HOW DO I TRANSFER CLUBS

Members can transfer to a new club in Swim Central, following the steps below. The way the transfer process works is to purchase the NEW membership product, transfer from the OLD membership product and an automatic refund (of components which are common to both membership products) will happen in the background. To be entitled for a refund both memberships must be from the same season.

Any funds that are reimbursed should be received within 10 days of the transfer being initiated. Please note your membership will not be available for transfer if

1. The membership is 30 days from expiring, has expired or expires today
2. A refund has been requested for a Membership
3. Membership is a Trial Type or Second Claim

1) Login to Swim Central

2) Proceed to the member's 'Profile' who is transferring clubs and select 'View Profile'

3) From the Memberships accordion select the OLD membership and the membership details will display

4) Select 'Transfer'. If this button is disabled, please contact your state administrator.
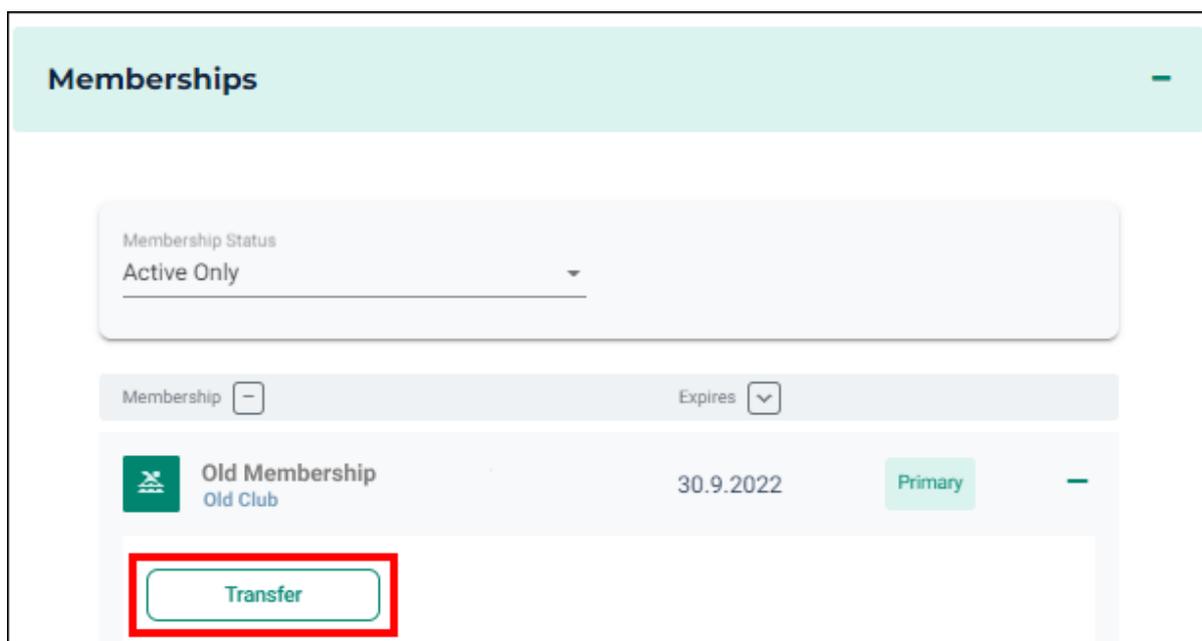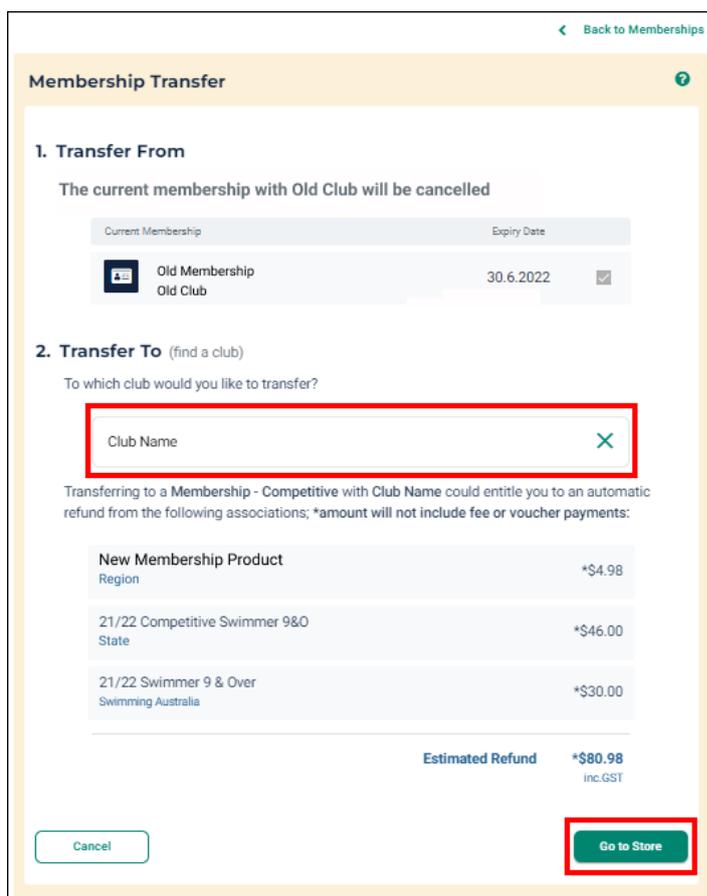
HOW DO I TRANSFER CLUBS

