

HOW DO MEMBERS TRANSFER CLUBS IN SWIM CENTRAL?

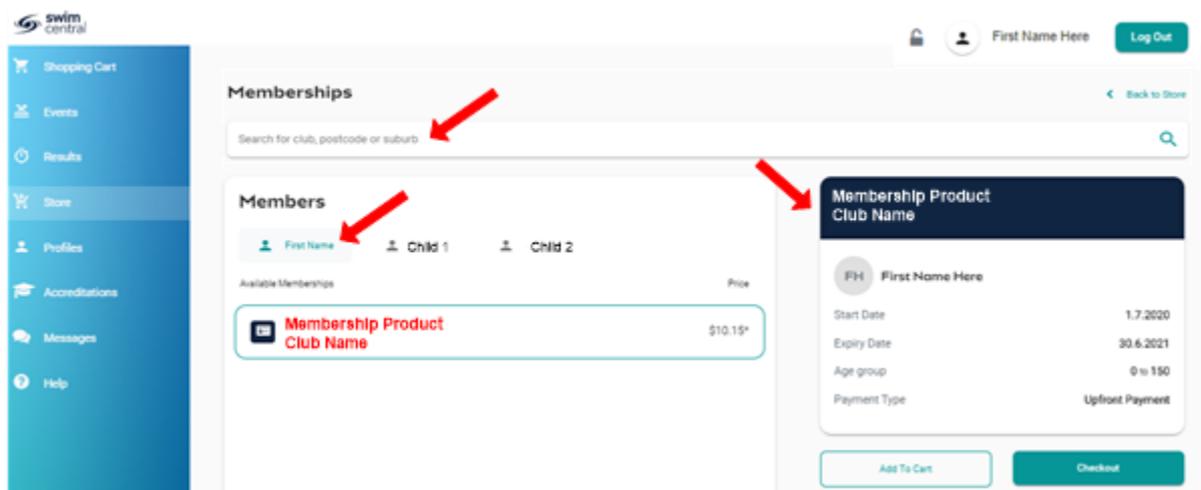
For a member to transfer clubs, they must purchase a product with a new club first. Once they have purchased the product, a transfer button will be available on the old membership product, whereby the swimmer will be eligible to receive a refund on any components which are common to both membership products (i.e. State fee and National fee components). The member should receive the refund within 10 days of the transfer being initiated.

If you are an individual member not attached to a family group buying a membership for yourself, **Login** to Swim Central and go directly to **Store** from your personal dashboard.

If you are the Head of a family group buying a membership for yourself and a child/dependant, **Login** to Swim Central and from your family **Dashboard** select the padlock at the top right corner and enter your PIN to **Unlock** your individual profile, Unlocking your profile as the principal account holder enables you to make purchases for any profile in the family along with your own.

From the menu options on the left-hand navigation panel, select **Store**. You will see a new 'What would you like to Purchase?' with different categories. Please select **Memberships**

Search the name of the club you wish to transfer to (NEW club) and select the membership product you want to purchase. Further information about the product, including member eligibility and price, will appear on the right-hand side. If the swimmer meets the requirements criteria established by the club for that membership, you will be able to select Add to Cart at the bottom of the page.



Your selected product will now be in the Shopping Trolley. The number notification on the shopping trolley, on the top task bar will indicate this.

Select Shopping Cart and verify that your trolley contents are accurate by ensuring the new membership is attached to the right member name, then proceed with checkout.

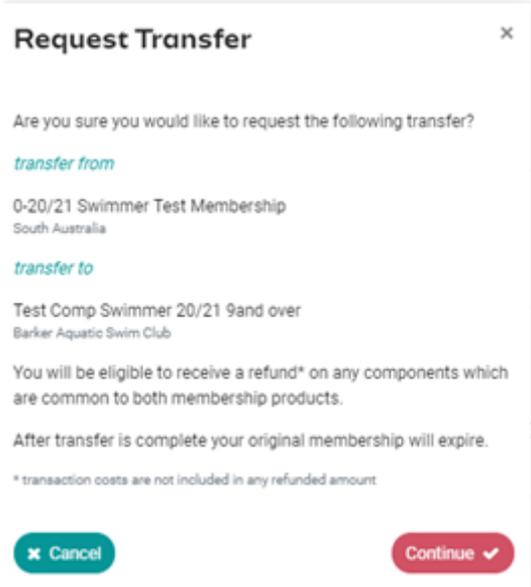
****If your membership requires a document upload, please see [here](#) for clarification on that process.**

Once the membership payment has been successful, proceed to the members profile and select 'view profile' and select the membership of the club you wish to transfer FROM (i.e. the club you are leaving).

A transfer button will appear on the right-hand side, select Transfer. If this button is not visible, please contact your state administrator.

A list of transfer options will appear. This may include other memberships within the same club (i.e. changing membership type). Select the option you wish to transfer to (i.e., the NEW club membership).

A pop-up message will appear, confirming that you are transferring from the OLD club into the NEW club. Please read this message carefully to ensure it is the correct transfer. Select Continue



Request Transfer ×

Are you sure you would like to request the following transfer?

transfer from

0-20/21 Swimmer Test Membership
South Australia

transfer to

Test Comp Swimmer 20/21 9and over
Barker Aquatic Swim Club

You will be eligible to receive a refund* on any components which are common to both membership products.

After transfer is complete your original membership will expire.

* transaction costs are not included in any refunded amount

× Cancel Continue ✓

The transfer request is now approved.

It is important to note; you must go back into the list of memberships and update the primary membership. To do this, select the New Membership from your membership list and then select Make Primary. A green tick symbol will appear next to the new membership designating it as the primary membership.

The credit card (used to make the purchase) will be refunded on any components which are common to both membership products- e.g. Swimming Australia & State/Territory fees. You can expect to receive this refund within 10 days of completing the transfer.

