



Welcome to SwimAtlanta! We have tried our best to answer as many of your questions here as possible. However, if at any point you have questions, please direct them to our staff, which is here to assist you as needed. Once again, we thank you for choosing SwimAtlanta, and we look forward to fulfilling all your swimming needs.

REGISTERING FOR SWIM TEAM:

To register for the swim team, you will want to visit www.swimatlanta.com. For your convenience, our website, has the direct link to the online registration system if you click on the word "Swim Team" menu item from the website navigation menu at the top of the screen. Then, on the top right hand side of the Swim Team page, you will see "REGISTER ONLINE".

Once you click on the link that says "Click here to register online for swim team", you will be directed to a page on the SwimAtlanta website that provides the registration link, instructions, swim suit description and images, and a sizing chart. From that page (labeled "Register Online for Swim Team"), you will be able to click on the link to complete online registration. While completing the online registration process, you can pay for the registration fee via credit card, or you have the option to issue payment offline via cash or check for the non-refundable \$205 registration fee per swimmer.

The registration fee is required by every swimmer in the country and covers a swimmer for a year (registration expires July 31st, 2018). The fee covers membership, insurance, SwimAtlanta team suit, two SwimAtlanta shirts (one long sleeve and one short sleeve), and a SwimAtlanta swim cap. Payment must be received prior to any swimmer being permitted to attend practice.

COACHES AND STAFF:

Here at SwimAtlanta, we have a wonderful coaching staff as well as support staff. They are here to assist you. We realize that you will have questions concerning your child's placement, training, and progress, and as a result, we have provided you with a list of the head coach at each location. If at anytime you need to contact one of them, please feel free to do so.

The coaches at your training facility create the practice schedules, meet schedules, and handle meet entries. So any questions regarding those items should be directed to them.

If you would like to speak to your child's coach during the season, we ask that you email or call them opposed to talking to them on the pool deck. The coaches typically arrive to the pool in the late afternoon, so if the coach should be unavailable, please leave a message, and they will return your call as soon as possible.



COACHES

LOCATION	NAME	EMAIL/PHONE NUMBER
Cobb	Rick Vogler	rick@swimatlanta.com 770-509-7946
GA Tech	Doug Gjertsen	gtswimatlanta@gmail.com 678-230-4248
Hamilton Mill	Mike Rinde	rinde.mike@gmail.com 678-889-2039
John's Creek	Wil Bayer	wil@swimatlanta.com 770-232-7227
Midway	Landon Harris	landon@swimatlanta.com 770-888-0010
Roswell	Andy Griffin	andy@swimatlanta.com 770-992-7946
Sugarloaf	Scot Davis	scot@swimatlanta.com 678-442-7946

SUPPORT STAFF

Swim Team Tuition Charges & Payments / Swim Meet Payments	Maria Alvarez	swimteamaccounts@swimatlanta.com 678-442-7946
Team Outfitting (suit, shirts, cap)	Whitney Neely	whitney@swimatlanta.com 678-442-7946
Swim Meet Entries/Charges & TeamUnify	Jeff Hike	jeff@swimatlanta.com 770-232-7227

- If support staff is unavailable, please leave a message, and your call will be returned as quickly as possible.

REGISTRATION FEE/MONTHLY TUITION

Below are the most frequently asked questions we receive regarding the registration fee and monthly tuition. If you have additional questions regarding swim team tuition, please contact swimteamaccounts@swimatlanta.com or 678-442-7946.

1. What exactly is the registration fee?

The registration fee of \$205 is payable to SwimAtlanta. The fee covers membership, insurance, a team suit, two shirts, and a swim cap. The registration fee must be paid at the time you register. It covers a swimmer from when they start practice through the end of July 2018.



2. When will my registration payment be deposited?

The registration fee is non-refundable. For credit card payments made during the online registration process, your card will be charged immediately. If you elect to pay offline via cash or check, as soon as your payment is received, it will be deposited. When a swimmer registers, team outfitting merchandise is ordered, so your payment is credited to your account and payment deposited as soon as it is received.

3. Where should my payments go?

We accept VISA/Mastercard/Discover through the online registration process as well as cash or check at our training facilities and via online automatic banking.

