



TEAM HANDBOOK

2020-21

Welcome to ACE Aquatic Club!

We could not be more excited to be entering a THIRD year with this amazing group of families. If you are returning this year, thank you for supporting and growing with us in our inaugural year. We've come a long way, and there are great things on the horizon. If you're joining us this season, please know that you are not just joining a swim team, you are becoming part of an incredible swim community and we are excited to welcome you!

We've tried to create a comprehensive resource in this handbook, so some of the information will be old hat to our returning members, but we recommend giving it all a quick read even so. You never know what you might learn!

- If you have questions related to group placement, practice times or schedule changes, meets and competition, equipment needs, or other "wet side" concerns, please contact Coach Ryan at rjbried@gmail.com or 727-247-7181.
- If you have questions about online registration, monthly invoices, payments, meet fees, or other administrative concerns, please contact Sabryna via email at aceaquaticsgeorgia@gmail.com or 727-247-7550. (Response time is generally quickest via email.)

ACE Aquatic Club also offers an instructional Swim School program. Contact us at aceaquaticsgeorgia@gmail.com for additional information!

Welcome to (and back to!) the team!

ACE

ABOUT ACE AQUATIC CLUB and TEAM PHILOSOPHIES

ACE started in August, 2017 and represents what we believe are the three critical elements of success in and out of the pool.

ATTITUDE – Be open to coaching, changes and new ideas. Build your teammates up and hold them accountable in a positive way. Be willing to reinvent yourself and your definitions of speed, improvement and success. Embrace growth and understand that it does not happen inside of your comfort zone.

COMMITMENT – Be honest with yourself about what you are willing to put into your swimming so you can be realistic about what you should expect to see back out of it. Align your individual goals realistically with the level of sacrifice you are willing to make to achieve them. Hold yourself accountable for the commitments you make to yourself and to your teammates.

EFFORT – Anyone can swim laps. Effort is the measure of your commitment to making every yard count by swimming with awareness, purpose and direction. Work to understand what the swim is about, and ensure you are swimming it correctly, in a way that affords you the full benefit of what it is intended to help you achieve.

At ACE, we believe in –

- long-term development. We believe in educating swimmers and parents about the importance of a long-term focus based on the development of the individual swimmer while avoiding the counterproductive effect of comparing oneself to others.
- preparation. Our coaches are committed to season planning that encompasses the goals and needs of both the individual swimmer and the needs and direction of team as a whole.
- the “24-hour-athlete.” True excellence in this sport requires a commitment to appropriate choices in nutrition, sleep habits, study habits, time management, and many other areas of our daily lives. Our coaches also commit themselves to this belief, ensuring they are prepared, energetic, and consistently available to athletes and parents in and out of the pool.
- ensuring our team is rooted in open, respectful, and constructive communication and cooperation between coaches, athletes, parents and all others who play key roles in our athletes’ success, including medical staff, physical therapists, and even teachers.
- goal setting for both the short and the long term. We believe in providing the guidance and parameters needed to ensure goals are challenging, attainable, while emphasizing that goals are always evolving based on physical, emotional and situational changes in the swimmer’s life.
- building on the fundamentals of technique and excellence in training disciplines. We believe that these concepts require reinforcement and repetition at every level of the sport in a positive and instructional way.
- maintaining focus on aerobic development in our wet side training that ensures our athletes can excel in race preparation.
- education. Our sport is constantly growing and evolving and we believe in ensuring we utilize all available advances in sport technology and doctrine, placing the physical health of our athletes at the forefront of our planning. Dryland training is intended not just as a means to improve strength and performance, but also as a proactive, preventative “prehab” program for developing bodies and muscles.
- competency and mastery of all five strokes, meaning the four competitive strokes and underwaters.
- constant pursuit of an exceptional, inclusive, and supportive team environment. The daily demands placed on our student athletes and their families necessitate that we come together as more than just a swim team and work to provide a constant community of support for one another.

Swimming is a highly individual sport backed by a highly cohesive community. ACE takes pride in being part of our local and national swimming communities and members of Team USA. We encourage our athletes and families to do the same and to support the sport of swimming by learning more about the sport as a whole and the athletes who represent us on the national and international stage.

THE BASICS – GETTING STARTED AT ACE AQUATIC CLUB

I REGISTERED... NOW WHAT?

- GET CONNECTED!

Once your registration is complete, you should receive login information for the team website at www.aceaquaticclub.com. We use the website for a LOT of things here at ACE including emails, urgent messaging (via SMS/text), meet entries, and more. Therefore it's very important that you keep your account information updated!

