

## HOW TO TRANSFER CLUBS

If you have been previously registered with a Masters Swimming club and wish to change to a new club this is called a transfer. Members can transfer from one club to another club in Swim Central.

Please note if you are a 2022 member you cannot transfer clubs in the process set-out below as you cannot transfer from one of the migrated memberships – you need to purchase the 2023 membership with your new club and there will be no refund from your previous club.

*If you want to transfer for 2022 please contact [admin@mastersswimming.org.au](mailto:admin@mastersswimming.org.au)*

The way the transfer process works is you need to purchase the NEW membership product, you then apply for a transfer from the OLD membership product, and automatic refund (of components which are common to both membership products) will happen in the background.

- To be entitled for a refund both memberships must be from the same season (i.e. from 2023)
- Any funds that are reimbursed should be received within 10 days of the transfer being initiated.

Please note you will not be able to transfer using the steps out lined below if:

- You are wanting to transfer from a 2022 migrated membership
- The membership is 30 days from expiring, has expired or expires today
- If a refund has been requested for a Membership
- Membership is a Trial Type or Second Claim

### **To transfer Clubs in Swim Central for 2023 onwards**

*Please note the images below are currently from a swimming Australia Help Sheet and the figures and memberships are not Masters swimming Australia fees or memberships but the process is still the same.*

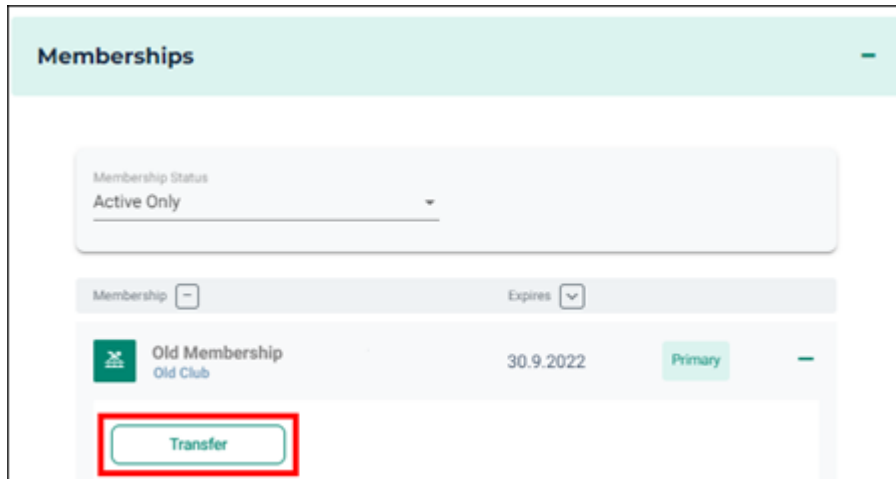
1) Login to Swim Central

2) Proceed to the member's 'Profile' who is transferring clubs and select 'View Profile'

3) From the Memberships accordion select the OLD membership and the membership details will display

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4) Select 'Transfer'. If this button is disabled, please contact your state administrator.



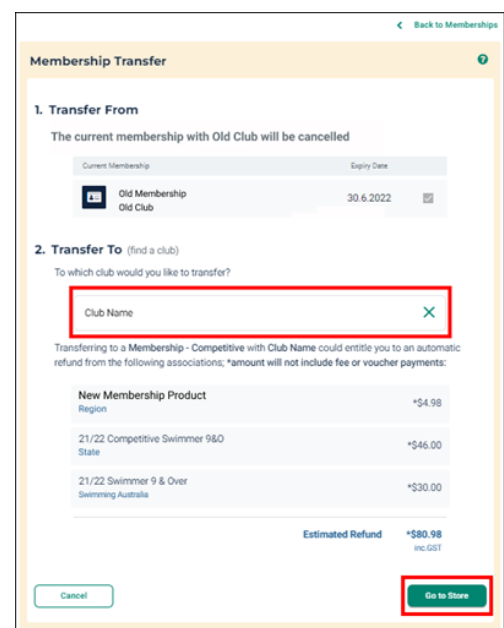
4) Search for your NEW club by club/organisation, postcode, or suburb

5) Once you have selected the new club you wish to transfer to, a summary of any reimbursements you **may** be entitled to will display. To be entitled for a refund both memberships must be from the same season.