4) Search for your NEW club by club/organsiation, postcode or suburb

5) Once you have a selected the new club you wish to transfer to, a summary of any reimbursements you **may** be entitled to will display. To be entitled for a refund both memberships must be from the same season.

6) To purchase the new membership, select 'Go to Store' at the bottom of the page

7) Find the new membership product and select 'Add to Cart for **Member name**'

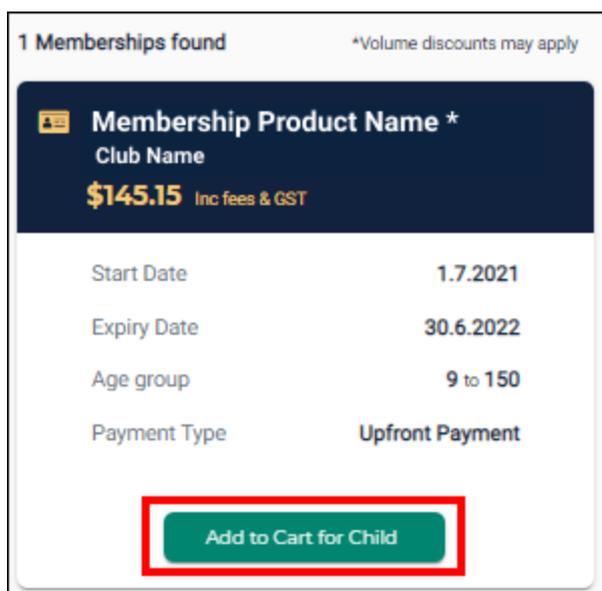Please ensure you are transferring and purchasing for the correct person.

HOW DO I TRANSFER CLUBS

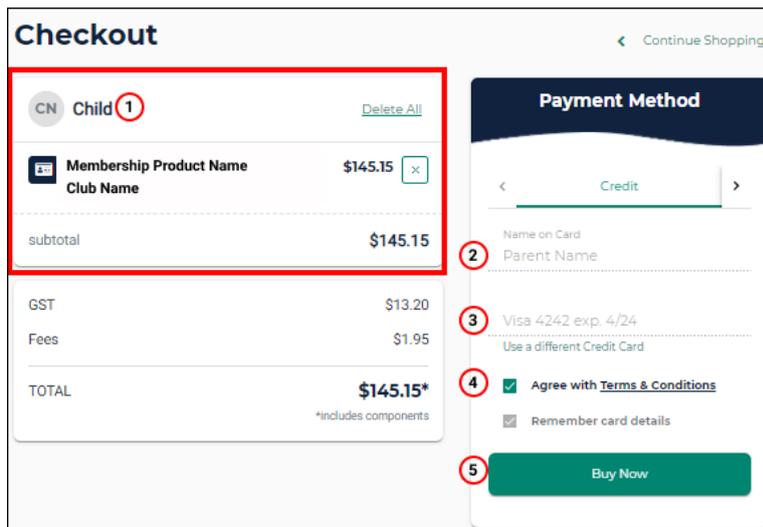8) Select Shopping Cart at the top of the page

