



Streamline Aquatics Account Status Change Policy

Membership with Streamline Aquatics (SASA) 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 **billing@streamlineaquatics.org** by **11:59 pm San Antonio time on or before the 20th of the month prior** to the status change requested, to avoid being billed at the normal dues rate for the next two monthly billing periods.

- **Monthly Billing Periods:** January, February, March, April, May, June, July, August, September, October, November, December.
- **No verbal, text, or no-show notifications** accepted.
- A **\$0.00 balance** is required to process the status change.

Hold Policy

- Submit the Hold Form by the **20th of the month prior** to the requested hold month.
- **50% dues** are billed for the hold month.
- **Non-attendance** does not qualify as a hold.
- **Hold Credit** is applied starting from the date the request form is submitted.
- Notify **Team Admin and Coach** upon return to active status.

Withdrawal Policy

- Submit the Withdrawal Form by the **20th of the month prior** to the final billing month.
- Full **monthly dues** will be charged for the final month.
- **Missed deadline** = Responsibility for the next 2 months' dues.
- Swimmers who **withdraw (inactive)** relinquish their spot, and group space may no longer be available upon return.
- If withdrawing and planning to re-enroll, you may be placed on a **waitlist** for certain groups.
- **Exception:** Military relocation with proper documentation.