

2024-25 Streamline Aquatics Club Account Status Change Policy

Membership on the SASA team continues **until you notify us** in writing via email, using the applicable form, of your intent to change your Account Status. All Account Status Change request forms must be emailed to paysasa@sbcglobal.net by 11:59pm San Antonio time on or before the **20th** of the month **prior to** the status change requested monthly billing period to avoid being billed at the normal dues rate for the next 2 monthly billing periods.

For Account Status Requests to be processed for the next Billing Period, forms must be submitted **no later than the 20th of the month prior to the monthly Billing Period** the swimmer wishes to either “hold” their account or to move their status to “inactive” by withdrawing from the program.

Monthly Billing Periods are individual months Jan, Feb, Mar, April, May, June, July, Aug, Sept, Oct, Nov, and Dec.

Withdrawal Notices received **after** the **20th** of any month will result in normal monthly fees being charged for the next **two** billing periods. For example, written notice received on November 21st will result in an official withdrawal date of January 31st and the member will be billed and obligated to pay full monthly training dues through the January Billing Period.

Hold Notices received **after** the **20th** of any month will result in the hold not being applied until the second billing period after the notice receipt. For example, Hold Notices received on November 21st will result in the Hold not being applied until the January Billing Period.

If you choose to withdraw from our program (Inactivate your account) and plan to re-enroll later, please understand that we have waitlists for certain groups and you might be placed on a waitlist before you can return. If you want to hold your spot in our program, you have the option of paying half dues for the months your account is on hold.

Streamline Aquatics requires **Written Notice** to change Account Status. Swimmers and their families **must provide official notification** to Streamline Aquatics by completing the appropriate **Account Hold Request Form** or the **Account Inactive Withdrawal Request Form** located on the SASA website under the documents link.

The completed form **MUST** be emailed to paysasa@sbcglobal.net **no later than the 20th of the month prior to the monthly billing period** for which a status change is requested. There are **NO EXCEPTIONS**. The Streamline Aquatics Hold/Inactive Withdrawal Request Form is the **ONLY** method by which a swimmer can place their account on “hold” or request to “Inactivate” withdraw from the program. **Emailing or telling a coach or any other SASA employee DOES NOT meet the “hold” nor the “inactivation” notification requirements.**

There are two Status Charge types. Please be sure to select and complete the correct form when you process your request.

1. The “**Hold Request Form**” should be used to place your account on a “temporary hold.” The swimmer will be *credited one half of the monthly dues amount for each month the account is on hold. The swimmer is responsible for paying the other half of the monthly dues. The first month the “Hold Credit” is applied is based upon the actual submittal date of the request form.* When the account is placed on “hold”, the athlete’s place on the team will be saved and the swimmer may resume practice with their previous group the month the account is scheduled to return to an “active” status.
2. The “**Withdrawal” Request Form**” should be used to inactivate your account. If the athlete is withdrawing from the program, they will be *billed full monthly dues for one or two monthly billing periods as stipulated above based upon the actual submittal date of the request form.* If the account is changed to “inactive”, the place on the team is relinquished and the swimmer must re-enroll to re-activate the account. The number of athletes in each swim group is limited, and space in the athlete’s group may no longer be available when the swimmer returns.

NOTE: If your swimmer is requesting a “hold” or is withdrawing (inactive) **due to military relocation orders** or for **medical reasons**, please provide documentation via email for a possible exception to the above stipulations. Please indicate on the appropriate form the documentation you have submitted.

For Account Status Change Request to be processed, accounts must have a \$0.00 balance owing on the date the request is made.

Should you have any questions about this policy, please send an email to PaySASA@sbcglobal.net