9) At the checkout

1. Verify the contents of your trolley
2. Enter name on card
3. Enter credit card details,
4. Agree with Terms and Conditions
5. Select 'Buy Now'

NB If your membership requires a document upload, please see here for details.

HOW DO I TRANSFER CLUBS

10) On the 'Thank you for your purchase' page select 'Set as Primary Membership'.
This club will become the preferred club/association for the member when participating in activities.

11) Select 'Transfer From' and the old membership you are transferring from will be listed

12) Select the old membership and you will be returned to the Membership Transfer page

HOW DO I TRANSFER CLUBS

13) On the Membership Transfer page please confirm

Membership you are transferring from
Membership you are transferring to
Summary of Reimbursement

14) On completing the transfer, the member will be eligible to receive a refund on any components which are common to both membership products (i.e., State fee and National fee components).
To be entitled for a refund both memberships must be from the same season.

15) Select 'Transfer' and a pop-up modal will show. Select 'Transfer'

HOW DO I TRANSFER CLUBS

Membership Transfer ❓

1. Transfer From

The current membership with **Club Name** will be cancelled.

Current Membership	Expiry Date	
Old Membership Product Old Club Name -	30.6.2022	☑

2. Transfer To (select option)

Components in the 21/22 9 years & older Competitive Swimmer membership which share a common vendor (i.e. common State or Region) with those in your selected membership will be reimbursed.

Compatible Membership	Expiry Date	
New membership Product New Club Name	30.6.2022	✅

3. Summary of Reimbursement

On completing this form, you will be automatically approved for a refund, *minus transaction fees & vouchers, for the following components:

21/22 Competitive Swimmer 9&O **Region**	*$4.98
21/22 Competitive Swimmer 9&O **State**	*$46.00
21/22 Swimmer 9 & Over **Swimming Australia**	*$30.00

