

USS Refund Policy

Refunds

USA Swimming will refund membership fees using the following guidelines:

A) Parent wants a refund – this must be requested within 30 days from the date of joining and be for good cause. The request must be submitted through the LSC registrar. When considering this type of request, take into consideration that the athlete has already been issued a membership card and could take that card to swim meets as proof of membership. You should make every reasonable effort to get the card back from the athlete or club. The LSC will be expected to send a letter to the athlete and club, notifying them that they have been deleted from the database and that all benefits of membership are no longer in effect.

B) Parent requests athlete be changed to outreach and wants a refund for the difference between the full year-round athlete fee and outreach fee – this must be requested within 30 days from the date of joining. The request must be submitted through the LSC registrar.

C) Parent writes a bad check – The club and/or LSC should make every effort to collect the membership fees. If all avenues have been exhausted, USA Swimming will issue a refund. Again, it would be helpful to get the membership card back. The request must be submitted to Sandy Vollmer through the LSC registrar. The LSC will be expected to send a letter to the athlete and club, notifying them that they have been deleted from the database and that all benefits of membership are no longer in effect.

D) Registrar error – Club or LSC accidentally renews/adds the wrong athlete. USA Swimming will issue a refund if the error is reported within 45 days.

Requests for refunds received at National Headquarters will be referred to the LSC registrar.