

Registration FAQ's

Q When do I need to renew my membership?

A Memberships can be renewed from 1 July but **must** be renewed by 30 November.
Nipper and nipper parent memberships should be renewed before the first session of the season.

Q When do I need to pay my membership fees?

A Registration and paying membership fees are all part of the same process. Payment of fees should be made at the same time as applying to join or renewing membership. Memberships will remain as **Pending** until fees and/or sports vouchers are received.

Q Does West Beach SLSC accept Sports Vouchers?

A Yes. Submit sports vouchers online at the time of registering, using the [West Beach SLSC Sports Voucher application form](#).

Q What is a Family Group fee of \$410?

A The Family Group membership fee of \$410 can be utilised by a family where 3 or more members live at the same address and where the total of their individual memberships is \$410 or more.

Q The total fees for my family are less than \$410 – should I still register as a Family Group?

A No. Renew memberships by registering each person as an individual. You will need an online Members Area account with unique Usernames for each person renewing.

Q I am already a member, but I don't have an online Members Area account – how do I get one?

A Go to the SLS [Members Area](#) webpage. Below the login button is a yellow box with a link to create a Members Area account.

Q I have registered but when I log into my Members Area, the status is still Pending. Why?

A Membership applications and renewals are processed manually. It can take 1-2 days for registrations to be processed.

If payment and/or sports vouchers are not received at the same time as a membership application or renewal, it will not be processed until payment and/or sports vouchers are received.

Where a nipper registration is received but a parent/guardian registration has not been submitted, the nipper registration will not be processed until the parent/guardian registration is received.

If transferring membership to West Beach, the transferring club must manually endorse the transfer before West Beach can accept it.

Q When renewing my membership, I cannot see the membership type I would like – what should I do?

A Email the [Registrar](#).

Q I am having trouble logging into my Members Area account – what should I do?

A If your username is an email address, contact Surf House SA on 08 83546900.

If you have forgotten your username or password, use the **Forgotten Username or Password** link on the [Members Area](#) login page.

For any other issues, contact the [Registrar](#).

Q How do I change my contact details or my address?

A Login to your [Members Area](#) account, click on **Memberships** and select **Update Personal Details**.

Q My date of birth is incorrect. How can I change it?

A Contact Surf House SA on 08 83546900.

Q How do I move from another club to West Beach SLSC?

A Login to your [Members Area](#) account, click on **Memberships** and select **Renewals, Payments and Transfers**. Click **Join/Transfer to a new organisation**.