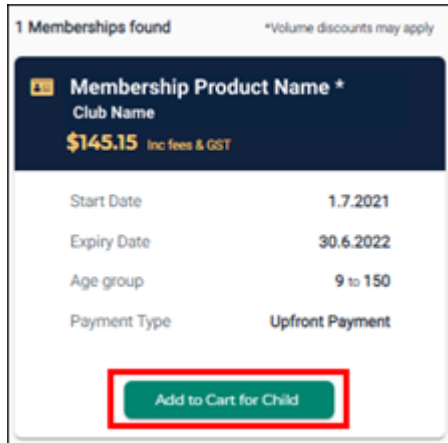
6) To purchase the new membership select 'Go to Store' at the bottom of the page

7) Find the new membership product and select 'Add to Cart'

Please ensure you are transferring and purchasing for the correct person (this applies if you are the primary account holder in a family group)



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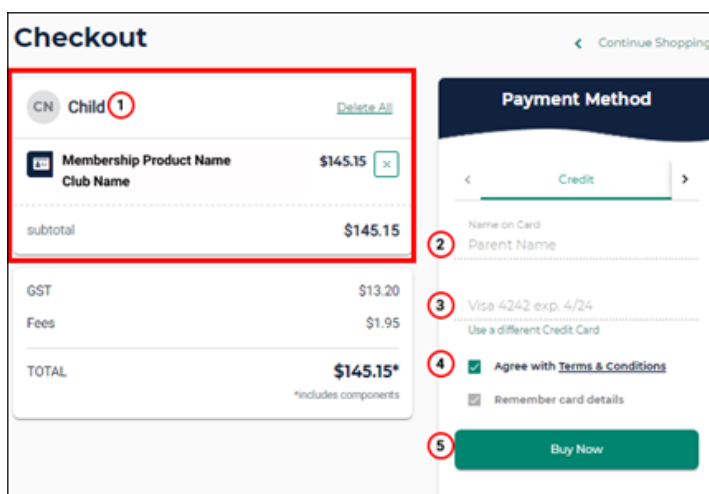
8) Select Shopping Cart at the top of the page



9) At the checkout

1. Verify the contents of your trolley
2. Enter name on card
3. Enter credit card details,
4. Agree with Terms and Conditions
5. Select 'Buy Now'

NB If your membership requires a document upload, please see [here](#) for details.

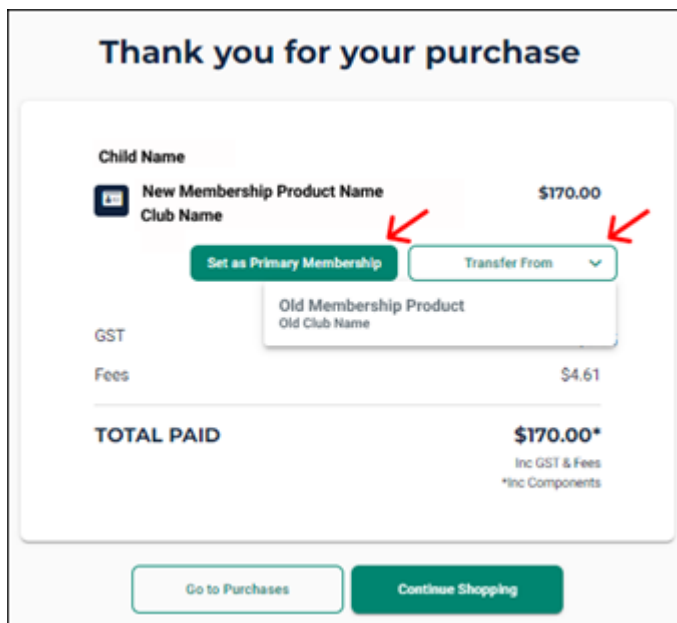


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10) On the 'Thank you for your purchase' page select 'Set as Primary Membership'. This club will become the preferred club/association for the member when participating in activities.

11) Select 'Transfer From' and the old membership you are transferring from will be listed

12) Select the old membership and you will be returned to the Membership Transfer page



The screenshot shows a 'Thank you for your purchase' page with the following details:

Child Name	
New Membership Product Name	\$170.00
Club Name	
<input type="button" value="Set as Primary Membership"/>	<input type="button" value="Transfer From"/>
Old Membership Product	
Old Club Name	
GST	
Fees	\$4.61
<b>TOTAL PAID</b>	<b>\$170.00*</b>
	<small>Inc GST &amp; Fees *Inc Components</small>

At the bottom, there are two buttons: 'Go to Purchases' and 'Continue Shopping'.

13) On the Membership Transfer page please confirm

- Membership you are transferring from
- Membership you are transferring to
- Summary of Reimbursement

14) On completing the transfer the member 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).

