

## Frequently Asked Questions

### **What is the cancellation policy?**

If you cancel by March 22nd, you get 50% of the fees back. If you cancel after March 22nd, there is no refund.

### **If the pool is closed due to wildfire, Covid-19, unhealthy air quality, or any other City, County or State health mandate, will we be refunded our money?**

Unfortunately, we will not be able to refund any money after March 22nd. The money collected for registration goes towards coach's pay, the ongoing costs of the team and any fees charged by the City of Benicia for use of James Lemos pool.

### **Why is there a work deposit collected?**

The work deposit is collected from new families **only**. If we don't have work hours apply this season due to no summer swim meets, the work deposit counts towards future seasons and is refundable.

### **Is there a buyout option for volunteer hours?**

At this time there is no buyout as there are no volunteer requirements for the Spring session.

### **Why can't my 6 & Under swimmer swim during Spring?**

The City of Benicia will not allow us to have any swimmers aged 6 and under in the pool at this time under any circumstance. We are hoping to have 6 & under swimmers for the Summer session.

### **How many swimmers can be in a lane?**

We now have approval for 2 swimmers per lane.

**What if my swimmers are different ages, but want to swim together?**

We will do our best to accommodate these situations on an as-needed basis, but cannot guarantee siblings will swim together

**What level of ability does my swimmer need to have for Spring?**

At this time, your swimmer must be able to swim the length of the pool (25 yards) unassisted. This is a rule imposed by the City.

**Can I stay and watch my swimmer swim during practice?**

At this time, no one is allowed on deck other than coaches. Parents are not allowed on deck. City rules mandate that you may drop-off and pick-up your child only. You are not allowed to bring children from multiple households to practice as well.

**If there are sessions available for different days, can my swimmer participate in those as well?**

No. Your swimmer must stay with their group of either M/W/F or Tu/Th. We are not allowed to mix cohorts.

**Will there be a meeting for new members?**

Yes! It will be a virtual meet-and-greet, most likely through Zoom. The Board is working on finalizing the date and time. We expect to hold this prior to March 22nd.