

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.

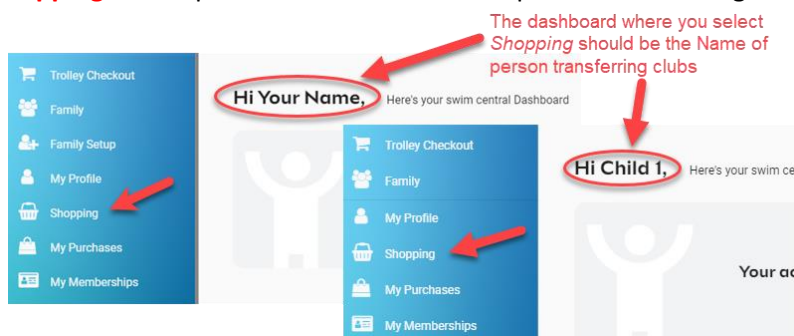
This help guide is for **Individual or Parent/Principal members** to transfer themselves or a dependant to a different primary club.

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

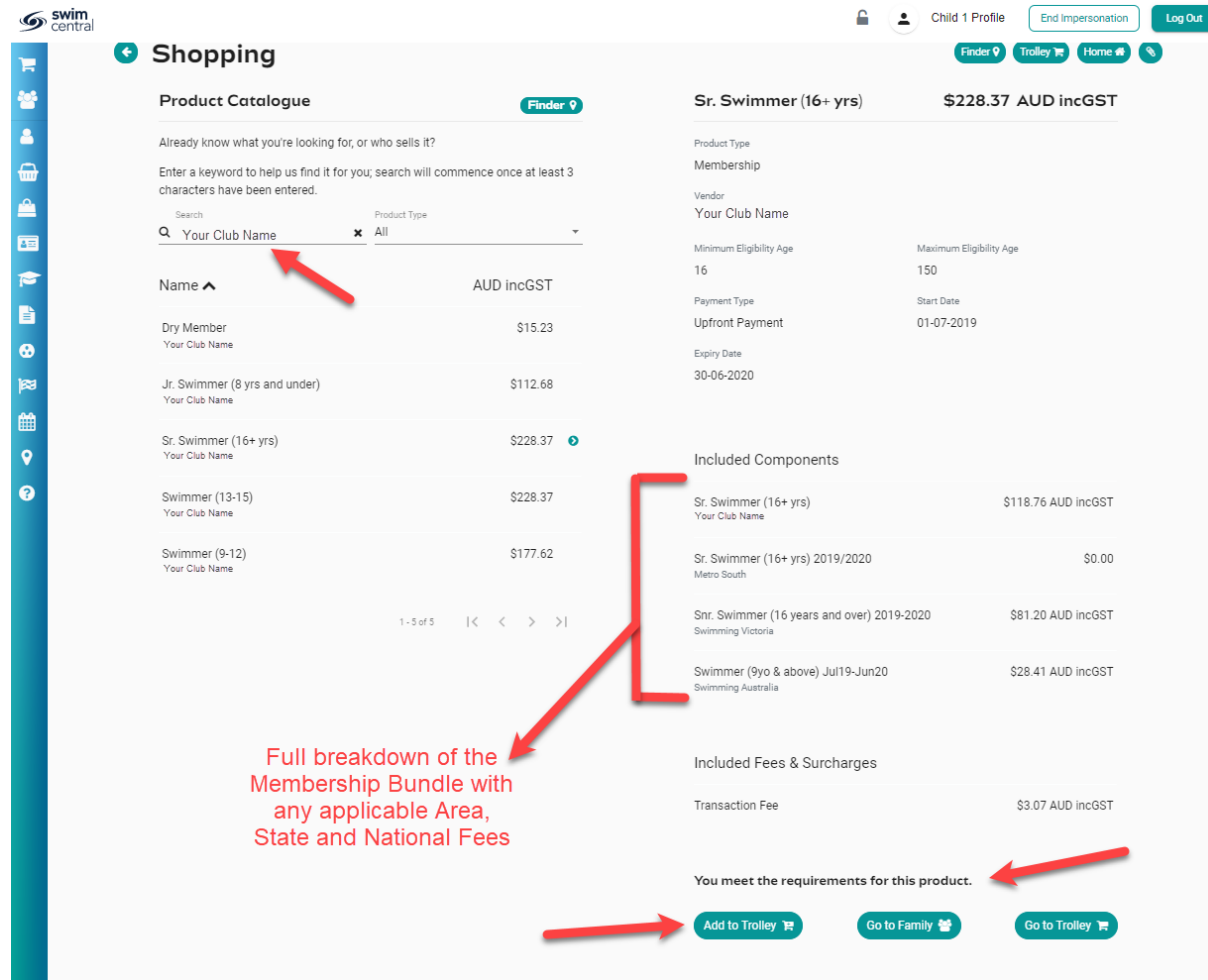
If you are a Parent/Principal of a family group buying a membership for a child/dependant, **Login** and impersonate the member of your family who you wish to purchase the product for. You will need to **Unlock** your family group (by clicking on the lock icon at the top right of the screen and entering your family PIN) and then click on the correct name to impersonate the member.



Select **Shopping** on the personal dashboard of the person transferring clubs.



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 Trolley** at the bottom of the page.



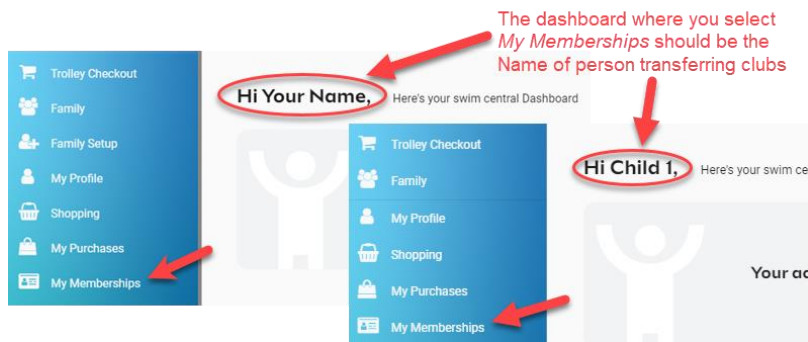
The screenshot shows the 'Shopping' page on the swim central website. On the left is a 'Product Catalogue' with a search bar and a list of membership options. The 'Sr. Swimmer (16+ yrs)' option is selected, showing a price of \$228.37 AUD incGST. On the right, a detailed view of this product is shown, including 'Included Components' and 'Included Fees & Surcharges'. A red text box with arrows points to the 'Sr. Swimmer (16+ yrs)' component and the 'Add to Trolley' button, with the text: 'Full breakdown of the Membership Bundle with any applicable Area, State and National Fees'. At the bottom of the product details, it says 'You meet the requirements for this product.' and there are three buttons: 'Add to Trolley', 'Go to Family', and 'Go to Trolley'.

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

Once the membership payment has been successful, proceed back to the members home (personal dashboard) and select **My Memberships**.




You should now have multiple memberships in your membership lists. The green tick next to one of the memberships will indicate which is your primary membership.

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 above the OLD membership, select **Transfer**. *If this button is not visible, please contact your state administrator.*

A list of transfer options will appear on the right-hand side of the screen. 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**.

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.