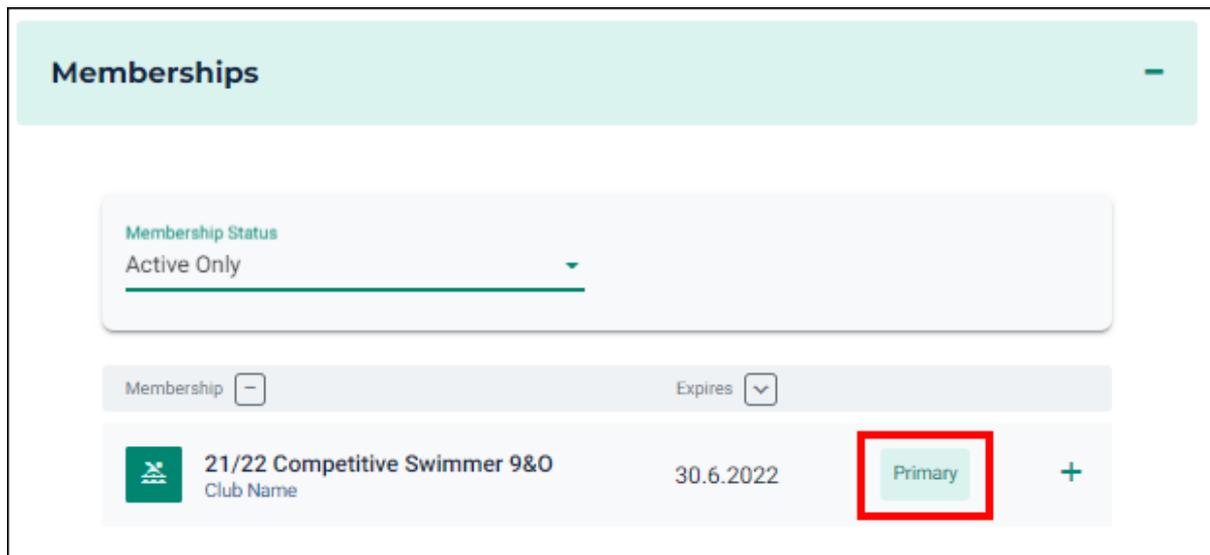|	
Estimated Refund	***$80.98** inc.GST

Cancel   **Transfer**

HOW DO I TRANSFER CLUBS

16) The transfer request is automatically approved, and the new membership will display with a 'Primary' tag. Please note that this can take up to 30 minutes to occur.

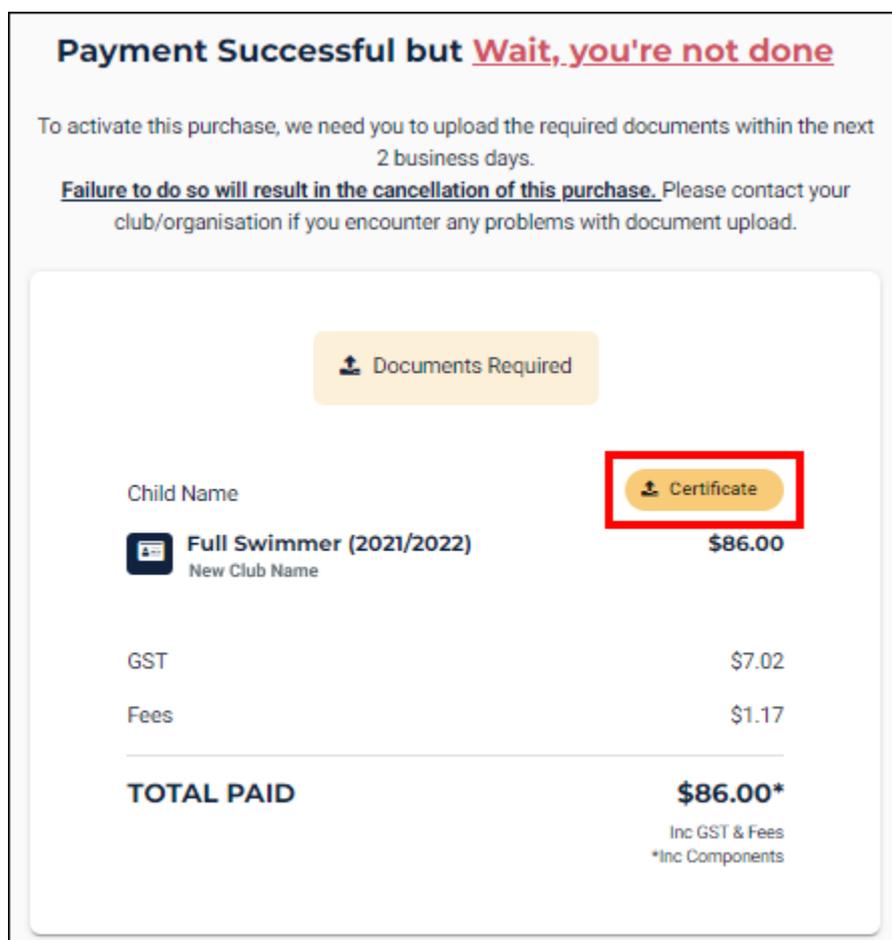17) The old membership can then be located under the 'Inactive Only' membership status with a 'Transferred' status tag

HOW DO I TRANSFER CLUBS

Transferring to a New Club Membership with Document Requirement

For those that are transferring to a new membership with a document requirement.

1) Complete the steps 1-9 above

2) After payment you will see a page that will prompt you to upload your document

3) Once you upload the required document you will be returned to the 'Thank you for your purchase' page

4) The new membership will remain as pending until the new club has approved the document.