- Log in to the website using the "Sign In" link in the left hand menu.
- Click on the "My Account" link in the left hand menu, then do it again in the resulting dropdown menu.
- Double check all the information you provided at registration, and put in any additional contacts for others you want to keep in the loop. Emails will go to all account addresses. We highly encourage you to put your older (middle school and up) children's email addresses in, as well as other parents, guardians, or caregivers responsible for transportation to or from practice on a regular basis.
- Double check your account payment settings before the billing run on the 1st of the month.
 - If you want your payment automatically charged to your card on file, be sure the radio button beside "Use for Fees Associated with My Account" is selected. This authorizes regular, automatic monthly payments.
 - We also recommend UN-selecting "Do not allow CC On Demand Payments" We rarely if ever utilize the On Demand payments feature as all charges are just invoiced on the 1st of each month, however, in the event that there is a payment failure for whatever reason on the 1st, or you want a payment made earlier in the month for a non-recurring fee, this function allows us to charge your card on file outside of the automated process.
 - If you utilize manual (check) payments for monthly fees, we also recommend keeping a card on file authorized for On Demand payments in the event that this function is needed.
- Join the Facebook pages! We have a general team page (@aceaquaticclub) and a separate Members Only group associated with it. We utilize the Members group for posting most photos (to help keep our kids safe) and sharing member-specific information and questions that might make navigating the main page a little cumbersome for someone checking out our team.

- GET PREPARED!

Equipment lists for each group are posted on our website under the "Swim Group Information" tab and will include items which your swimmer will need to successfully participate in practices.

- We have an ACE TEAM STORE online at www.swimoutlet.com/aceaquaticclub Please patronize this link, the revenue generated is used to supplement the training equipment we provide for the team (specialty fins like monofins and breaststroke fins, drag sox, etc) and this is an easy way to 'fundraise' for ACE! You'll also find fun team logo gear here, including suits, sweatshirts, warmups, and parent gear.

- If specific brands are noted or recommended, please consider choosing that specific item. In the course of many years of working with these types of equipment, we've seen the ins and outs of all the various options available and have made our recommendations based on what's sturdiest & most functional. Even if a few dollars more up front, it will almost always save in the long run when the item doesn't have to be replaced multiple times.
- ACE does not have or require an official "team suit." We ask that swimmers consider purchasing a suit of their brand and fit preference in team colors (black and/or royal) or just in black for competition, and have customized a variety of options in the team store online.
 - Please be aware that effective this season, Georgia Swimming has adopted the policy that swimmers aged 10&Under may NOT compete in specialty "tech" racing suits and swimmers aged 12&Under may only wear them in specific championship meets.
- A note on GOGGLES... again, as with equipment, you can find very inexpensive options that will cost you a lot more in the long run in replacements. To give an idea, we have rarely found 'great' goggles for actual competitive swimming in Target or Dick's, but when I do, they're generally in the \$15+ price range. If your swimmer is new to the sport, you'll also experience some trial and error in finding the best fit. Some recommendations:
 - We swim outside for a good chunk of the year! Mirrored (rather than just tinted) goggles are recommended for times when it's sunny.
 - Younger/Smaller Swimmers (12&U) – a one-piece solid construction goggle like the TYR Swimple or Vesi, the Speedo MDR or HyperFlyer, or the Arena Spider or XLite. Less pieces to break = less goggle replacements.
 - Older swimmers – same recommendations apply in terms of keeping it simple. Top-end, expensive racing goggles are not generally needed at this level, but spending a couple of extra dollars on a quality pair that fits well is worth it. The Speedo Vanquisher, Sporti Antifog S2, and TYR Tracer are generally favorites.

GET TO THE POOL!

Being new to the sport of swimming or to participating at the club level can be a little overwhelming. You have tremendous resources available to you not just in the ACE staff, but in the team families who've got experience in navigating these processes who are happy to welcome and help you. Get to know the families here, join carpools, get on the team and Members Only Facebook pages, and take advantage of the network of support it all offers!

