in a different session we will. Places in sessions not being paid for may be offered to another member waiting or somebody on the waiting list, so please do not change your Standing Order unless it has been mutually agreed with the club. We need to ensure we cover our costs and offer best value.

I can't swim because I am taking exams?

When taking GCSEs or A-levels, swimmers will be allowed to reduce their monthly session payment to the one session per week fee for the months of April, May and June. Please ensure you let us know this so your session place is not offered to anyone else! Membership payments must continue to be paid at the full rate.

I am unable to attend due to long term illness or injury, what should I do?

If you are unable to attend for a period of more than 3 weeks, please let us know as soon as possible. Applications for a reduction in session fees should be made in confidence by writing to the treasurer. Please do not just cancel your payment as this may cause your place to be offered elsewhere. Membership payments must continue to be paid at the full rate unless agreed otherwise.

I will be on holiday so unable to attend, what should I do?

We are unable to offer a reduction in fees due to holidays. If you will be absent for a period of more than 3 weeks it would be helpful if you let us know.

Other swimming events

Will any of these changes affect the way the club championships are run or the costs of entering and spectating for these events?

The club championships cost more than another £3,500 to put on, this has not been included in any of the above figures. We will still need to charge entry and spectating fees to help cover these costs.

I have been asked to swim in a gala, how will this affect the fees?

Monthly session fees only cover actual swim sessions; only pool hire relating to club nights is incorporated into these costs. Match fees will remain chargeable for additional galas as we incur additional fees in respect of these.

Non Payment and resignation

What do I do if I no longer wish to swim with the club?

Please give the club one full calendar month's notice if you wish to leave. This will allow us time to bring someone in from the waiting list so we do not lose income.

I cancelled my standing order and stopped swimming but now wish to attend again, what do I need to do?

Once you stop paying you will cease to be a member of Hinckley Swimming Club. If you wish to attend again you will be treated as a new member as per the section entitled **Temporary members, new members and trials** below. The only exception to this is that a trial session will not take place and fees will be payable immediately.

Temporary members, new members and trials

I am currently a temporary member, how will these changes affect me?

The temporary membership scheme was in place to give swimmers a chance to try out the swimming club before committing to the full annual membership fee. The temporary membership fees were set up to cover the costs of ASA fees and insurance. As we are now changing to monthly membership, the temporary membership scheme will cease to exist from 1st February 2009 and a joining fee will apply to new members from this date. If you became a temporary member prior to 1st February 2009, fees will become payable at the same rates as current members.

I am a triallist / new member, what fees are payable and what forms will I need to complete?

Fees

The below stated fees are applicable from 1st February 2009 until further notice.

Trial session: Free

Joining Fee: £12, payable at the first session after completing your trial

Session Fee/s: Session fees are payable in advance at the first session after completing your trial. Where a new member joins part way through a month, the remaining sessions will be charged at a rate of £3.00 per session, or the whole monthly fee will be charged if this works out cheaper. From the 1st of each calendar month, the following charges are applied:

Band 1 (1 session per week) £9.50 per month

Band 2 (2 sessions per week) £18.00 per month

Band 3 (3 + sessions per week) £25.00 per month

Monthly Membership: Payable from the 1st day of the calendar month following completion of trial

Swimmers born on or after 1st January 2001: £3.50 per month

Swimmers born before 1st January 2001: £4.00 per month

Forms

There are various forms that need to be completed:-

- a) ASA Membership Form
- b) Club Membership Form
- c) Club Session Details / Payments Form
- d) Standing Order Mandate

All forms, apart from the standing order mandate, should be completed and handed into the H.S.C. representative on or before the first session after the trial. The standing order mandate should be completed and forwarded to your own bank as soon as your membership number is issued. Standing Orders should start on or before the 1st of the following month following your trial session.