

NORTH SHORE SWIM CLUB

POLICIES AND PROCEDURES

The North Shore Swim Club (NSSC) is characterized by the adherence to certain goals and objectives. A highly specialized and certified coaching staff will strive to teach, train and motivate children of all ages to achieve their potential in competitive swimming and create an experience that will prove valuable to them throughout life. This direction and philosophy apply from the novice to the national level swimmer. To ensure a positive experience with the program parents are expected to read and understand this manual and all of its policies.

PHILOSOPHY/ MISSION: To develop all children to achieve excellence in the pool and in life. At each level of the program, participants will learn the values of sportsmanship and teamwork. Swimming with NSSC provides physical, emotional and intellectual skills that will last a lifetime. The NSSC program, places a major emphasis on basic skills, proficient techniques, conditioning and result oriented work habits with healthy competition stressed by the Coaching staff.

USA SWIMMING: North Shore Swim Club is a year-round United States Swimming Program. USA Swimming is the governing body for competitive swimming in the United States, and is responsible for the development of information, and establishment of rules for competition. All coaches, and swimmers are required to be USA Swimming registered. All parents are highly encouraged to be USA Swimming registered. As an umbrella organization, USA Swimming oversees the operation of each individual LSC (Local Swimming Committee) NSSC belongs to the "New England LSC". The New England LSC covers Massachusetts, Rhode Island, New Hampshire and Vermont.

NSSC PROFESSIONAL STAFF: The North Shore Swim Club staff consists of professionally trained coaches. NSSC Certified coaches possess training and experience in the physiology and psychology of adolescent development. Our coaching staff provides the assurances that the time your children spend in swimming will be quality time.

NSSC Programs: NSSC believes in its stated practice requirements. We monitor all swimmers to make sure they are maintaining requirements or not swimming excessively. If weekly practice requirements are not met, parents will be notified, and a coaches meeting will be warranted. We believe in a tiered approach to your child's swimming career. This approach will allow for future development with the addition of more practice time and physical/ mental trainings. Our goal is to have them performing at their highest level, while still loving the great sport of swimming. In doing so, we believe they will be in the best possible position if they choose to swim during their college experience. Swimmers will have a minimum, and maximum number of practices per week they can attend. Our program breakdowns can be found on our website.

Working with the Coach: You and the coach will work together to have the best interests of your child and the program at heart. Communication is vital to ensure a positive experience in

the program. Remember the coaches are the only ones that can give you a complete and accurate answer. Coaches are available to speak only before and after all practices. Never during practice.

Registration Information/ Financial Obligations:

Forms: It is the responsibility of the parent or guardian of each child to process and understand all appropriate registration forms, Hanscom access waiver, birth certificates, MAAPP forms, transfer forms and clothing forms. Children will not be allowed to practice or attend meets without all forms being accurate and complete.

Club Tuition: All club tuition fees are non-refundable for all programs offered. The club tuition is set on a yearly and seasonal basis and is broken down by training groups. The club tuition is found on the electronic registration and on the website. The club tuition will be prorated for swimmers joining NSSC after the start of the appropriate season, or for current swimmers who are promoted to a new training level. There will not be a prorated fee for swimmers who interrupt their training during the season. This includes other commitments, common sickness or sports etc. Once you register, nothing entitles you to terminate this agreement without paying the total fees due or to expect a refund of any kind. If you decide to cancel your membership mid-season, any tuition balance owed will be charged to your credit card immediately.

Paid in Full Year Tuition: Full Year programs consist of the Fall, Winter, Spring and Summer seasons. Dates are September 7, 2022- August 5, 2023. All Full year program members registration will renew automatically for the next calendar year. Family accounts will be billed in June 2023, and credit cards will be charged July 1, 2023 for the upcoming September program, unless parents withdraw from the program, in writing, before June 30, 2023. Space in this program is limited. By registering you are committing to your placement for the full year. **There will be NO refunds regarding tuition registration.** Once registered, nothing entitles you to terminate this agreement without paying the total fees due or to expect a refund of any kind. Parents acknowledge they will be automatically registered for the next year's registration tuition on July 1, 2023.

Seasonal Payment in Full: Seasonal Payment in Full for the Fall 2022, Winter 22/23 or Spring and Summer '23 programs are non-refundable. Space in this program is limited. By registering you are committing to your placement for the entire season (Fall, Winter, Spring and Summer). All Seasonal Payment in Full members will automatically be charged for the next season in full, unless written notification of cancellation is received before:

- Winter Payment in Full cancellation deadline: November 30, 2022. Tuition automatically charged on December 1, 2022.
- Spring Payment in Full cancellation deadline: February 28, 2023. Tuition automatically charged on March 1, 2023.
- Summer Payment in Full cancellation deadline: May 31, 2023. Tuition automatically charged on June 1, 2023.

