

# Woodlands Masters Swim Team

## CISD/Northampton Punch and Pass Card Policies

- **USMS Registration:** You must be United States Masters Swimming (USMS) registered to swim with Woodlands Masters Swim Team (WMST), preferably attached to WMST, and renew your membership prior to December 31st each year to swim the following year. This is our club insurance in case anything happens to you while attending practice.
- **Swimmers new to WMST:** New swimmers will be offered a free two week trial. Please note that any former WMST member or former Trial swimmer will not be allowed another free two week trial.
- **All billing and correspondence with WMST:** Is done through our website, [www.wmst.net](http://www.wmst.net). WMST uses a secure, automated billing system where each member can access the team pages of the website with a password. Once logged in, they can also access their account to set up credit card and personal information. A Team Administrator will keep track of member and new swimmer correspondence, invoices, payments, charges to member accounts, membership account changes, and will process the appropriate membership cards.
- **WMST offers two membership options for the CISD/Northampton pools:** The Pass Card membership option will allow a member to swim at either pool for unlimited times until the expiration date noted on the Pass Card. The Punch Card membership option uses a punch card that the coach on deck will punch once for each practice attended. Punch Cards are available in either 10-punch or 20-punch that will expire on December 31, but unused punches can be "rolled over" onto a new card. Generally speaking, if a member plans on swimming more than 7 times a month, the pass is a cheaper option. Rates and practice times are posted on the team website at [www.wmst.net](http://www.wmst.net).
- **CISD Card System: WMST black filing boxes:** New cards will be placed in a medium sized black file box labeled "WMST Cards" that the coaches will carry with them on deck as practice starts. Please find your new card before practice and present your card to the coach before you swim. Please pick up your card after each practice from this box, which will be placed on the front counter after practice. The CISD Natatorium is a very busy place and the file box is routinely knocked over or disturbed by the younger swimmers. **Policy Note: the coaches are not required to look for members' cards in the file box. Please be considerate! It is the swimmers responsibility to make sure that the coach has their punch card before practice.**
- **Northampton Card System:** Please let the Team Administrator know if you would like to have your new card delivered to the Northampton pool instead of CISD. One of the Northampton coaches will collect your card from the Team Administrator and place it in the small black filing box at the Northampton Pool. If you plan on swimming at the CISD pool as well as the Northampton pool, please remember to collect your card from this box to present to the coach on deck at CISD.
- **Automatic Billing System:** When you are entered into the system, you will be issued a password that you should change as soon as you login. Please choose your payment options (credit card or automatic withdrawal is the preferred method), and please enter the appropriate information into the system. **Please do not email or phone the Team Administrator with credit card information.** The Team Administrator can advise you on how to set up your payment, and will email instructions, but to insure the security of your identification, they will not enter your credit card information.
- **Payments by check:** For WMST members who choose to send their payments in by check, please mail it to this address: WMST P.O. Box 7084, The Woodlands, TX, 77387-7084. This is also the address listed on the back of your membership card. Again, the CISD Natatorium is a busy place and we cannot guarantee the security of any payments that are left with the coaches in the coaches notepad.
- **For the Pass Card membership option:** Your initial bill will be prorated based on the date you start. For those new to WMST, this will start after a free two week trial. For any Punch Card holder who wishes to switch to a Pass Card once their card is finished, they will also be prorated from the date they wish to start. However, they must stay on their chosen Pass Plan for at least one entire cycle.
- **WMST Families:** Each family member must have their own membership card and it is possible for each family member to choose a different payment plan as well as a different membership card option.
- **Refund Policy: There will be no refunds.** Please note, as of January 2010, our automatic billing system does not have the capability of issuing credit card refunds.
- **Hardship cases:** Please let the coaches and the Team Administrator know if there are extenuating circumstances that prevent you from swimming such as surgery or illness. We will try to accommodate changes to

membership status and waive fees for any prolonged recovery or illness as approved by the WMST Board President and the Team Administrator.

