

# HOW DO I TRANSFER TO A NEW CLUB?

Members can transfer to a new club easily in Swim Central, following the steps below. The way the transfer process works is to purchase the NEW membership product, transfer from the OLD membership product and an automatic refund (of certain amounts only) will happen in the background to ensure any amounts paid twice are automatically refunded.

[CLICK HERE TO ACCESS SWIM CENTRAL](#)

## STEP 1. SIGN IN & CHOOSE THE RIGHT FAMILY MEMBER

- Navigate to Swim Central in your device's internet browser and complete the sign in process.
- Select yourself and ensure you **unlock the family administration pin**.
- Select the family member you need to transfer, this will initiate impersonation.

## STEP 2. PURCHASE THE NEW MEMBERSHIP PRODUCT

- Select their 'Shopping' tile.
- Search for the **NEW club** and select the **NEW membership product**.
- Ensure you have chosen the correct membership product.
- Select the 'Add to Trolley' button at the bottom of the page.
- Checkout using your 'Shopping Trolley' icon in the top navigation bar.
- Ensure you proceed through all confirmation screens (looking for the big green tick).

## STEP 3. COMPLETE TRANSFER

- From the 'My Memberships' tile of the member who is transferring.
- Select the **OLD membership product** and select the 'Transfer' button. If this button is not visible contact your state administrator.
- From the list on the right hand side, select the **NEW membership product**.
- A 'Request Transfer' pop up window will display, ***confirm details are correct*** and select the 'Continue' button.

*Please note, any amounts common to both membership products, which have been paid already this season, will be refunded automatically and should be received within ~10 days (depending on your bank's processing time).*

Please see situation examples below:

Transfer within <i>same</i> region	Transfer to <i>new</i> region
Swimming Australia component from the <i>original</i> membership purchase is refunded	
Swimming Queensland component from the <i>original</i> membership purchase is refunded	
Region component from the <i>original</i> membership purchase is refunded	No refund applicable for the original region component
No refund applicable for the original <b>club</b> component	No refund applicable for the original <b>club</b> component

[Need further help? You can find other help files on our website here.](#)