

Frequently Asked Questions

1. **What is the cost per child swimming?** Check the [Swim Groups](#) tab on the Cleveland Aquatics home page for current pricing and for additional information on the different swim groups. We do offer a multi-child discount on the monthly fees and it is taken off automatically each month. A one time fee is also charged each year at registration. This fee pays your USA Swimming registration and helps offset our facility and equipment costs.
2. **What are the USA swim seasons?** Practice for short course season starts in August and runs through February. Practice for long course season start immediately following short course season and runs through July.
3. **Do parents need to stay during practice?** You are free to leave your child at practice and return just prior to practice ending. If you like to stay for practice, we ask that you wait outside or in your car, particularly when practice is indoors at the Denning Center.
4. **Can my swimmer miss swim practices for another sport or activity, such as church?** Of course! Come every day you can. Please also attend and enjoy every meet you can. It's fun for all.
5. **Is there a team swimsuit?** New suit designs and our new team store is coming soon. Team swim caps can be purchased from Coach Tony.
6. **What equipment is needed for practice?** Each practice group has their own equipment requirements. Please see the [Equipment list](#) for these requirements.



CLEVELAND AQUATICS

7. **How many meets are there?** We generally choose one meet per month to attend during the short course and long course seasons. Some meets are local in Chattanooga but sometimes travel is required to locations within about a three hour radius of Cleveland. We would like every swimmer to attend at least two meets per season.
8. **How long are the meets?** Meets are generally 2-3 days long. Each day that your child swims during a meet requires around a 3-4 hour time commitment depending on the size of the meet and number of events that your child is swimming.
9. **How much does it cost to swim at the meets?** Cost will vary per meet but typically a meet costs about \$5/event plus a \$15 per swimmer fee. The fees can be automatically charged to your card on file at our secure website. The away meets will also require travel costs such as hotel stay.
10. **What do we take to meets?** Swimmers will need their suit, cap, and goggles. It is recommended to bring several towels and warm clothes to wear between events. Most bring healthy snacks and water. Sometimes bringing your own chairs is also recommended.
11. **What is the inclement weather policy?** It is rare to cancel practice. Lightening/thunder may delay practice or meets occasionally. Sometimes snow/ice will cause practice to be canceled particularly if the local schools are closed early with after school activities also canceled. Cancellations and delays are generally announced via text and the Remind App.



**CLEVELAND
AQUATICS**

12. **How do I sign up for the text alerts?** Text one of the following codes to 81010 or download the Remind App: @bronzeca for the Level 1 group, @bsilverc for the Level 2 group, @amypoo for the Level 3 group and @amypool for the Level 4 and Level 5 groups. The summer swim code is @catswim18

13. **What do I do to suspend or cancel my account?** Please let us know in writing via email to swimming@clevelandaquatics.org at least 5 days prior to the end of the last month you plan on swimming. If you decide to return to swim you may have your account re-instated by emailing prior to your return.

14. **How do I make changes to the credit card associated with my account?** You may log into your account at any time and make changes to your credit card by selecting My Account in the drop down menu. Then select the Payment Setup tab. If your card on file expires prior to a monthly charge, you will receive an email that your payment failed. You will have until the 10th of the month to make changes to your card and process a payment manually to avoid the \$20 late fee.

15. **Short Course season is ending. What do I do?** You don't have to do anything. Long course is just as fun as short course so we would love for you to continue swimming. If for some reason, you decide to not continue to swim during long course, follow the instructions above on how to cancel your account.

16. **We made it to the end of long course season. Now what?** Cleveland Aquatics takes approximately a month off at the end long course season. Enjoy your rest! During that time, your account will be put on hold. You will be asked to re-register prior to the start of



**CLEVELAND
AQUATICS**

short course season so we can get updated information and collect the new year's USA Swimming fee.