TEAM OUTFITTING

ACE includes two team t-shirts and two ACE swim caps with the cost of registration at the start of each season. Additional team gear is available online at www.swimoutlet.com/aceaquaticclub and the coaches always have extra caps available, silicone caps are \$12.00 each and latex are \$5.00 each, billed to your team account. **Swimmers are expected to be wearing team gear to all swim meets. A special suit is not required, but ACE swim caps while racing and ACE apparel while not racing are.**

PRACTICE SCHEDULES, SCHEDULE CHANGES, and WHAT THE SEASONS MEAN

ACE will generally follow two 'main' schedules throughout the year, SHORT COURSE Schedule and LONG COURSE Schedule. In between those, you'll also see a schedule for the month of August, when our pool facility is still shared with the pool membership, and various 'special' schedules, like school breaks, holidays, etc. which will generally be communicated to you via team email and posted to the "NEWS" section of our team website. We will always keep the current 'main' practice schedule posted on the website under the "SWIM GROUP INFORMATION" tab at the top, but be sure you're reading weekly emails and keeping an eye on the "NEWS" section for any temporary or permanent changes.

Attendance – What's required? What's expected? What's recommended?

- It is our philosophy at ACE that well-rounded athletes become well-rounded people. We know that our swimmers have many talents and we encourage a healthy balance between academics, social activities, other sports and swimming. With that in mind, we offer five practices a week or more for every training group and the flexibility to build a practice routine that best meets your family's needs.
- There is no 'requirement' for practice attendance. The more your swimmer trains, the more consistent he or she may expect to see results and improvements. The important thing here is that your swimmer (and your family!) maintains communication with the coaches to ensure that what you expect to see performance-wise out of your swimmer's participation with ACE is compatible with the level of commitment that's being put into it.
- Our higher-level training groups do carry higher expectations where commitment level is concerned in keeping with group goals, and so there may be times when attendance will become a concern if it causes an athlete to fall behind the group in a significant way. If you're unsure what is expected of your athlete in terms of practice attendance, speak with the coaches and have them help lay out a plan that best allows for your swimmer to attain his or her individual goals in the sport.

So what do SHORT COURSE and LONG COURSE mean anyway?

- SHORT COURSE refers to the period of the competitive year where the meets/competitions are held in 25 yard (also 'short course yards' or 'SCY') format. This refers to the length of the pool, which is the same as our practice pool at Jim Owens. The season that corresponds to "Short Course Season" runs from the start of the season (August/September) through approximately March, depending on the level of competition (some higher-level championships are held later).
- LONG COURSE refers to the period of the competitive year where the meets/competitions are held in 50 meter (also 'long course meters' or 'LCM') format. This refers to the length of the pool in which the competitions are held. If you've visited GA Tech's pool facility, it's the length of the pool going from scoreboard end to dive well end without any bulkheads to break it up in the middle. Long course season runs from approximately April through July, although the training focused on this competitive season begins as soon as we wrap up 'short course' competition season. While some of our team groups will spend a few afternoons a week in the summer at another training facility to work in a long course pool, we still train here at Jim Owens and it's what happens in the workout itself that changes to prepare the athletes for the competition format.

COMPETITION... HOW TO PARTICIPATE and WHY IT'S IMPORTANT

Swim meets are offered approximately once per month and are highly encouraged for all team members. Some meets will have qualification standards for participation, but that will be made clear in the description of each meet. MOST meets throughout the season are open to everyone, and unless the coaches individually say otherwise, everyone is “ready” to compete!

To sign up for a meet:

- Log in to your team site account at www.aceaquaticclub.com
- At the bottom of the page, select “Attend/Decline” to the right of the meet you wish to enter
- If you have multiple swimmers, you will see their names listed and will need to repeat the entry process for each one.
- Select your swimmer.
- Select “Yes, please enter {swimmer}” or “No, {swimmer} will not attend”
- If the option to select specific sessions is available, feel free to do so. If your athlete is under age 15, be aware that “Open” or “Senior” sessions will sometimes allow younger athletes to commit to them as they do not have a low-end age restriction. Be sure to select the sessions that are age-appropriate unless otherwise directed by a coach.
- Add any specific notes or reminders in the box provided. Notes might relate to events the swimmer has asked to try, reminders of injuries which might restrict the athlete from a particular stroke, etc.
- You will only need to ‘RSVP’ with a yes or no response, and select which days/sessions you are available to attend. The coaches choose specific events for your swimmer to ensure a well-balanced, age and skill-level appropriate opportunity to assess each swimmer’s progress and technical mastery in a racing environment.
- BE SURE TO CLICK SAVE at the bottom of the page. It is recommended that you log out and back in again to ensure the process was successful.
- Entry fees vary by meet and will be charged when the entry is submitted by ACE. This amount will be charged to your payment method on file if applicable, or a check may be placed into the locked mailbox at the pool.