- **Canceling WMST Punch or Pass Card Membership Option:** WMST policy is to allow 30 days for changes or cancellations as our automated billing system may require up to 30 days for the changes to take effect. Most changes made before the 25<sup>th</sup> of the month can be accommodated for the following month, but requests made a few days before the end of the month will not be possible. As stated above, the automatic billing system is not able to issue credit card refunds, and it is difficult to stop the billing system cycle once it gets started.
- **Changes to WMST Punch or Pass Card Membership Options:** A member can change their plan at any time. If they are on a Monthly Pass card plan, they must wait until the Plan is finished before switching to a Punch card. All Punch Card members can switch to a Monthly Pass plan at any time, and the cost will be prorated from the date it is requested. However, they must stay on their chosen Pass Plan for one complete cycle. For example, if they switch to a monthly fee on the 16<sup>th</sup> of the month, they cannot request a change to take effect until after the end of the following month.
- **Punch Card Expiration Date:** Punch Cards will expire on December 31. If a Punch Card member has punches left over at the end of the year, they may “roll over” these punches onto a new card when it is purchased. The member has to request the new card before January 31<sup>st</sup> and give their old card to the Team Administrator for credit. For any Punch Cards ordered after November 1, the member must renew their USMS membership for the next year before a new card will be issued. Cards ordered after November 1 will expire on December 31 of the following year.
- **Punch Card Finished:** New Punch Cards are purchased by contacting the Team Administrator at [wmst@wmst.net](mailto:wmst@wmst.net). Please let them know the number of punches you need, 10 or 20, the method of payment, and the pool to deliver the card. Please allow one week for processing and delivery. New punch cards requested after November 1 will only be issued if the USMS membership for the next year has been renewed.
- **Members with Unused Punches that will Not be Used:** Members may transfer unused punches to a family member at no charge, and family members are allowed to use each other’s punch cards as long as they are currently registered with USMS. The only exception will be for those members who are under the College Plan rates (which are half the regular member rate). Older family members will not be allowed to use those cards, but they can transfer them to their card at a rate of 2 for 1 punch. Present the Team Administrator with the old card(s) and they will issue a new card with the appropriate number of punches in that person’s name. **Transferring to non-family members:** There will be a \$5.00 processing fee charged to your account. Present the card to the Team Administrator and let them know who to make the card for. **Please note:** WMST will not be responsible for any private monetary transactions that may take place between members regarding punch cards. The Team Administrator will only transfer the name to a new card with the appropriate number of punches and will charge a \$5.00 transfer fee in the case of non-family members.
- **Punch Card Fees:** As of September 2011, WMST 10-punch card fee is \$85, and the 20-punch card fee is \$160. Family members on the same account who purchase two 10-punch cards, requested at the same time, will be charged the 20-punch card fee. This family discount on the 10-punch card will **NOT** apply if only one member requests a new card after using all of their punches.
- **Forgotten Cards:** If you forget your Punch Card, you will need to pay the drop-in fee of \$10.00. If you do not have cash, for your convenience, there is a sign-in sheet that authorizes WMST to charge \$10.00 to your account.
- **Lost Cards: Punch Cards cannot be replaced,** so please treat it like you would cash. If you are expecting delivery of a Punch Card and you do not find it, please contact the Team Administrator.
- **Triathletes:** TRIATHLETES that are a part of the Monday, Wednesday triathlete program are not required to purchase either a monthly Pass or Punch Card as they will be paying one flat fee at the beginning of their program. Tri program participants will be entitled to a free two week trial with the regular WMST practices, but once the trial is over, they will need to join the normal practice program using a Punch or Monthly Pass Card if they wish to swim with WMST at times other than the Tri program. Please contact the Team Administrator at [wmst@wmst.net](mailto:wmst@wmst.net) for more information.
- **Swimming 101/201:** Anyone who joins this program and is new to WMST will be entitled to a free two week trial with the regular WMST practices.