Please note that payments made at your training location are not received immediately. Coaches are asked to submit payments to the accounting office once a week, so there is a delay in payments being received as well as credited to your account and deposited. If coaches do not submit payments each week, there will be an additional delay in the accounting office receiving your payment.

You can also mail payments directly to the accounting office at the below address:

SwimAtlanta
4850 Sugarloaf Parkway, Suite #702
Lawrenceville, GA 30044

**You are more than welcome to set up automatic bill payments through online banking. Payments are mailed to the above address from your bank and in the memo section, your child's name or online registration confirmation number can be used.*

If you do not charge your registration fee and monthly dues on a credit card, payments should both be made payable to *SwimAtlanta*. It would also be helpful if you would note your child's first and last name and training team on your check, especially if your child's last name is different than what is printed on the check.

Deposits are made every Wednesday throughout the season.

4. When is my first tuition payment due?

Your first tuition payment is due in September although practices begin in August.

At SwimAtlanta, if you start swimming at the beginning of the season (August/September), you pay nine months of swimming to cover twelve months. In other words, you pay September thru May (nine months/school year months), and you can attend practices in the summer and no monthly tuition is due.

If you elect to not take advantage of practices in the summer, the tuition cost for September thru May remains the same.

5. When is tuition due?

Credit card charges will be charged on the 1st of each month, September-May. We ask that all families pay monthly dues by the 10th of each month. If your account becomes 30 days past due and no communication to the accounting office has been made, you will be contacted to inform you that your child will be unable to practice until a payment on your account is made.



6. Who do I contact if I am charged incorrectly?

You will contact Maria Alvarez at 678-442-7946 or swimteamaccounts@swimatlanta.com if you are charged incorrectly.

7. If my child only wants to swim half the number of offered practices or part of the month, can I get a special rate?

No. The program is not based on consumption as the coaches are present and facility open regardless of whether your swimmer attends or not. Therefore, if you attend either one or thirty practices in a month, the monthly cost is the same.

In April, there will be a week vacation for the coaches that aligns with Spring Break. Your normal monthly payment is due in April because the monthly payment for each practice group is based upon the total amount of practice time during the season. In addition, the total practice time for each team is added up for the entire season (all practices for August through July) and divided by monthly payments for your convenience. With that and in figuring the price for monthly dues, we take in consideration Christmas, New Year's, Spring Break, the beginning of the school year break, etc.

8. What do I do if my child is going to miss a month of practice or decides not to swim?

You should discuss any changes in your child's status with their coach but do not rely on the coach to make changes to your account. Most importantly, you want to contact the accounting office at swimteamaccounts@swimatlanta.com or 678-442-7946 prior to the month your child will not swim so that your account may be adjusted accordingly. In other words, if you choose to take December off, the accounting office must be informed prior to December 1st. If you do not notify the accounting office before the month begins, your account will be charged as though your child was training for that period. To clear up any billing problems, please contact the accounting office directly so that the problem does not persist on future bills.

9. If I have more than one child is there a discount?

Yes. For families that have more than one swimmer, there is a 10% discount for the second child, 15% discount for the third child, and a 20% discount for all other swimmers. The discount is taken from the child's tuition with equal or lesser value. Unfortunately, the family discount cannot be honored for the registration fee as the items covered with the registration fee are the same cost to us regardless of how many swimmers are in your family or when you register.

10. Is there a discount for paying the monthly dues in advance?

No. Families are charged monthly dues for the month we are currently in. In other words, September's payment covers September dues. So, you will pay each month September through May.

11. Does my tuition rate change if my child moves to a different group?

When your child is ready, coaches move swimmers to a different group. Those decision are made by the coaches. Monthly dues are based on the amount of practice time each month, so if a swimmer moves to a practice group that practices more, the tuition rate will increase.

Group changes from the coaches are made at the beginning of each month. It is the coach's responsibility to submit those changes to the accounting office. The new monthly rate will begin at the beginning of the month.



TEAM OUTFITTING

All swimmers who register each season receive team outfitting, which includes a swim suit, two shirts, and a swim cap. Whitney Neely handles ordering those items for you, distributing them, and exchanging items if needed.