Once registered, nothing entitles you to terminate this agreement without paying the total fee due or to expect a refund of any kind. Parents acknowledge they will be automatically registered for the next season based on the payment schedule.

Seasonal Payment Plan Option: Seasonal payments renew automatically per season between September 7, 2022-August 5, 2023. Payments must be paid by check prior to scheduled date. Credit cards will be charged on the first day of the payment, if not paid by check. Accounts will be billed two weeks prior to the next payment date. Credit cards must be on file with NSSC. Payment dates are posted on the website and at the Master calendar. It is the parent's responsibility to know the dates of each Payment. There will be NO refunds regarding payment plan tuition. Space in this program is limited. Once you register, nothing entitles you to terminate this agreement without paying the total fees due or expect a refund of any kind. If you decide to cancel your membership mid-season, any tuition balance owed will be charged to your credit card immediately.

Cancellation of Membership: If you choose to cancel your membership with NSSC, you must do so before the deadlines posted, in writing to the program administrator via email. Once payment is processed, you will be responsible for that season payment in FULL.

Forms of Payment:

Tuition: NSSC expects all tuition payments to be in the form of check prior to the new season or payment plan scheduled. NSSC accepts cash, checks, Venmo and credit cards (Visa, Mastercard and Discover). Credit cards are the last form of payment to be used to help the program defer cost.

Clothing/Meet fee's/Miscellaneous charges: All charges will be posted to accounts. Credit cards on file will be charged for payment.

Insurance: It is required of all NSSC members to have a current USA swimming membership. The membership not only supports swimming throughout the country, it provides accident and medical insurance for each swimmer. Each swimmer is covered at any organized practice of NSSC and every competition sanctioned by USA swimming. NEW 2023 REGISTRATION: Families must register their own children with USA Swimming through SWIMS 3.0.

Mandatory Clothing: 2022-23 White, Blue and Green members will be issued mandatory clothing at the beginning of their first season. The clothing fee will be adjusted each year based on current cost and charged to your account. Children who misplace an item and need to replace it will be issued that item at practice or at a swim meet. The cost will be charged to your financial account. During specific championship level swim meets, NSSC will have a championship shirt or travel item that will be mandatory for all participants attending that event. The cost will be charged to your financial account.

Training Equipment: Children wearing bathing caps are required to wear NSSC logo caps ONLY at all practices and swim meets. Swimmers should have their required equipment with them at every practice. NSSC is not responsible for any lost or stolen items. The requirements for each program level are as follows:

Preteam: Fins, cap

White: fins, cap.

Blue: fins, cap & training snorkel.

Green: fins, cap, training snorkel, Parachutes

All equipment is available through NSSC and can be ordered by filling out the additional clothing form via DocuSign.

Optional orders: NSSC will have seasonal orders for specific items. These items are optional but encouraged for team identity. Items include, but not limited to, Championship shirts, jackets, Parkas, towels, and backpacks. Order forms will be emailed, and seasonal items will have a deadline date for ordering and are non-refundable.

FAMILY ACCOUNTS:

Family Account: Credit cards must be on family accounts for all swim meet and clothing charges. Your Family account will be billed for all charges. Active members have access at all times to their account. Your credit card will be charged for all billing balances and team session dues. Relays will be divided by the four participants at Championship caliber meets. If an athlete misses a relay or does not attend a relay, they will be billed the entire cost of the relay. If you have any questions regarding your financial statement, please contact the Program Administrator, Amy Murphy at (781)264-1018.

Account Review/ Finalization: Charges for Meet entry fees, tuition fees and clothing fees are final and non-refundable. No changes to accounts will be revisited after 60 days from the original posting date. Family accounts are terminated 60 days after terminating participation with NSSC. Termination includes but is not limited to written notice of cancellation, insufficient funds, termination of participation by coaching staff, or forfeiture of program availability due to lack of participation. Any remaining credits in family accounts not claimed in writing after 60 days will be forfeited and will revert to North Shore Swim Club. Positive credit balances have no cash value and cannot be redeemed for cash. *If the program closes due to a Force majeure - Any tuition credits will be valid for one year from date issued to be used for tuition only. If you choose to discontinue practices or meets due to health concerns, we will understand, however there will be no refunds, if the program continues to remain open.*

ADDITIONAL FEES:

Late Fee: If fees are not current, children will not be allowed to practice or be entered in meets. Other payment plans can be worked out but must be to the satisfaction of the club management. Any payment that is overdue, denied when processed or returned will result in a \$30.00 late fee charged to your family account. It is the responsibility of the parent to make sure their credit card is current and up to date on file. Late fee's automatically process to past due accounts on the 8th of the month.

Facility Surcharge: due to facility fee's outpacing event fee's, teams must add a facility fee to swim meets to cover pool cost. These are a once per meet fee, averaging between \$20.00 - \$27.00 per meet.

