

HOW TO TRANSFER CLUBS - 2024

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.

Important information:

- Have not renewed for 2024?
 - You log into Swim Central (if you have a profile) or create one and purchase the membership with your New Club for 2024 NOT your previous Club
- Transferring members are entitled to a refund of like for like components.
- Current financial members must purchase a similar membership with the club they want to transfer 'To' (and apply for the transfer and this will trigger a refund)
- **Transfer refunds are 'like for like' – for example:**
 - A member with a 12-month membership can only apply for a transfer by purchasing a 12-month membership to the new club. (They will receive a refund of the MSA and Branch components if transferring within the same Branch. They will receive a refund of the MSA component if transferring interstate).
 - A member with a 6-month membership can only apply for a transfer by purchasing a 6-month membership to the new club. (They will receive a refund of the MSA and Branch components if transferring within the same Branch. They will receive a refund of the MSA component if transferring interstate).
 - A member with a 16-month membership can only apply for a transfer by purchasing a 16-month membership to the new club. (They will receive a refund of the MSA and Branch components if transferring within the same Branch. They will receive a refund of the MSA component if transferring interstate).
- **Members will NOT receive a refund of:**
 - The Club component they are transferring 'From'
 - The Branch component if the 'To' Club is in a different Branch to the 'From' Club
- Any funds that are reimbursed should be received within 10 days of the transfer being initiated.

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Question: What if I am a 2024 member with a 12-month membership (purchased between December 2023 and May 2024) and want to transfer after the 1 June?

- If the Club you are transferring 'To' still has a 12-month membership available you can purchase this and apply the transfer process and trigger the refund
- If the Club they want to transfer 'To' only has the 6-month memberships Live in the Store in Swim Central, please [contact the National Office](#) – we will apply the relevant 12-month membership to your profile and once you purchase the 12-month product you can apply the transfer process and trigger the refund

Question: What if I am a 2024 member with a 12-month membership (purchased between December 2023 and May 2024) and have purchased a 6-month membership after the 1 June – can I transfer or can I request a refund of the 12-month membership

- Please **DO NOT** request a refund of the 12-month membership
- Please [contact the National Office](#)
- We will refund the 6-month membership and apply the 12 month membership of the Club you want to transfer 'To'
- Once you purchase the 12-month product you can apply the transfer process and trigger the refund

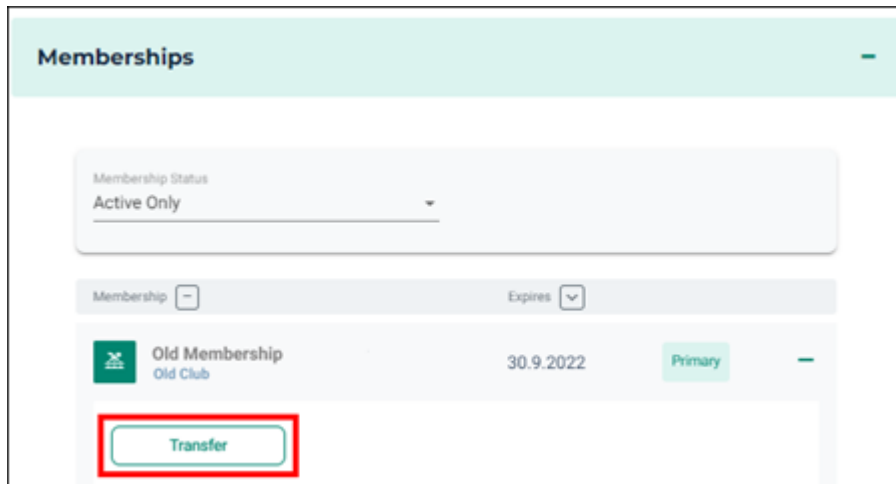
Please note you will NOT be able to transfer using the steps outlined below if:

- You are wanting to transfer between different membership products (eg 12 to 6 month)
- 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

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.

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- 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
- 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 a 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

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Membership Transfer

1. Transfer From

The current membership with Old Club will be cancelled

Current Membership	Expiry Date
Old Membership Old Club	30.6.2022

2. Transfer To (find a club)

To which club would you like to transfer?