Why should the athletes participate in swim meets? Imagine an entire baseball or soccer season with no games to showcase improvement and skills, or an entire school year with no quizzes or tests to assess progress. It’s difficult to find purpose in training and motivation to work toward improvement when there is no quantifiable measure of your progress.

It is also important to understand that there will be a different purpose/focus for each meet relative to the broader season plan. Some meets are focused on improvements that are not related to times, on working through race strategy, testing the athletes’ ability to race tired, and other non-time-related factors. Be aware that expecting “best times” from your athlete every time they race will often put your message at odds with what the coach is saying, resulting in a confused swimmer and frustration all around.

All of this said, each swimmer is unique and traveling on their own very individual path through their development in the sport. There is no substitute for open and consistent communication between the athlete and the coach. We encourage the kids at all levels to become great communicators and take active ownership of their participation in the sport.

KEEPING OUR ATHLETES SAFE AND HEALTHY

ACE believes that fast swimming is a byproduct of building healthy, happy kids who have all the right kinds of support from their families, their team and teammates, and their communities. In partnership with USA Swimming, ACE Aquatic Club has policies, procedures, and best practices in place designed to keep our kids healthy, safe and swimming fast! The full texts of many of these are included under “Safe Sport” on our website, but are summarized here.

ATHLETE PROTECTION POLICIES AND BEST PRACTICES

USA Swimming, our governing body, has very strict policies known as MAAPP (Minor Athlete Abuse Protection Policy) which protect the swimmers and establish guidelines for appropriate conduct for applicable adults. Violations of these policies, when reported appropriately, can and should result in disciplinary action up to and including revocation of membership. All USA Swimming coaches participate in Athlete Protection training and a stringent background check process annually in order to maintain membership. Some of the best practices and policies govern how our staff handles day-to-day casual interactions with the athletes, so some of the ‘common’ ones are listed here for your understanding.

- Hugging, sitting on laps, and other ‘friendly’ contact.
We love our swimmers and know they love the coaches too! Even casual, friendly contact like the things described above can be misinterpreted by someone observing the interaction as a violation of the following code of conduct item:
305.1 -Inappropriate touching between an athlete and an adult non-athlete member or Participating Non-Member (as defined in 401.1) is prohibited, including, but not limited to, excessive touching, hugging, kissing, sexually oriented behavior, sexually stimulating or otherwise inappropriate games, and having an athlete sit on a non-family member adult’s lap.
- Assisting with muscle cramps/knots
We keep foam rollers, lacrosse balls, and other items handy on deck for the athletes to use if these things interfere with their practice, but the coaches shouldn’t take a hands-on approach.
305.2 - Any rubdown or massage performed on an athlete by any adult member or Participating Non-Member, excluding the spouse, parent, guardian, sibling, or personal assistant of such athlete, is prohibited unless such adult is a licensed massage therapist or other certified professional. Any rubdown or massage performed at a swim venue by a licensed professional must be conducted in open/public locations and must never be done with only the athlete and licensed massage therapist in the room. Even if a coach is a licensed massage therapist, the coach shall not perform a rubdown or massage of an athlete under any circumstances
- Travel and rides
Some of our coaches are parents too, our kids are all friends, and we all want to support and help each other out wherever we can. Multiple safe sport policies and best practices address travel with athletes, and it’s important that our coaches and our families are cognizant of where the roles of parent or friend intersect with professional roles.
 - Coaches cannot share a hotel room or other travel accommodations with athletes who are not their own child, sibling, or spouse.
 - Coaches are discouraged from providing transportation in their personal vehicles to individual athletes without written permission from a parent or guardian, and even with permission, are encouraged to avoid having an athlete in their vehicle alone.
- Social Media and other Electronic Communication
While we encourage our athlete to communicate openly and consistently with their coaches, it’s also important to ensure communication stays transparent and appropriate. ALL electronic communication between athletes and coaches MUST occur between 8AM – 8PM unless it’s a

legitimate emergency, and a parent or guardian must be 'copied' on the exchange. Coaches are not permitted to 'follow/friend' or 'be followed' by an athlete. A team social media page exists that athletes may follow.