Event Surcharge: For each swim meet event in which a swimmer is entered a \$2.50 per event surcharge is added to the cost of the event and will appear on your financial statement. The purpose of this surcharge is a coaching cost and to keep the club fees down by having the swimmers that swim the most, help in paying a portion of the club's expenses for that meet.

Swim Meet Service Charges: Coaches and parents must work together to build a swim meet schedule for their swimmer. Parents are expected review the schedule of meets offered then accept or decline their meet invitations. Remember, your child is expected to attend one swim meet session per month. Deadlines to declare for the season's swim meets are:

Fall: September 30, 2022

Winter: December 31, 2022

Spring: April 1, 2023

Summer: Returning Members: June 1, 2023

New Members: June 24, 2023

If you do not accept or decline your invitation, coaches will decide if your child should be entered.

Non- Participation Charge: NSSC is a competitive program. Swimmers are expected to attend swim meets. Families who choose not to swim in one swim meet session per month per season will be charged a \$100.00 non-participation fee. The minimum standard for swim meet participation is one swim meet session per month, per child. Continued non-participation can result in removal from the program.

USA Swim Meet Volunteer Non-Compliance: All parents are expected to help with hosted swim meet operations or scheduled work assignments at travel meets when their child is participating. A fine of 200.00 per swim meet will be placed to your account for a non-worked session or incomplete session of work. If you have a conflict during your child's session, you are responsible to be proactive. Please contact the Parent Work Assigner one week in advance to arrange to make up your session responsibility, help prior to or after the swim meet.

Reactivation Fee: If accepted back into the program after closing your account, you will have a 30.00 reactivation processing fee.

Legal Fees: Occasionally, NSSC must participate in legal proceedings with members and families. If this occurs for ANY REASON, the member family will be responsible for any, and all fees (legal, accounting, travel, out of pocket reimbursements) pertaining to that occurrence, incurred by North Shore Swim Club.

USA SWIM MEETS:

NSSC competes in regularly scheduled USA meets sanctioned by United States Swimming during the Short Course and Long Course season. Swimmers are expected to compete, when ready. Competition is a barometer of improvement. NSSC offers all levels of swim meets throughout the season. Please review with your coach which meets are appropriate for your child, and declare by September 30th, December 31st, April 1st and June 1st for returning members, and June 24th for new members. Therefore, attendance is expected. Swimmers will be entered into all meets, unless you OPT OUT by the deadline date provided on the club meet page on the website. When OPTING OUT, please remember that all swimmers are expected to compete in at least 1 swim meet session per month. We are a competitive swim club.

USA Meet Entry Procedure

- Review Team Events page on website.
- Accept or decline by seasonal deadline date.
- Changes can be made to NSSC hosted meets up to two weeks prior to swim meet date. Accounts will be charged two weeks prior to the first day of the meet.
- Parents will be responsible for picking which day their child attends.
- Parents are responsible for all entry costs, regardless of participation or child's health.
- Once the seasonal deadline date has passed, the entry will be finalized by coaches. Coaches will review and finalize accepted swimmers supplied by parents and will enter non committed athletes into appropriate events for each meet. Families will be responsible for all meet fees.
- Coaches Pick all events for children. Coaches will not add a day to a child's meet events. However, they may add a distance event that is during a prior or following the scheduled session. In this case, swimmers will be expected to attend the added event(s), and parents will be responsible for the swim meets fees.
- Parents are required to sign up for their volunteer work assignment.
- Swimmers who are deemed by the coaching staff as "not ready" for competition due to lack of attendance or mental approach, will not be entered or will be scratched at their expense. This applies before and after deadline dates.

Relays will be divided by the four participants at Championship caliber meets. If an athlete misses a relay or does not attend a relay, they will be billed the entire cost of the relay.

Communication: North Shore Swim Club utilizes the internet to conduct team communication. The team web site is <http://www.northshoreswimclub.com> and is the main source of information between the coaching staff, parents and swimmers. Practice schedules, swim meet information and important notices are posted on the web site. Make sure you and your swimmer(s) check the web site on a "*Daily Basis*", for new information. It is the parent's responsibility to know current information. Coaches e-mail addresses are available on the web site. Please add notifications+nesnssc@teamunify.com to your address book for all emails.

E-Mail Information/Facebook/ Instagram/SMS: The email you provided on your club registration will be used as your primary contact. The cell phone you provided will be used for

text and emergencies only. Please provide contact information that you will be informed with quickly. Parents are responsible to keep these contacts accurate. The club has an e-mail group that exists to enhance group communication. We utilize a Facebook, and Instagram page under North Shore Swim Club for highlights and general information. NSSC adheres to all USA Swimming and Safe Sport Electronic policies.

