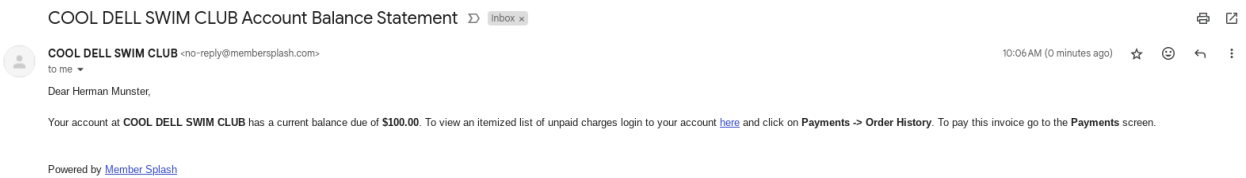


How to Make a Payment

Cool Dell issues orders for things purchased and invoices the account that created the order. Items that you can order include things such as renting a pergola section for a party (\$100/2hr or \$150/4hr per section), swim/dive team dues, and swim lessons. Additionally, some events carry an additional charge.

To avoid messy refunds, we do not invoice for most things until the event takes place. For example, we won't invoice for the swim/dive team dues until we're sure that your child/children are on the team.

When you receive an invoice, you will see an email similar to this:



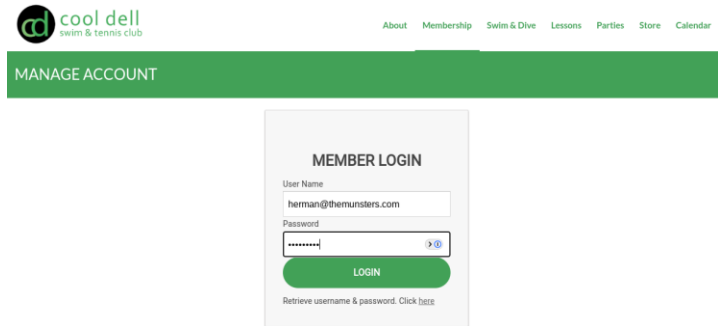
Please make sure you do ***not*** block emails from **@cooldell.com** or **@membersplash.com**. Also, we cannot control your email provider's SPAM filters, so check your SPAM folders for these messages and mark them as "not spam".

Making a payment

1.) Log in to cooldell.com with your username and password. If you have forgotten your password, you can reset it online with the “reset password” utility. If you have forgotten your login, please email membership@cooldell.com

If your invoice is due to a reservation (such as a party section rental), you can see your reservations under the **Reservations** menu by clicking/tapping on **My Reservations**.

Note: Cancelling or changing a reservation after the invoice has been created will not void the invoice. If the event didn't happen or if you want to dispute the charge, contact us at membership@cooldell.com to make the request.



The screenshot shows the Cool Dell website header with the logo and navigation links: About, Membership, Swim & Dive, Lessons, Parties, Store, Calendar. Below the header is a green bar with the text "MANAGE ACCOUNT". The main content area features a "MEMBER LOGIN" form with fields for "User Name" (containing "herman@themunsters.com") and "Password" (masked with dots). A green "LOGIN" button is below the fields. A link "Retrieve username & password. Click here" is at the bottom of the form.

Order #2279 Details				
CREATED	TOTAL	BALANCE	PAYMENT STATUS	PAYMENT DATE
Jun 30, 2024	\$100.00	\$100.00	unpaid	

Order Items				
ITEM	QUANTITY	PRICE	TOTAL	
Pergola Section - up to 2 hours	1	\$100.00	\$100.00	

[CLOSE](#)

To see the order itself, click/tap on **Order History** under the **Payments** menu

2.) Click/tap on **Make a Payment** under the **Payments** menu. All unpaid orders will appear at the top of this summary section. At this time, you can add to the order for items like Guest Passes or Nanny Passes. You cannot remove items from the orders once they've been invoiced. Click **Next** to go to the payment page.

OPEN BILLS		
Bill #456	Bill Date: Sun, June 30th	Open Balance: \$100.00

3.) Fill out the payment information at the bottom of the form. Note that the expiration date is in “MM-YYYY” format.

Credit Card Number	13130010020031313
Credit Card Expiration Date	12-2026 MM-YYYY format, ex: 10-2028
Credit Card CVV	1313 The verification code

[Submit Order](#)

We are always working to improve our systems and procedures to make this easier for you, but we know we're not perfect. If you have questions or disputes regarding the bills on your account, please contact membership@cooldell.com and we will be happy to provide more information.