BULLYING, PHOTOGRAPHY, LOCKER ROOMS, and OTHER ACE POLICIES

ACE has developed policies and placed them in our registration documents and on our website and will sometimes hand out event-specific ones to help keep our athletes safe, healthy and happy. This includes formal policies about our stance on:

- Bullying and what to do to report it happening at ACE
- Why and how we use photography and video and ways you can communicate your preferences about having your child included
- Bathrooms, changing areas, and what's acceptable and not acceptable in these areas
- Social media use by our athletes, our expectations of their conduct online and how it reflects on their team
- Codes of Conduct specific to team travel and other special events as needed

ACE AQUATIC CLUB 2020-21 FEES SCHEDULE

REGISTRATION

The annual registration fee for 2020-21 is \$175.00 per registered athlete. The registration fee is non-refundable and not subject to any discounts. This fee includes:

- Required 2021 membership with USA Swimming, our governing body, which provides liability and excess medical insurance coverage during all practices, competitions and supervised team functions, a membership card and packet, access to My DeckPass athlete web portal via usaswimming.org, and an annual subscription to SPLASH magazine
- Two team t-shirts (additional shirts may also be purchased)
- Two latex team swim caps (additional and premium caps may also be purchased)

MONTHLY DUES STRUCTURE

12 Months of Swimming with 9 Monthly Installments

The annual dues amount is billed in NINE monthly payments. If a swimmer registers and begins swimming anytime between the current season start date and November 31 your team dues financial obligations are considered met after the receipt of 9 payment installments. If a swimmer registers and begins swimming anytime after December 1 of the current season, your team dues financial obligations must be paid each month of participation up until the first day of the next season. Our billing begins on September 1 of each year.

No billing for dues will occur after 9 payment installments have been received.

-If swimmer/s registers prior to Sept. 1: You will be billed 9 monthly installments from Sept. – May.

-If swimmer/s registers Sept. 1 – Sept. 31: You will be billed 9 monthly installments from Oct. – June.

-If swimmer/s registers Oct. 1 – Oct. 31: You will be billed 9 monthly installments from Nov - July.

-If swimmer/s registers after Nov. 1: You will be billed 9 monthly installments from Dec. – August or for the remaining number of months from your registration until August.

GROUP	MONTHLY FEE (9 PAYMENTS)	ANNUAL TOTAL
Bronze Group	\$155.00	\$1395.00
Silver Group	\$165.00	\$1485.00
Gold Group	\$195.00	\$1755.00
Platinum Group	\$220.00	\$1980.00
Senior Group	\$195.00	\$1755.00
High Performance Group	\$250.00	\$2250.00

Meet Entry Fees and other Non-Recurring Charges

Fees for swim meet entry will be applied to your account and charged PRIOR to the start of each meet. When entries are submitted to the host team (approximately 1-2 weeks prior to the date of competition) entry fees will be applied and the payment method on file charged. Families wishing to pay by check must ensure fees are received prior to the start of competition. Other non-recurring fees such as team apparel, team events, etc will be charged in the same way. Payment for non-recurring charges (meet entries, team events, etc) must be received prior to the competition or event. It is highly recommended that a payment method be placed on file for these charges in order to avoid past due charges.

A SWIMMER IS NOT CONSIDERED SUSPENDED OR WITHDRAWN FROM THE PROGRAM UNTIL WRITTEN/EMAIL NOTIFICATION IS RECEIVED BY THE TEAM BILLING COORDINATOR NOT LATER THAN THE 15th OF THE MONTH PRIOR TO THE BILLING CYCLE IN WHICH YOU WISH TO CEASE PAYMENTS. Verbal notice to the coaching staff is not considered sufficient. Once successful billing has occurred on the first of the month, team dues will not be refunded.

ACCOUNT BALANCES

- Any account which is not current on the 5th of the month will incur a \$25.00 late fee. Payments made by check must be received prior to the 5th of the month. Late fees are not waived due to mail delays.
- Accounts more than 30 days in arrears will be restricted from entering meets until the account is brought current. Accounts paying by check which are more than 30 days in arrears will be required to place a card on file and authorize on demand payments in order to be returned to current status.
- Accounts more than 60 days in arrears may result in the swimmer(s) being restricted from practicing until the account is brought current. Accounts paying by check which are more than 60 days in arrears will be required to place a card on file and authorize automatic monthly payments in order to be returned to current status.

ACE Aquatic Club has the right to seek legal enforcement of financial obligations owed, including those of swimmers who leave and attempt to swim for another USA Swimming Club. Similarly, transfers from other USA Swimming Clubs whose prior club presents evidence of outstanding financial obligations will not be permitted to swim as a member of the ACE Aquatic Club financial obligations have been satisfied.