Phone Information: Associate head coach and facility coach phone numbers are located on the website. Please respect coach's personal time. No phone calls during practice, before 8:00 AM or after 8:00 PM.

Parents Meetings: When scheduled, you are required to attend a mandatory parents meeting. Parent meetings will be posted on the website and on the Daily Calendar.

Coach, Parent Code of Conduct:

NSSC adheres to USA Swimming's SAFE SPORT Code of Conduct and the Center for SAFE SPORTS Minor Athlete Abuse Prevention (MAAP) policies. Upon acceptance to North Shore Swim Club, all members will be expected to conduct themselves appropriately. When conduct is in doubt by anyone associated with NSSC, it will be the discretion of the coaching staff, based on USA SWIMMING SAFE SPORT/ MAAP protocols, to administer appropriate disciplinary action including dismissal from the program. The Parent code of conduct form must be completed and submitted to club administration prior to acceptance into the program.

They are found on the website. Actions not covered by the code of conduct or that of the USA SWIMMING code of conduct but are deemed detrimental to members of the program or NSSC in general, will be dealt with by the Program Director.

Training Schedule: The Master Calendar and Practice schedules are provided in advance online at: <http://www.northshoreswimclub.com>. The POOL SCHEDULE indicates pool location and overall scheduled practices. The MASTER CALENDAR indicates cancellations, changes, special events or specific events. Holiday/vacation schedules will be emailed and posted on the Master calendar. NSSC follows the school calendar at Medford and St. John's Prep. If there is no school, we do not have practice at that location.

Training Facilities: Our ability to run successful swimming programs is 100% reliant on good relations with our facilities. We are guests at all facilities. It is the parent's responsibility to understand and follow facility rules and regulations.

Pool Closures: Check the Master Calendar/practice schedule for days, times and training groups at each NSSC facility location. NSSC provides multiple practices per day. However, on occasion, pools and practices are cancelled, changed or closed, due to powers out of NSSC's control. When this occurs you may need to travel to another location during this time. NSSC does not give refunds when pools are unavailable, due to safety, facility or water quality issues. Periodic inconveniences are part of life, and we would expect swimmers to make their training commitments by attending another practice location. ***If the program closes due to Force Majeure - Any tuition credits will be valid for one year from date issued to be used for tuition only.***

Illness and Injury: The facility coach should be informed of an illness or injury. Please notify in person, e-mail or phone, to make the coaching staff aware of the situation. There will be no reimbursement for missed practice due to an illness or injury.

FUNDRAISING: North Shore Swim Club believes our athletes should be involved in giving back to the program. We rely on fundraising and Corporate Sponsorships to be able to continue to offer the high-quality competitive swim program that it has provided to its members for over 25 years. NSSC never turns anyone away due to their financial situation. We have many families on scholarship. With the rising cost of all expenses, we seek your help in securing the financial foundation needed to support our members. Any NSSC family that is registered during the 2022-23 seasons or Full Year will be REQUIRED to raise: White: \$100.00 annually. Blue: \$150.00 annually. Green: \$200.00 annually.

All swimmers registered for any season during the 2022-2023 year must raise funds and participate.

Fundraising Dates: March 1, 2023 through April 15 2023

SwimAThon Dates: April 10-15 2023

SEASONAL and Full Year members will have their accounts charged after the Swim A Thon if they do not participate, up to the required amount to be raised. This charge will remain on your account until paid via credit card or check.

100% OF YOUR SUPPORT OF NSSC HELPS US TO:

Supplement Scholarship families pay for pool swim space

Hire qualified swim coaches/ support officials

Host swim meets (pay for equipment like stop watches, electronic timing, flags, etc.)

Provide practice equipment (kick boards, clocks, etc.)

Promote and support Community outreach events

Professional Services: NSSC works closely with many professional services in the area. This includes Physical Therapist, Trainers, Orthopedics, Nutritionist and Psychologists. We have relationships and will recommend these services, as needed. However, we are not responsible for services or liabilities. Final decisions to utilize these services are a parent's decision and are no way linked to North Shore Swim Club. If your swimmer is interested in working with other professional services, they must first collaborate with their coaches to help design a program for the best possible outcome for their swimming career.

In Closing: Although comprehensive in the outlining of the North Shore Swim Club, not all policies or procedures might be covered. When a new situation occurs, NSSC administration will make every decision in the best interest of the child's safety, security, and wellbeing in the program. The coaching staff encourages all parents to be part of this wonderful organization and help us, help the children!

PARENTS/ GUARDIANS: It is your ultimate responsibility to understand and respect the policies and procedures of NSSC. By doing so, you will help to ensure your child has a positive, productive experience in the program. In signing this document, you agree to comprehend, adhere to and uphold all NSSC policies, procedures, rules and regulations.

Parent/ Guardian Signature: _____ Date: _____