Club Name

Transferring to a Membership - Competitive with Club Name could entitle you to an automatic refund from the following associations; *amount will not include fee or voucher payments:

New Membership Product	
Region	+\$4.98
21/22 Competitive Swimmer 9&O State	+\$46.00
21/22 Swimmer 9 & Over Swimming Australia	+\$30.00

Estimated Refund: +\$80.98 Inc. GST

Cancel Go to Store

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)

1 Memberships found *Volume discounts may apply

Membership Product Name *
Club Name
\$145.15 Inc fees & GST

Start Date: 1.7.2021
Expiry Date: 30.6.2022
Age group: 9 to 150
Payment Type: Upfront Payment

Add to Cart for Child

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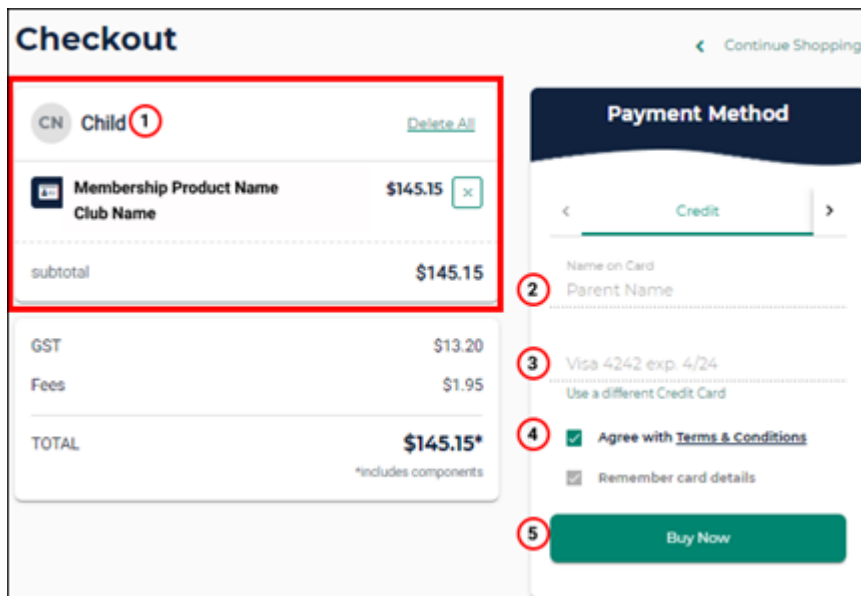
8) Select Shopping Cart at the top of the page



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.

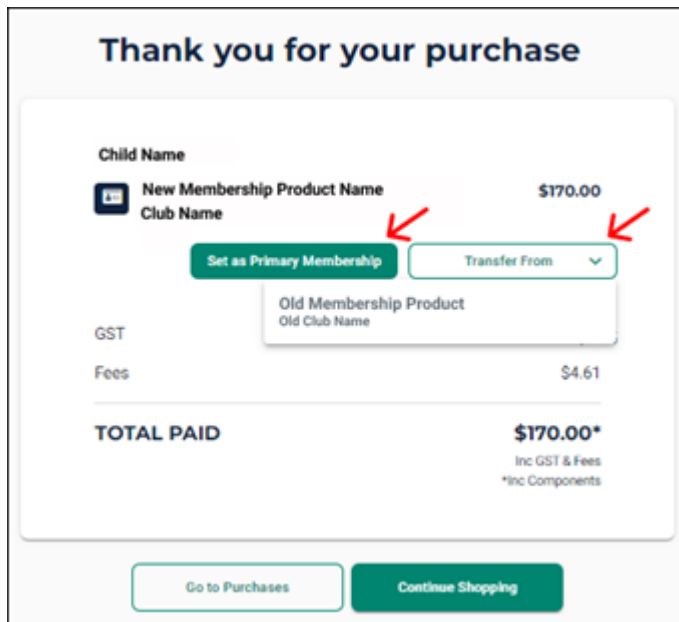


10) On the 'Thank you for your purchase' page select 'Set as Primary Membership'. This club will become the preferred club/association for the member when participating in activities.