If you have any questions regarding the size your swimmer should order, changing the sizes ordered, when and where to pick up your team outfitting, and how to exchange items for a different size, you will want to contact Whitney Neely directly at whitney@swimatlanta.com or 678-442-7946.

The SwimAtlanta suit is made of Durafast to withstand regular use. We ask that swimmers wear their team suit at swim meets, but if your swimmer does not attend meets, you can wear your suit as a practice suit.

In addition to the team suit, swimmers are also asked to wear a SwimAtlanta swim cap at all swim meets.

SWIM MEET ENTRY FEES/PAYMENTS (Amateur Swimming Foundation, Inc.)

Separate from your tuition (SwimAtlanta) account, you have a second account solely for swim meet entry fees and swim meet payments. Your swim meet account is called Amateur Swimming Foundation, Inc. and swim meet charges and payments are posted to this account, not your tuition account.

Payments for all swim meets are payable to Amateur Swimming Foundation, Inc. or ASF for short. Since you have two separate accounts, you will want to make sure you issue separate payments. Not doing so will cause incorrect crediting of one or both accounts.

Below are the most frequently asked questions we receive regarding swim meet payments and charges. If you have additional questions regarding swim meet payments, please contact swimteamaccounts@swimatlanta.com or 678-442-7946.

1. How do I enter a swim meet?

The coaches use TeamUnify (<http://www.teamunify.com/Home.jsp?team=gssa>) to enter swim meets. The coaches handle all swim meet entries, so you will want to contact them directly as the support staff and office staff are not educated in that process. The coaches will set up your TeamUnify account and inform you of how to enter a swim meet. Please direct any swim meet participation questions to your child's coach as they are happy to assist you.

2. Where are swim meet entry fees posted?

Swim meet entry fees are posted to TeamUnify and paid through the TeamUnify website. Each swimmer who competes in swim meets with SwimAtlanta has an Amateur Swimming Foundation, Inc. account. This account is automatically created for you, and you do not need to do anything in order to set it up. The account contains fees for any swim meet entered and payment issued to cover meet entry fees.

The swim meet entry fees posted to your account are received from Jeff Hike who manages TeamUnify. The accounting office receives a total amount to bill each family from Jeff, so if you believe your meet charges are incorrect, you will contact Jeff at jeff@swimatlanta.com or 770-232-7227.



3. How much does it cost to swim in a swim meet?

Swim meet entry fees are in addition to monthly dues.

The cost of a swim meet depends on the team that hosts the meet. Entry fees for one swimmer to an average meet can range between \$25 - \$50. When entering a swim meet, TeamUnify provides the cost per event as well as any surcharge fees. We advise figuring out what the total entry fee will be before entering the swim meet, and Jeff Hike who manages TeamUnify can confirm any swim meet entry fees for you.

For every swim meet, there is a \$5 SwimAtlanta surcharge and also \$.25 added to each event. Those fees are on top of any surcharge imposed by the meet host and entry fee per event.

For example, a swim meet will say:

\$10 Facility Fee

\$5 SwimAtlanta Surcharge

\$4.25 per event

* If your swimmer swam 4 events, the total entry fee will be \$36.25 (4 x \$4.25 + \$15).

4. When and how do I pay for swim meet entries?

You can pay for swim meet entry fees in two different ways:

(1) Add your credit card to your TeamUnify account and after the meet entry deadline has passed, the meet entry fees will automatically be charged to the credit card on file.

(2) If you prefer not to use a credit card, you will be informed of your meet entry fee balance and you can issue payment to Amateur Swimming Foundation, Inc. at your training location or mailing it to the address below:

Amateur Swimming Foundation, Inc.
4850 Sugarloaf Parkway, Suite #702
Lawrenceville, GA 30044

Whichever way you prefer is completely fine. Entry fees are submitted to the accounting office by Jeff Hike once the meet entry deadline has passed.

NOTE: Any swimmer who has an outstanding balance due on their account older than 30 days or more will not be allowed to compete in future meets until the account is made current.

