**2015-16 Meet Support Commitments/FAQ’s**

**What is meet support?**  
  
Meet support is helping during a swim meet. It can take over 850 person-hours to put on a swim meet, and swim meets are a major source of revenue for swim teams. FAST-sponsored swim meets provide additional income needed for general operating expenses that provides our swimmers with a high level of professional coaching and keeps monthly dues as affordable as possible.

**What is a session of meet support?**

* A session is a set of swim events as defined in the meet information. One session usually averages 4-6 hours. Weekend meets normally include 5 sessions (1 on Friday evening, 1 on Saturday morning, 1 on Saturday afternoon, 1 on Sunday morning, and 1 on Sunday afternoon).

**What kind of jobs are there?**

* Snack Bar, hospitality, lane timer, backup timer, and runner are all good jobs for a first-time swim parent. **To work a meet support position, you must be 12 years or older.**
* Clerk of course and awards are good jobs to learn once you have worked at a meet and understand how the meet operates.
* Head timer, timing console, meet computer and announcing require more training (usually several sessions). There are computer and timing console trainee slots available at every meet.
* See [meet support job descriptions](http://www.teamunify.com/SubTabGeneric.jsp?_stabid_=1745&team=csfcast) for more details.

**How do I sign up?**

* When the meet support schedule is available, an email will be sent out to all active FAST families currently registered to receive emails. At this point, you may email the [meet support coordinator](http://www.teamunify.com/SubTabGeneric.jsp?_stabid_=1745&team=csfcast) to sign up for that particular meet.
* Please be specific about what job you want to work, during what session and who will be working.
* You will receive an email back to confirm that you are signed up to work.
* The meet support schedule [(intrasquad meet example)](http://www.teamunify.com/csfcast/UserFiles/Image/Meet%20Support/Intrasquad05_support.pdf) for each meet is updated periodically on the FAST website.

**How many sessions does our family need to work?**

* The number of sessions each family must work is detailed in the 2015-16 Terms and Conditions:

|  |  |
| --- | --- |
| **Description** | **Team Support Sessions Owed** |
| Families in their first year with FAST | 0 |
| Families whose swimmers are in Nova, Fireball or Rise & Shine | 0 |
| Families with one swimmer in Arete, Senior, Discovery, Challenge I, Challenge II, Tigershark or Hammerhead. | 8 |
| Families with more than one swimmer in Arete, Senior, Discovery, Challenge I, Challenge II, Tigershark or Hammerhead | 11 |
| High School Group Swimmer | 1/per meet attended  Max 8 |

**How can we complete the sessions?**

* Swimmers can work sessions that they are not eligible to swim in. Swimmers should not complete meet support in lieu of swimming.
* You must provide 72 hours notice prior to the start of a meet for any session you have committed to work but cannot attend by declining the position on the FAST web site volunteer sign up page.
* If you cannot provide 72 hours notice, failure to show or find a replacement will result in a $50 charge to your account and you will remain accountable for the missed session.

**How can we check our meet support balance?**

* To see how many hours of meet support you have, login to your FAST account on the FAST web site. Click the **My Invoice/Payment** link on the left, the click the **Volunteer Hours** tab. Your balance should be listed.

**What if our swimmer only swims for a few months?**

* Meet support sessions are accrued at 1 meet support session per month until the maximum number of sessions for the swimmer’s group has been reached.
* Normally, you will have until mid-July of the current swim season to complete your meet support commitment, even if your swimmer stops swimming before that time.

**What if we don’t complete our meet support sessions?**

* If your child stops swimming during the season and you still owe meet support sessions, per the Terms and Conditions you will be charged for any outstanding meet support sessions ($100/session) upon termination.
* Arrangements may be made to fulfill meet support obligations at FAST hosted meets during the remainder of the 2015-16 season, which will result in a refund for previously charged meet support sessions.
* Remember, if you quit the team and remove yourself from the email list, it will be your responsibility to contact the [meet support coordinator](http://www.teamunify.com/SubTabGeneric.jsp?_stabid_=1745&team=csfcast) to arrange to work your meet support commitment.

**What if I have more questions about meet support?**  
Please email the [meet support coordinator](http://www.teamunify.com/SubTabGeneric.jsp?team=csfcast&_stabid_=1745) with any questions. See the [meet support page](http://www.teamunify.com/SubTabGeneric.jsp?team=csfcast&_stabid_=1745) for more information.