For team billing questions:

Sabryna Bried

sabrynaswims@gmail.com (email is preferred)

(727) 247-7550 (please leave a voicemail message or text for most efficient response)

NEW FAMILY FREQUENTLY ASKED QUESTIONS

How is group placement determined? Are there standards or qualifications for each group?

Great question! The coaching staff have some general parameters for what each training group should look like in terms of age and skill composition, but overall, placement is as individual as the sport itself. A variety of factors that include age, background and experience in the sport, technical skill, physical maturity, emotional maturity, and commitment level all play into the decision to place a swimmer with a particular training group.

What happens during high school and/or summer league swim season? Won't my swimmer need to switch and practice with that team?

Now that your swimmer has taken the leap into year-round training, most HS and summer league coaches would actually prefer they continue working at the level they're at and train with ACE! This doesn't mean they don't participate and compete for their neighborhoods or high school teams, just that those programs are generally more focused on working with the swimmers who only participate during those few weeks of the year, and so it makes sense to have the year-round swimmers continue to be challenged and working at the level they'll have become accustomed to!

We only did 25's and an occasional 50 in summer league. Is the coach really going to put my swimmer into 100's, 200's, etc??

Meet events are chosen by the coaches based strictly on what they've seen your swimmer do in practice. While we are all about making sure the kids are encouraged to step outside their comfort zones and try new things, we will only enter a swimmer into an event we know he or she is prepared for.

My swimmer is better at one stroke than the others and prefers to swim mostly that event. Will the coaches consider that when doing meet entries?

Everyone has a favorite stroke! It's important for the swimmers' development though that they become well-rounded and work toward competing in all the events appropriate for their age group. As each swimmer grows and develops physically, their "best stroke" may change multiple times, and building technical knowledge and racing experience in all four plus the IM's allows those changes to happen more seamlessly.

If we 'take a break' during the season, can we still swim in the summer dues-free?

It depends on when you complete nine payments. Let's say for example you start paying dues in September, take a month off in March, and then continue on in April. You've missed one of the nine months, so you'd be billed in June, but not July or August.

Is my swimmer's group assignment his or her group for the whole year? How are changes planned and determined?

Similar to how placements are initially determined, advancements between groups are made based on the individual swimmer's current training needs and long-term goals.

RETURNING FAMILIES & GENERAL FREQUENTLY ASKED QUESTIONS

Is it possible to split payment methods in the billing system and have part of our balance paid on one method and part on another?

No. The system automatically charges each month to the main payment method on file, unfortunately no option for split payment methods is available in the system. You are welcome to mail multiple checks.

We didn't register until later in the season, why are we paying the \$150.00 registration fee again?

The registration fee covers the swimmer's annual membership with USA Swimming, which is a calendar-year membership and not dependent on the swimmer's registration date. Your swimmer will now be covered through December of 2019. The new registration fee also includes this year's team outfitting.

What do I do if there is an error on my statement?

Please email details to aceaquaticsgeorgia@gmail.com and it will be addressed right away. Please be aware that the coaches do not handle billing concerns, so they may only have general information and will not be able to provide account details or correct issues for you.

I have a concern about my swimmer's training/performance. What should I do?

Schedule a phone call or meeting with your swimmer's coach! It's helpful to express the basics of your concern up front when you request the meeting if possible to allow the coach some time to be prepared with the best answers and solutions.

Are there any volunteer requirements this year?

There really still aren't. We ask for everyone's help when it comes time to get the bubble up, and again when it's time for it to come down, and every once in awhile there may be a project we could use assistance with, but otherwise there's nothing required.

We didn't end up swimming in the meet we got billed for! Can you please credit that?

Unfortunately, even though your swimmer didn't participate, ACE was responsible for paying those fees out to the host team, and so the fees are not refundable. If there is an error, please let us know so we can address that on an individual basis.

What's the \$5.00 per swimmer charge on meet entries?

Although most of our meets are local, we do have several each season that require the coaches to

travel, which of course the team covers. Although it doesn't fully cover them, this fee does help offset those costs each season.

Will there be any other charges or fees that come up throughout the season?

With the exception of team events that we bill to accounts, the only other charges you should see throughout the season are for purchases of extra caps and shirts, and usually a 'championship season' t-shirt at the end of short course.

Are there payment options? Can I pay quarterly or semi-annually?

We are happy to arrange options on a case-by-case basis as needed, but a discount is only offered on annual payments.