5. What if I enter a swim meet and then cannot attend?

Unfortunately, once the meet entry deadline has passed, meet entry fees are non-refundable regardless of the reason for not being able to attend. SwimAtlanta pays for meet entry fees in advance of the meet and once the meet deadline has passed, payment is due no matter if your swimmer attends the meet or not. There are fixed costs associated with running a swim meet like facility rental, timing system, etc., so the meet host does not refund us if swimmers don't attend or don't swim a specific event.



6. Does SwimAtlanta offer any fundraisers to raise money for meet entry fees?

We do offer a voluntary fundraiser, which families can use to raise money to cover their swimmers meet entry fees. The Aqua-Thon fundraiser is held in October of each season, and information and details are emailed to all families in September/October.

Money raised goes to your Amateur Swimming Foundation, Inc. account after the deduction of the purchase of any merchandise. In other words, if a swimmer collects \$100 and the Aqua-Thon prize is \$45, \$65 will be applied to your Amateur Swimming Foundation, Inc. account to use for meet entries. If your swimmer stops swimming you are entitled to the refund of any funds left in your account at that time.

SWIM MEET SCHEDULES & ENTERING A SWIM MEET

Swim Meet Schedules

The coaches at each location create their meet schedules. Meet schedules are created twice a year. One schedule covers meets from September-March and the second schedule covers meets from April-July.

All meet schedules will include names of meets, dates of meet, time standards needed to attend the meet, and the location of the meet. Questions regarding meets that your swimmer is eligible to attend should be directed towards the coaching staff. Swim meets that have an "open" time standard mean that anyone can attend and no certain times are required for participation.

Please note that each location has their own meet schedule, so you will want to view your location's meet schedule. Those are the meets that coaches have planned and organized their training preparations around, and those are also the meets that coaches will attend to coach and support your child.

A swim meet can have a number of formats. Developmental meets are held at SwimAtlanta-Sugarloaf for beginner swimmers are held in one day and usually last 2-4hrs. Other meets might be on a Friday afternoon, Saturday morning or afternoon, and Sunday morning or afternoon. The format of the meet including when your swimmer will warm-up and when the meet starts will all be available to you before entering a swim meet. So, you will know exactly what you are committing to. You select the meets and events you swim, so if you wish to swim the entire weekend or just one day, either is fine.

Entering a Swim Meet

Any questions you might have about how to enter a swim meet, what meet to enter, and what events to enter should be directed to your swimmer's coach. The support staff and office staff are not educated in that area, so the coaching staff can assist you.

The coaches use TeamUnify to enter swim meets (<http://www.teamunify.com/Home.jsp?team=gssa>). TeamUnify allows you to not only sign up for meets, but also set up email/text reminders for meet entry deadlines, view your child's times after each meet, and a number of helpful features.

Details and directions on how to log into and use TeamUnify are provided by your location's coaching staff. If you do not receive information on how to use TeamUnify, please contact your swimmer's coach.



FREQUENTLY ASKED QUESTIONS

1. Is a special SwimAtlanta bathing suit required to join SwimAtlanta?

Upon registering with SwimAtlanta, swimmers receive a TYR Durafast team suit that can be worn during practice or at swim meets, if a swimmer elects to compete in meets.

For SwimAtlanta swim meets, a SwimAtlanta team suit and swim cap are required.

Swimmers can wear any suit they wish to at practice.

Five of our locations (Hamilton Mill, John's Creek, Midway, Roswell, and Sugarloaf) can provide you with all the items you might need including SwimAtlanta merchandise, swim apparel, and equipment.

2. Do I need to purchase equipment to use during practices?

SwimAtlanta is one of the few, if only, teams in the country that provides their swimmers with complimentary equipment at each of their facilities for swimmers to use during practice. We have kickboards, pull buoys, fins, paddles, etc. So, families are not required to purchase those items. If a swimmer does want his or her own equipment, our Swim Shops sell all those items and equipment bags to store them in.

Some coaches and some teams require snorkels. Those can be purchased in the Swim Shops.

3. How many practices must my child attend each week?

The answer for that is different for each team and each location. If you do have that question, it is suggested you inquire with your child's coach.

One thing that is consistent with all practice groups is that a child will never be penalized or thrown off the team for missing a practice. No certain number of practices are mandatory, and a child will not be punished for having schoolwork or participating in other activities. There is however, a direct correlation between good attendance and good performance.

