



10.08.23

Dear RETURNING PLAYER PARENT YEARS 3-9

SEASON 2023-24 REGISTRATION NEXT STEPS YEARS 3-9

Thank you for your confirmation to your team manager regarding your confirmation that your child would like to return for Season 2023-24.

Please note year 10-11 returning player parents will be emailed individually.

PRICING INFORMATION & TERMS & CONDITIONS

Pricing information and terms and conditions can be found on the Club website.

NEXT STEPS IN REGISTRATION PROCESS

ACTIVE CARROT will be available for class bookings/payment FOR RETURNING PLAYERS YEAR 3-9 from THURSDAY 10TH AUGUST 2023 12PM

You should receive communication directly from your Team Manager regarding instructions to secure your child's place in the program for season 2023-24.

Please log in to your ACTIVE CARROT account via the MEMBER button on the class website, and proceed with selecting the correct year group (class) and proceeding with payment. Sibling discounts will be applied automatically in the system.

This is a change in the registration process from the prior year.

ONLY THE EXACT NUMBER OR RETURNING PLAYER places will be listed under each class. So please ensure that you book your child into the correct age group.

DEADLINE FOR PAYMENT

The deadline for RETURNING PLAYER REGISTRATIONS (PAYMENT) for YEARS 3-9 is **24 AUGUST 2023**.

PAYMENT CONFIRMATIONS = SECURE PLACE IN THE PROGRAM

Once you have paid via credit card for your "class" (registration), you will receive a confirmation to your login email address. This is the confirmation that your child has a place in the upcoming season. **Until payment is received, a player is not confirmed a place in the program.**

Please refer below regarding organising a credit for any Kidsport vouchers. These should be applied to your account before you make payment. Please contact accounts@melvillewaterpolo.com.au if you need help with organise this.

NON-PAYMENT OF FEES

Please note that due to the significant undertaking and cost of chasing parents for non-payment, the responsibility lies with each parent to ensure that you have registered your child. The club will not do continual follow ups for children that have not be registered (paid for) EVEN if you have confirmed to your manager. Please ensure parents check your junk mail folders for email communications from the Club. Please relay this information to parents.

IF your child no longer wishes to play, the rego team would appreciate you communicating with flippaball@melvillewaterpolo.com.au and also your team manager.



PROCESS FOR NEW PLAYERS

Returning Player Parents are NOT to add any new students to the classes via your Active Carrot Accounts. If this happens, the new student's registration will be cancelled immediately and a refund will be organised. The Club has a record of all prior registered players from last season.

The Club only has limited places available and have only placed the correct number of numbers for purchase in Active Carrot for each class. A reconciliation will be performed between those confirmed wishing to return and those that have confirmed via payment.

NEW PLAYERS into years 3-9 will be handled via a difference process and parents will receive instructions separately.

Parents are only to book children within their *own family* into the class. This is due to how the family membership and siblings discounts being applied within a family account. Please follow this instruction to avoid issues after registration.

TEAM MANAGER COMMUNICATIONS

The club suggests utilisation of a communication tool such as WhatsApp for team communications.

To ensure the smooth processing of the registrations, **we ask you to ensure that your team manager is aware of your contact details. Please confirm to your team manager that you have paid to you so that you are aware of those confirmed in your team.**

If your contact details have changed or you do not have the details of your team manager or unaware of who your team manager is, please contact flippaball@melvillewaterpolo.com.au

Once the deadline of 24 AUGUST 2023 has passed, **any players not confirmed via payment, will have their places opened to new players from our EOI list.** You will be communicated with these details along with those parents who have not secured their place via payment.

Please do not communicate to new player parents as this will be managed by the Rego team.

LATE TEAM CHANGES OR PLAYERS WISHING TO WITHDRAW FROM THE COMPETITION

If you decide prior to payment that your child no longer wishes to play and you wish to withdraw your child and you have not yet confirmed this to us via email, please do so as soon as possible.

ACTIVE CARROT LOGIN ISSUES

If you have any login issues you can reset your password by clicking on "forgotten password" and following the prompts.

If you have misplaced your user login, the email address that you have provided the club is your username.

Please test each email you own before emailing accounts@melvillewaterpolo.com.au if you are having access issues to Active Carrot.

KIDS SPORT VOUCHERS.

If you are eligible to claim a Kidsport Voucher, you are to do so, before paying for your class.

Once you have received notification that your application has been successful, you are to email the voucher code to accounts@melvillewaterpolo.com.au and you will be notified when a credit is placed on your account. Once this is done, you can proceed with payment. Please note the process to apply for receive approval for Kidsport Vouchers takes a week or so.

Kind Regards

MWPC Rego Team.