



# Billing & Suspension/Cancellations

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## Billing

You can access your account 24/7 and see your proposed billing for the next month. If you are using your credit card, those amounts are correct. If you are on ACH those amounts are not correct as the processing fee is 1% or no more than \$10. Each month, Sue will process that information and send to Mel for billing purposes.

If you want to be on ACH, please contact Sue at [admin@swimcste.com](mailto:admin@swimcste.com)

Each month, Sue will put out an email around the 21st asking everyone to check their accounts and let her know if they see any discrepancies.

## Swim Meets

All swim meets will be billed upon submission of the entries. This is different from years past. You will not get a reminder. If you are on ACH, you will be billed by Mel through QuickBooks and the charge will have a due date associated with that charge.

## Suspending/Cancelling Accounts

Suspension or cancellation of membership must be done through Sue. Please email Sue at [admin@swimcste.com](mailto:admin@swimcste.com). All current members must provide a 30-day notice to suspend or cancel. If you email us on Oct 7th, you will be responsible for November dues and be suspended effective Dec 1.