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### How do I register for swimming online?

1. Visit [the shop](#).
2. Decide how you'd like to register:
  - a. Year-Round – Featured on the home page or click **Annual Registration** from the menu.
  - b. Seasonal – Choose **Summer** (or Winter) **Registration** from the menu.
3. Select the practice level appropriate for your child
4. Choose your preferred practice slot from the drop-down menu (if applicable)
5. Add to cart!
6. Repeat as needed for additional children
  - a. Note: You can update quantities of the same item in your shopping cart. Simply change the quantity noted and click **Update Total**.
7. Add any apparel items if needed
8. Click **Checkout** to be taken to Paypal.

South Des Moines Swimming (SDMS) is a 501c3 non-profit swim club.

### How do I find the practice level I need?

Two ways, using the homepage featured items or by using the navigation menu in the side bar.

**Homepage:** SDMS posts the most commonly selected registration slots on the homepage of the shop to make them easy to find. You simply pick the item and you're taken to page to learn more and/or add it to your cart.

**Navigation menu:** You can also find your registration slots by using the navigation menu. You can do this one of two ways: registration type or skill level.

For Registration Type: Choose Annual Registration or Summer (or Winter) Registration to view all the available practice options. For example – selecting Summer Registration will show all the practice levels and their summer fees. Choose the one you need and checkout.

For Skill level: Simply select the skill level you're looking for – Novice, Intermediate, Advanced, Middle School or High School. View the available registration options – Year-round, Summer, etc., add to cart and checkout.

### How do I pick my practice time slot?

When you're on the item's screen, there is a drop-down located below the item description and right above **Add to Cart**. By clicking the drop-down menu, you'll see the available practice options. Select one and add it to your cart.

If you're registering for swimming on an annual basis, you'll see four options in the drop-down since you're picking BOTH the summer and winter practice slots at once.

### How do I change the quantity of items in my cart?

Choose your item. Add it to your cart. On the following confirmation screen, you'll see a place to update the quantity from **1** to another amount. Then click **Update Total**.

### I clicked **Checkout** and was directed to a new webpage. What happened?

You're being taken to PayPal to complete payment. The store bridges you over to PayPal and once you've paid you can come back to the SDMS Online Shop.

Note: Because of this bridging process, you can't send the checkout link to another person.

### Do I need a PayPal account to check out?

No. You can check out as a guest from the PayPal landing page. The option typically displays near the bottom the first PayPal screen you see.

### Are there refunds?

No. Because we have to cap the practice slots to prevent overcrowding, we cannot issue refunds. This includes both seasonal and annual payment options.

Please only pay the annual fee if you know your child will want to swim for both seasons.

### Where can I find practice days, times and season dates?

This information can be found in the item description. For example: Once you select **Novice Swimmer – Summer**, you're taken to a page that has all the details regarding this skill level for the summer season.

The Intermediate and Advanced item descriptions also include the applicable qualifying times to be eligible for that practice level.

### When are my practice slots reserved?

When you pay. We use the online store to help us cap practices at an appropriate amount. Don't forget to [submit the registration form](#) after payment. This form ensures we get the proper team t-shirt size and is the emergency contact form, as well.

### The online shop says a practice option is unable to be added to my cart. Why?

That practice option was very recently sold out or there may not be enough slots left to meet your required quantity. SDMS limits the number of swimmers in each practice to prevent overcrowding in the pool. Therefore, the online store doesn't allow for a practice slot to be oversold.

If your practice option is sold out, we encourage you to email [Coach Weber](#) so he can add you to the waitlist. Occasionally families need to exchange practice times, so it's helpful to know who should be asked first if a spot becomes available.

### The checkout button doesn't do anything. What's wrong?

SDMS uses a third-party vendor for our online shop. And while we really like it, there may be an occasional glitch.

If the checkout button in the center of the screen doesn't take you to PayPal, try using the one located on the right side of the page. It is above the navigation menu next to **View Cart**.

### What's included in my registration fee?

Your registration fees pays for your practice slot, club meet fees and team expenses like the staff, insurance, pool rental, equipment needs, and much more. You'll also receive a team t-shirt for your child at no additional cost.

### What does Novice, Intermediate, Advanced and Middle School Elite mean?

These are the skill levels by which practice is divided. Full descriptions can be found on the online store at [www.shop.southdmswimming.com](http://www.shop.southdmswimming.com) to help you know which practice level is appropriate for your child. Novice swimmers should be able to swim 25 yards (or one length) without stopping. The other skill levels have minimum time standards that must be reached before a swimmer is eligible for that practice level.

Note: Middle School Elite practices are by invitation only.

### Why aren't practices split by age?

For a few reasons. The biggest is that two swimmers of the same skill level (but different age groups) used to have to practice at different times. This meant parents were making extra trips to the pool. Practices are divided by ability first, and then within each practice, by age.

This style of practice organization also helps with staffing and other administrative items.

### What's the different between Advanced and Middle School Elite?

The Middle School Elite group is for top-tier swimmers who are in middle school. This invitation-only practice group allows these swimmers to continue to improve with a more strenuous practice schedule (5 days/week early September to late February and early June to late July. Plus, they swim 4 days/week during May's camp).

Because of the extra practices, SDMS doesn't have elementary school children participate. This policy helps prevent burn-out, both mental and physical.

Additionally, not all Middle School Advanced swimmers are part of this group. With the classes of middle school swimmers continuing to grow, there simply isn't room for every MS advanced swimmer to participate in the MS Elite practices.

### The practices slots for different skill levels overlap. Why?

By having the practices overlap for Novice/Intermediate (and Advanced/MS Elite in the summer), we can keep more options available. While we could have just one practice for each level, it means we'd have to reduce the practice selection.

Plus this way, families with a Novice and Intermediate swimmer don't have to come to the pool twice, for two separate practices!

Note: We still divide by ability within a practice time slot first, then by age.

### How are the time standards decided? How often do they change?

Each season the time standards for Intermediate and Advanced practices are reviewed. A median time for each age-group and sex is determined and the qualifying times are framed around that median.

The times don't change frequently, usually every few seasons by a marginal amount.

Note: Freestyle times are used simply because it is the most universal stroke

### What is the High School Swimmer | Off-Season fee?

Lincoln High School swimmers can train with SDMS during their respective off-season. This item is the easy way to pay for all off-season training, including summer swim team. Once per year, parents the fee. Because SDMS club staff has to supervise the off-season workouts, this fee covers those expenses.

### What is the **USA Athlete Membership**?

Advanced swimmers can participate in USA swim meets. But to do so, the athlete needs to be a member of USA Swimming. SDMS is happy to facilitate that process by offering one place to pay for memberships and practice fees.

Simply add this USA membership to your cart, along with any other items and checkout as normal. Coach Weber will forward your payment to USA Swimming.

Don't forget to send the USA Swimming Membership form to Coach Weber. The link to the form is in the item description.

Note: This item usually displays only in the Fall due to USA Swimming memberships renewal process.

### Can I register in person?

No. Currently the only way to register is online at [www.shop.southdmswimming.com](http://www.shop.southdmswimming.com).

### Can I buy apparel online?

Yes! SDMS warm-ups, swim caps, team suits, fan t-shirts and extra team t-shirts are available for purchase online. While you can also buy most of these at the Open House, by ordering online you'll be one of the first to receive your apparel item. This is especially true for team suits. Elsmore Swim Shop will have all pre-ordered suits ready for pick-up at the Open House.

Note: Some apparel items have an ordering window. SDMS collects all orders over a few weeks and places the bulk order on everyone's behalf. This is true for items like sweatshirts and team warm-ups.