HOW DO I TRANSFER CLUBS

Please follow up with the club/association regarding the document approval as this must be completed within 6 days of purchase

5) **Once the document is approved you can proceed with the club transfer**

6) Proceed to the member's 'Profile' who is transferring clubs and select 'View Profile'

7) From the Memberships accordion select the OLD membership and the membership details will display

8) Select 'Transfer'
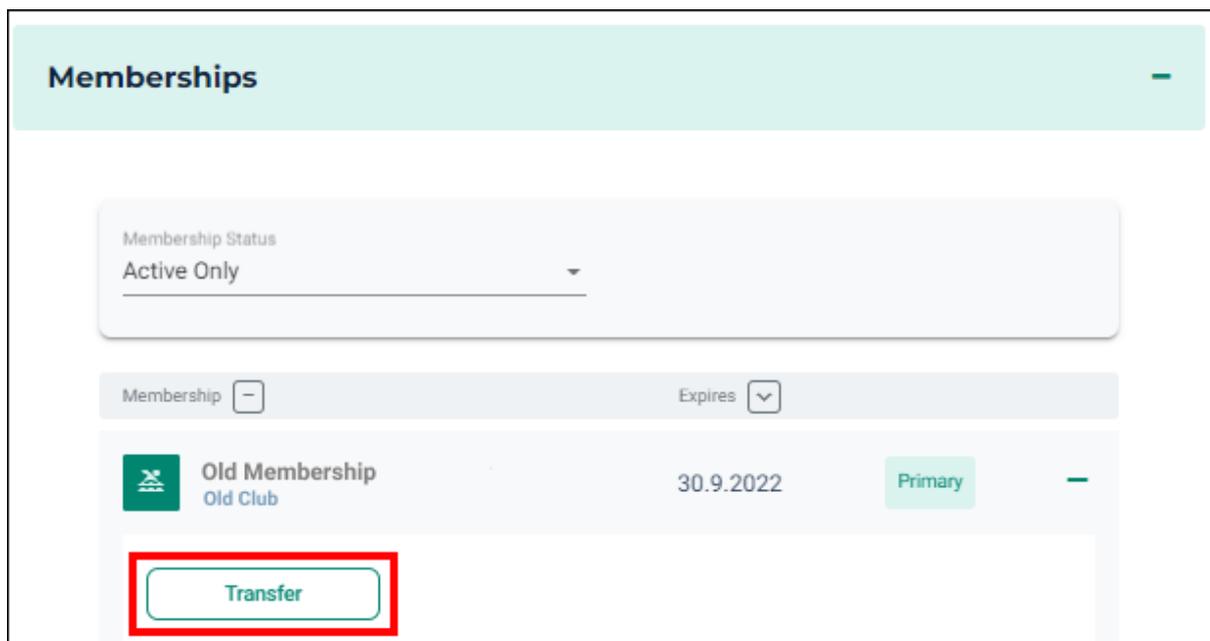
9) On the Membership Transfer page confirm the membership you are transferring from

10) Select the checkbox next to the NEW membership product.

6) A Summary of Reimbursements will display. On completing the transfer, the member will be eligible to receive a refund on any components which are common to both membership products (i.e., State fee and National fee components). To be entitled for a refund both memberships must be from the same season.

6) Select 'Transfer' and a pop-up modal will show. Select 'Transfer'

HOW DO I TRANSFER CLUBS

Membership Transfer ❓

1. Transfer From

The current membership with **Club Name** will be cancelled.

Current Membership	Expiry Date	
🪪 21/22 Competitive Swimmer 9&O Old Club Name	30.6.2022	☑

2. Transfer To (select option)

Components in the **21/22 Competitive Swimmer 9&O** membership which share a common vendor (i.e. common State or Region) with those in your selected membership will be reimbursed.

