

Spring Swim Team FAQ'S

- 1. I think my child might be ready to change practice groups. Who makes the decision about whether my swimmer is ready to move to a different group? Who should I contact to find out about this?**

Answer: All decisions about group changes are ultimately made by Coach Michael with input from the Assistant Coaches. Many factors are taken into consideration including, but not limited to, stroke technique, speed, strength, endurance, past performance, maturity, age, size, and attendance record.

Please contact your swimmer's coach via his or her preferred method of communication - text or email. This information is located on the "Our Coaches" tab from the Home page or [CLICK HERE](#). Or you can contact Donyale at admin@springswimteam.com to get a message to the coaches.

- 2. I have a question about the coaching my swimmer is receiving. Who should I contact?**

Answer: You can contact the coach who is teaching your swimmer's group, Coach Michael, or Donyale at admin@springswimteam.com to get a message to a specific coach. All questions, comments, and concerns are taken seriously and addressed ASAP by the coaching staff.

- 3. I am not sure if my swimmer is ready to participate in swim meets. Who should I ask?**

Answer: Most of the swimmers at SST should be able to participate in at least Freestyle and Backstroke at a swim meet. If in doubt, several days BEFORE the meet entry deadline, please contact your swimmer's coach via his or her preferred method of communication - text or email. This information is located on the "Our Coaches" tab from the Home page or [CLICK HERE](#). Or you can contact Donyale at admin@springswimteam.com to get a message to the coaches. Your swimmer's coach can tell you about your swimmer's progress and whether he or she is ready to participate in swim meets.

- 4. I need help picking swim meet events for my swimmer. Where can I get this help?**

Answer: There are a few different ways to get help picking events for your swimmer.

- a. Contact your swimmer's coach via his or her preferred method of communication for event recommendations.
- b. Contact Donyale at admin@springswimteam.com to get a message to the coaches to receive events recommendations.
- c. Add a message for Coach Michael on the website when you commit your swimmer to the meet. You can select some of your swimmer's events and ask him to choose any additional events that he thinks are appropriate. Or you can request that he pick ALL events for your swimmer. Make sure that you tell him which sessions you are available to swim.

- 5. I have billing questions about my account. Who should I contact?**

Answer: Please contact Donyale at admin@springswimteam.com

6. My swimmer missed his regular practice time. Can he come during a different practice group time as a make-up practice?

Answer: Unfortunately, we are not able to offer make-up practices. Swimmers are only offered practices at their regularly scheduled practice times.

7. I will not be able to fulfill my timing obligation at the next swim meet my swimmer is attending. What are my options?

Answer: You have a few options when you notify us in advance that you have a conflict and won't be able to be a timer at a swim meet.

- a. You can work out a trade with another family that is attending the meet. They can work your shift at the meet in which you are not available and you can work a shift for them at a later meet.
- b. You can hire a "timer on the clock" for \$15 per shift. Let Donyale know at admin@springswimteam.com and she will put you in contact with someone who is willing to work your shift for you.
- c. If it is the 1st time you will be unavailable, you can accept the written warning as noted in the SST Parent Handbook.

NOTE: If you have a preferred session that you would like to work during a swim meet, please notify Donyale at admin@springswimteam.com and she will work to get your shift in that session.

8. How do I get my swimmer on a relay?

Answer: All relays are determined by best times with the Head Coach making the final decision. Other factors may come into the decision and could include, but are not limited to, attendance, past performance, attitude, and commitment to the representation of SST at swim meets.

9. How do I get my awards from a swim meet?

Answer: To get your ribbons, medals, and trophies, you can stay at the meet until they are ready and pick them up or wait for the host team to mail or deliver them to SST at a future meet. It is not the responsibility of SST to retrieve swimmer awards at swim meets.

10. Should I wear my team suit to swim practice?

Answer: No. Because new suits provide the maximum water repellency, the more you wear it the less benefit you will get from a quality suit. Wear practice suits for practice. Wear racing suits for racing.

11. How do I reach a coach while he or she is on deck at a swim meet?

Answer: Please contact one of the Parent Coaches who is certified to go on deck. He can relay your message to the coach.

ALL QUESTIONS ABOUT ANY ISSUE/CONCERN/PART OF SST SHOULD BE DIRECTED TO DONYALE VIA admin@springswimteam.com.