4. If my child only wants to swim half the number of offered practices, can I get a special rate?

No. The program is not based on consumption as the coaches are present and facility open regardless of whether your swimmer attends or not. Therefore, if you attend either one or thirty practices in a month, the monthly cost is the same.

In April, there will be a week vacation for the coaches that aligns with Spring Break. Your normal monthly payment is due in April because the monthly payment for each practice group is based upon the total amount of practice time during the season. In addition, the total practice time for each team is added up for the entire season (all practices for August through July) and divided by monthly payments for your convenience. With that and in figuring the price for monthly dues, we take in consideration Christmas, New Year's, Spring Break, the beginning of the school year break, etc.



That said, we do offer the flexibility to take months off if needed. In that case, you must contact the accounting office prior to the 1st of the month that you choose not to swim and notify them of that change.

5. How will we be notified of meet schedules, practice schedules, practice changes, etc.?

Practice schedules, meet schedules, and other important announcements will be emailed to the email address you provide us when you register by the swim coaches at your location. Also, most of the information distributed to parents and swimmers can be found on our website – www.swimatlanta.com, clicking on “Locations”, and selecting your location. Schedules can be found on the left hand side of the page. If a schedule is not available there, you will want to contact your child’s coach to obtain that.

6. Are there breaks in the season when practices are not held?

Yes. The swim coaches take three weeks off from the end of July until the middle of August before our fall season officially begins. The coaches also take a week off for Spring Break in April. The accounting office, swim shop, and location offices do not close when the coaches go on vacation and are open year round.

Practices will not be held on holidays such as Memorial Day, July 4th, Labor Day, Christmas Day, and New Year’s Day. Any closings are communicated by the coaching staff via email from them.

If we must cancel practices or close our offices due to inclement weather, coaches will email families and post those closings on the website as soon as decisions are made.

7. Who do I ask if I have questions?

Our coaches and support staff are here to help. Any questions you might have should be directed to them rather than other parents. We want to make sure you receive the correct information and answer to your questions, so please use the directory on page 2 of this handbook to best help you get all the answers to your questions.

8. How can I help keep my swimmer safe at practice?

Since coaches are focused on coaching the group in the water, it is requested that you not drop young swimmers off too early to the pool. Not until the swimmers are in the water are the coaches watching them closely. Swimmers are able to walk in and out of the front doors with no supervision, so please make sure you keep an eye on your swimmer until they are with the coach and in the water.

The same is true when practice concludes. Swimmers are dismissed and are no longer in the coaches’ sites. So, please be sure you are present to supervise your child when practice concludes.

The parking lot at each location is designed a little differently, but at all locations, parents are encouraged to use the parking spots provided and not park in the road near the entrance. We know it is convenient and tempting for you to park in the road, so your swimmer can find your car easily. The danger of that is while you are parked in your car there, other swimmers are walking out to find their parents and have an obscured view of oncoming traffic. We want to keep all kids safe, so please do your very best and not park on the road and keep not just your swimmer, but every parent’s swimmer, safe.



9. What else does SwimAtlanta offer for you and your family?

SwimAtlanta offers year-round swim team at seven locations throughout the metro-Atlanta area. Along with swim team, we also offer swim lessons from ages 6 months to adults and a Swim Shop for all your swimming needs at five of our locations (Hamilton Mill, John's Creek, Midway, Roswell, and Sugarloaf).

Our Swim Lesson/Shop Managers do an incredible job offering swim lessons while the swim teams are practicing for your convenience and stock the Swim Shops with everything you could possibly want at competitive prices and great customer service.

If you have a child on the swim team, you will be offered 10% off swim lessons, so please mention that when you register for swim lessons.

The Swim Shops offer monthly sales on items in the shops and offer families the opportunity to order personalized and special items like swim caps, warm-ups, technical suits, etc.

Finally, as a parent that has a child on the swim team, we offer parents free lap swimming at the five locations we have that offer lap swim (Hamilton Mill, John's Creek, Midway, Roswell, and Sugarloaf). You will just want to contact that office of the location you are interested in to learn of the lap swim hours.