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

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



Thank you for your purchase

Child Name

New Membership Product Name \$170.00
Club Name

Old Membership Product
Old Club Name

GST

Fees \$4.61

TOTAL PAID \$170.00*
Inc GST & Fees
*Inc Components

13) On the Membership Transfer page please confirm

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

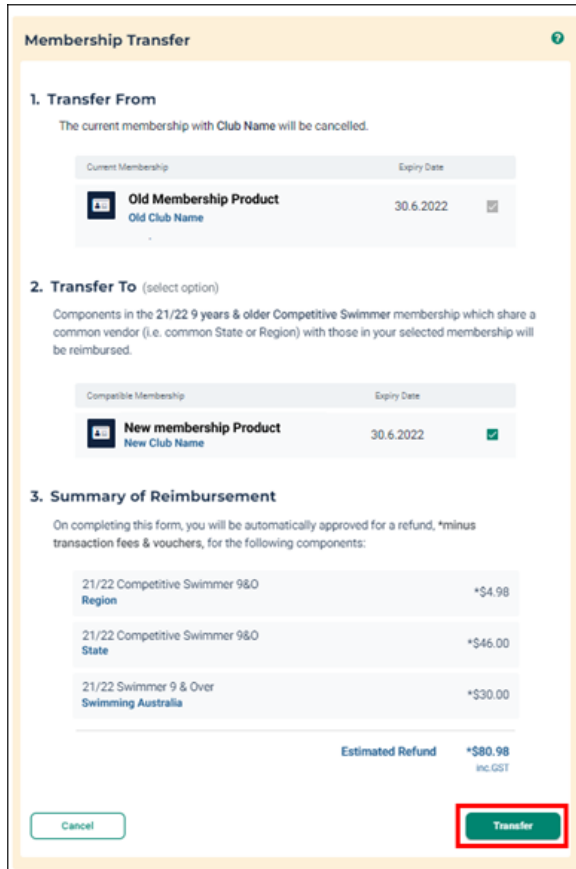
14) On completing the transfer the member will be eligible to receive a refund on any components which are common to both membership products (i.e. State fee and National fee components).

To be entitled for a refund both memberships must be from the same season. You cannot transfer from a 12 month membership to a 6 month membership or a 16 month membership, from a 6 month membership to a 16 month or 12 month membership.

Please DO NOT request a refund if you re wanting to transfer,

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



Membership Transfer

1. Transfer From
The current membership with Club Name will be cancelled.

Current Membership	Expiry Date	
Old Membership Product Old Club Name	30.6.2022	<input checked="" 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.

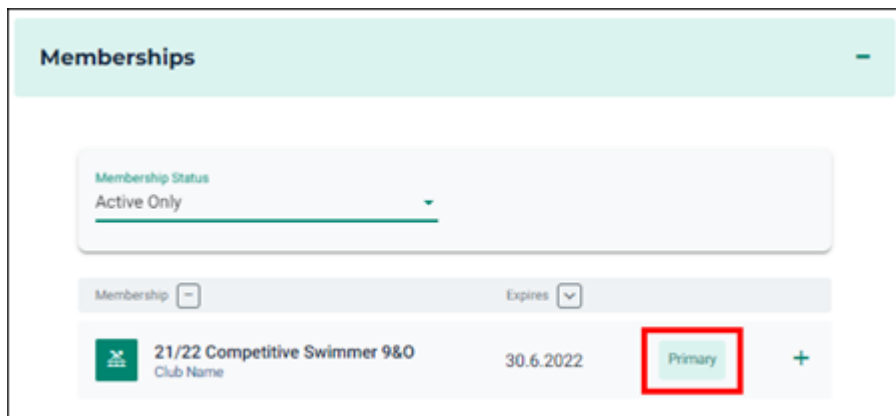
Compatible Membership	Expiry Date	
New membership Product New Club Name	30.6.2022	<input checked="" type="checkbox"/>

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 Region	*\$4.98
21/22 Competitive Swimmer 9&O State	*\$46.00
21/22 Swimmer 9 & Over Swimming Australia	*\$30.00

Estimated Refund *\$80.98
inc GST

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.



Memberships

Membership Status: Active Only

Membership: - Expires: v

21/22 Competitive Swimmer 9&O Club Name	30.6.2022	Primary	+
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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