To be entitled for a refund both memberships must be from the same season.

15) Select 'Transfer' and a pop up modal will show. Select 'Transfer'

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**Membership Transfer** ?

#### 1. Transfer From

The current membership with Club Name will be cancelled.

Current Membership	Expiry Date	
<div style="display: flex; align-items: center;"> <div> <b>Old Membership Product</b>                      Old Club Name                 </div> </div>	30.6.2022	<input type="checkbox"/>

#### 2. Transfer To (select option)

Components in the 21/22 9 years & older Competitive Swimmer membership which share a common vendor (i.e. common State or Region) with those in your selected membership will be reimbursed.

Compatible Membership	Expiry Date	
<div style="display: flex; align-items: center;"> <div> <b>New membership Product</b>                      New Club Name                 </div> </div>	30.6.2022	<input checked="" type="checkbox"/>

#### 3. Summary of Reimbursement

On completing this form, you will be automatically approved for a refund, \*minus transaction fees & vouchers, for the following components:

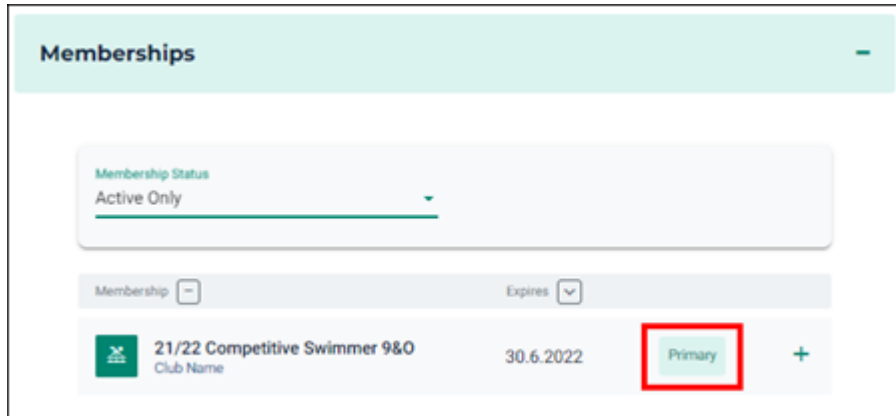
21/22 Competitive Swimmer 9&O <b>Region</b>	*\$4.98
21/22 Competitive Swimmer 9&O <b>State</b>	*\$46.00
21/22 Swimmer 9 & Over <b>Swimming Australia</b>	*\$30.00
<b>Estimated Refund</b>	<b>*\$80.98</b> <small>inc.GST</small>

Cancel

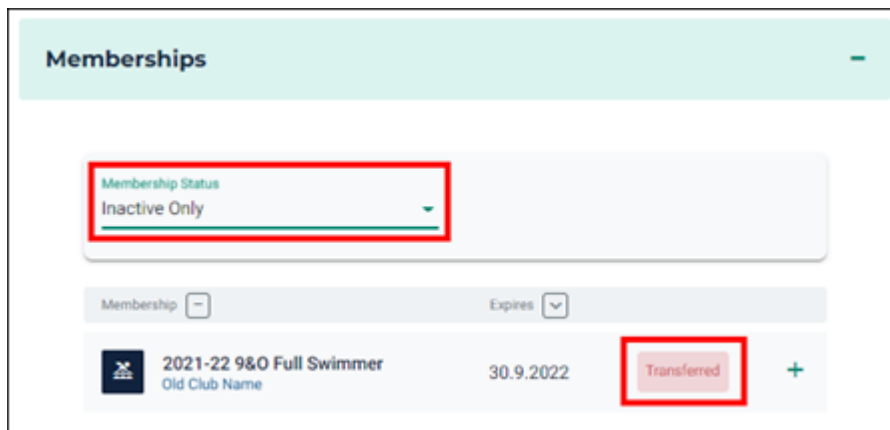
Transfer

16) The transfer request is automatically approved and the new membership will display with a 'Primary' tag. Please note that this can take up to 30 minutes to occur.

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17) The old membership can then be located under the 'Inactive Only' membership status with a 'Transferred' status tag



***Please check the club name when purchasing a membership product; that it is the correct Club you are wanting to join and is a Masters Club as some Swimming Australia clubs have similar names. Most Masters Swimming Australia clubs will have the word 'masters' in their name but some do not.***

***If you are unsure contact your [Branch](#) or the National Office:  
[admin@mastersswimming.org.au](mailto:admin@mastersswimming.org.au)***