Compatible Membership	Expiry Date	
🪪 Full Swimmer (2021/2022) New Club Name	30.9.2022	☑

3. Summary of Reimbursement

On completing this form, you will be automatically approved for a refund, *minus transaction fees & vouchers, for the following components:
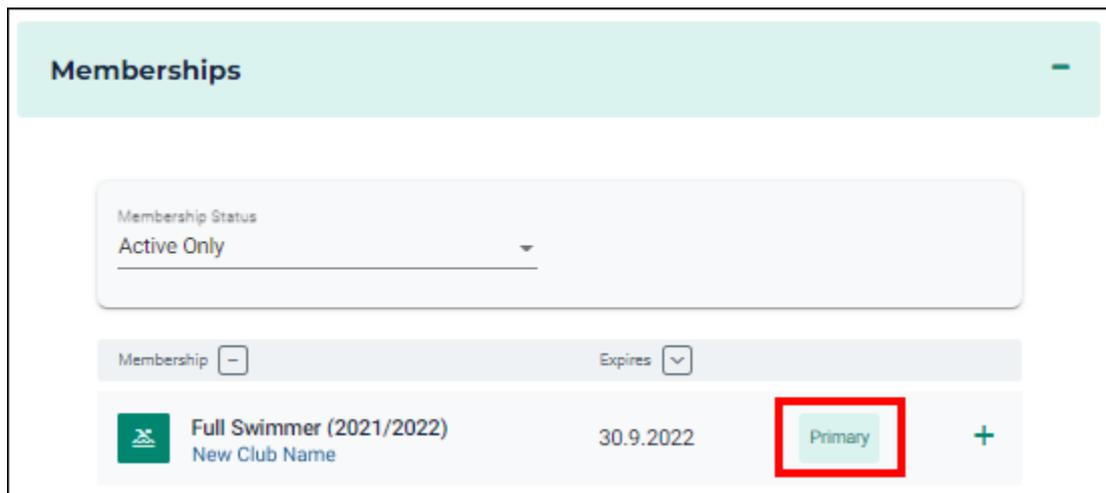
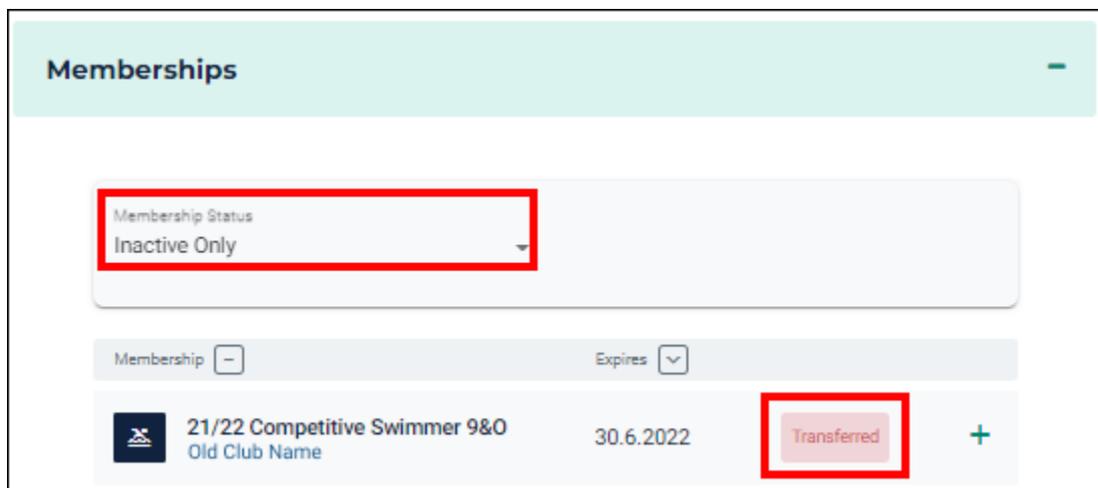|	
21/22 Swimmer 9 & Over Swimming Australia	*$30.00
Estimated Refund	***$30.00** inc.GST

Cancel   **Transfer**

7) The transfer request is automatically approved, and the new membership will display with a 'Primary' tag. Please note that this can take up to 30 minutes to occur.

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8) The old membership can then be located under the 'Inactive Only' membership status with a 'Transferred' status tag