

Active Kids members who wish to change clubs

Active Kids vouchers were implemented by the NSW Government for increased sport and recreation participation for kids aged between 4 and 18. Given Swim Central was in its infancy, the integrated voucher system (Coming Soon) was not able to be used for the NSW 2019-20 Swimming membership season. As a result, 'Offline Payments' were required, which means that the standard membership money did was not processed through Swim Central.

What this means is that the standard transfer process (found [HERE](#)) will not work for AK purchases. We have devised a manual way for this to proceed, should swimmers wish to transfer clubs prior to the voucher system becoming available. Please pass this below onto your members, so that they are aware of the process.

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Swimming NSW would manually refund the participant the equivalent to the former club's fully paid membership product (if less than \$100), or a maximum of \$100, which is the Government's Active Kids voucher amount.

SNSW would then seek reimbursement of any extra fees, from the former club.

What we need from transferring members in order to proceed with the above:

- 1. Member purchase the new membership product (whether an AK voucher is to be used, or not).**
  - *Note: Do Not try to complete the official transfer process, simply purchase the new product and go on to the next step, below.*
  - Change your Primary Membership ([HERE](#)).
  
- 2. Provide the following details to [admin@nsw.swimming.org.au](mailto:admin@nsw.swimming.org.au):**
  - Member name(s) transferring
  - Guardian's name / Guardian Family name / Email address
  - Club member is transferring FROM
  - Club member is transferring TO
    - (the above two steps allows SNSW to determine any area fee differences to be accounted for as part of the refund calculation)
  - Date of original AK voucher transaction (as close to as possible)
  - Credit card details
    - Card number
    - Expiry date