



Payments FAQs

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Can I remove items from my Cart?

Yes, you can remove items from your Cart.

Once you have logged in, in the Member Area click the Cart tile from either your Home page or from the Menu



Home Page



Menu





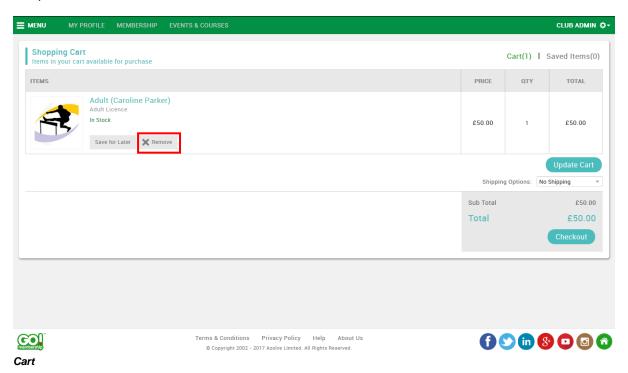


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All items are listed in your cart and you can click remove to take something back out of your cart.

Be aware that by doing so you are not completing the transaction with Swim Ireland - if you remove membership items, affiliation items or event items you are not fulfilling the payment requirement for those items - your membership, affiliation or event booking are not valid without payment being completed



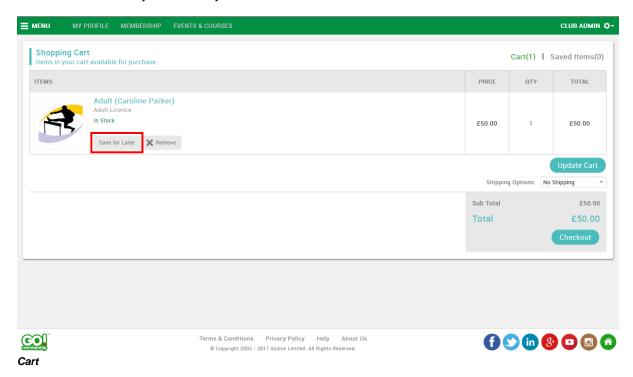




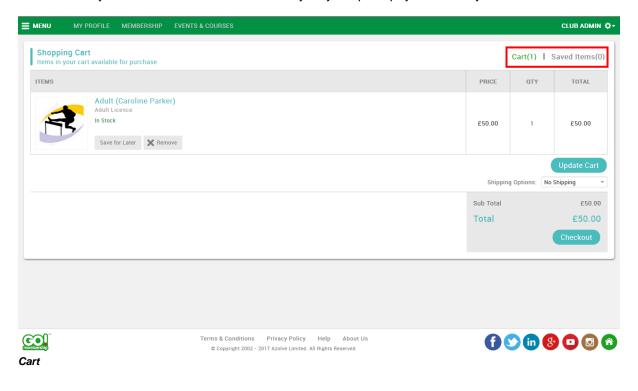
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Can I choose which items to pay for from my Cart?

Yes, you can split items in your Cart by using the Save for Later button on an item in the Cart that moves the item from your Cart to your Saved Items.



There is information displayed at the top right of your Cart to show how many items are in your Cart and how many are Saved Items. This is the only way to split a payment from your Cart.







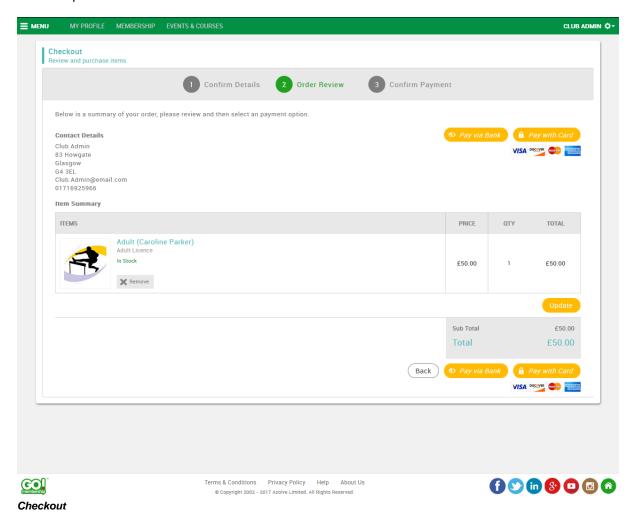


Typically this would be where you want to use different payment methods for different types of items or where you want to break the payment receipts out separately.

How do I use the checkout?

The Checkout in GoMembership is similar to many online retail websites. You can see the contents of your shopping cart at any time. You can then proceed to make payment using one of the online payment methods available on your checkout.

The checkout confirms the items that you have brought through from your Cart and gives payment method options.



What payment methods can I use?

GoMembership by default allows you to make payment by two methods

Pay via Bank (sometimes referred to as Direct Debit but can be used for one time transactions and not always a reoccurring direct debit)

Pay with Card that allows you to make a payment using either debit or credit card







What confirmation/notification do I receive when I make an online payment?

Anyone who completes a payment transaction on GoMembership receives both a GoMembership email notification confirming their purchase, with details of that purchase and also an email notification from the online payment provider confirming the bank or card transaction.

Are my bank account and card details secure?

GoMembership does not store account or card details. The online payment providers are PCI compliant and meet all financial security requirements.

What happens when I need to be refunded if I have paid for something incorrectly?

If an incorrect payment has been made you should contact Swim Ireland to confirm and arrange a refund. If a refund it initiated by Swim Ireland the funds are returned using the original source of the payment. For example, if you made a payment by Credit Card, the refunded transaction would return the funds to that Credit Card.





