



## ONLINE STORE FREQUENTLY ASKED QUESTIONS

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### How do I register for swimming online?

In just a few easy online steps:

1. Visit [the shop](#).
2. Decide how you'd like to register:
  - a. Seasonal (like prior years). If so – choose Summer Registration from the right-hand menu.
  - b. NEW! "Year-round" or "Summer & Winter" options. If so – choose Annual Registration from the right-hand menu.
3. Select the registration fee (one per child) based on skill level.

4. Click **Update Total**.
5. Click **Checkout** to be taken to PayPal.
6. Complete payment as a guest or log in to use your PayPal account.
7. After paying, complete [the registration form](#). Be sure to include your order number so we can match up payment to your child(ren).

## 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 or we won't know that your child has paid.

## What's included in my registration fee?

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

## What does Novice, Intermediate, Advanced and USA Elite mean?

These are the skill levels which practice will be divided by going forward. Full descriptions can be found on the online store at [www.southdmswimming.bigcartel.com](http://www.southdmswimming.bigcartel.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.

## Why aren't practices split by age-groups now?

Due to pool space and time, we need to divide our practices. In the past, two swimmers of the same skill level (but different ages) had to practice at different times. This caused parents to make extra trips to the pool. Now practice slots will be divided by skill level and then lanes will be assigned by age-groups within a practice.

## How do I find the registration I need?

Two ways, by registration type or by skill level.

**Registration type:** Simply choose Annual Registration or Summer Registration to view all the practice options available for that registration type. For example – selecting Summer Registration will show all the practice levels and their summer fees. Choose the one you need and checkout.

**Skill level:** Simply select the skill level you're looking for – Novice, Intermediate, Advanced, USA Elite. View the available registration options – Summer & Winter, Summer, etc., add to cart and checkout.

## How do I pick my practice slot?

When you are on your item's screen, you'll see a drop down menu right above the "Add to Cart" button. By clicking on it, you'll see the available practice options. Select one and add to cart.

If you're in the Summer & Winter or Year-round registration, you'll notice you have four practice options. That is because you'll be picking your summer and winter time slots at once.

## I don't see the practice days and times. Where is that information?

It is in the item description. For example: Once you select "Novice Swimmer – Summer" (or any other item), you're taken to a page with information about that item. There you'll see specific practice information. You'll also see any applicable qualifying times so you can confirm you're registering for the right practice.

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

Choose your item. Add to cart. On the screen displayed immediately after clicking "Add to Cart", you'll see a place to update the quantity from "1" to another amount. Then click "Update Total". This will work very well if you have multiple swimmers all at the same skill level. Add to cart once, update the quantity and check out!

## I clicked Checkout and then I went to a new webpage. What's going on?

You are being taken to PayPal to complete payment. The store seamless bridges you over to PayPal and once you've paid, you can come back to the store. This eliminates needing to log in on our store to register. Once you've reached the PayPal screen, your items are safe for 10 minutes before being restocked on the store. Note: Because of this bridging process, you can't send the checkout link to someone else. The bridge would be broken and the items "lost" in cyberspace for 10 minutes.

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

No. You can check out as a guest. Look for the option on the first PayPal screen you see. It should be located near the bottom of the page.

## 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 full yearly price if you know your child will want to swim in the summer and winter seasons.

## What's the difference between "Summer & Winter" and "Year-round"?

Summer & Winter payment allows parents to pay for the summer season and the winter season at one time.

Year-round payment includes both of those seasons and the spring and fall camps (which are four weeks each). Paying with either of these options saves you over 5% off the individual season prices. You also get your choice of practice slots because these registrations open before the pay-per-season options.

### **Why is the “Year-round” option only available for Advanced and USA Elite?**

The year-round payment option includes two camps. These camps are only available for Advanced and USA Elite swimmers, so that is why year-round registration is limited to those two skill levels.

### **What’s the difference between Advanced and USA Elite?**

For qualifying times, nothing. USA Elite are simply the kids planning to participate in USA meets. Selecting this option helps us plan for the size of our USA team. This can include details like staff, travel arrangements and more. Of course, there may be a time in the future, when there will be other differences as well.

### **What is the “High School Swimmer – Off-season” registration?**

High school athletes will now have an easy way to pay for their off-season workouts. Once per year, parents of a high school swimmer can register their child for the upcoming summer club season and all their off-season work-outs during the year. We have to pay our club staff to supervise High School off-season work outs and this fee covers that expense.

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

Each season, the times are reviewed. A median time for each age-group and sex is determined and the qualifying times are framed around that middle standard. Freestyle events are used simply because it is the most universal stroke.

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

That practice option has been sold out or there may not be enough in stock to meet your quantity. SDMS limits the number of swimmers in each practice to prevent overcrowding in the pool. Therefore, the online store does not allow for a practice time to be oversold. If your practice option is sold out, we encourage you to email [Coach Weber](mailto:CoachWeber), so he can add you to the waitlist. Sometimes people need to exchange practice times so it’s helpful to let us know who we should ask first if a spot opens up.

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

We are using a third-party service to act as our cart. While we really like it, that doesn’t mean there won’t be an occasional glitch. If the checkout button in the center of the screen doesn’t take you anywhere. Try using the one located on the right-hand side of the page. It will be above the navigation menu next to “View Cart”.

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

Members of the USA Elite team need to be members with USA Swimming. We're happy to help facilitate that process by offering a one stop shop for payment. Simply add the membership to your cart, along with your registration fees and checkout. Don't forget to email the USA form (link in item description) to Coach Weber.

## **The practice slots overlap. Do different skill levels practice together?**

Yes. While we could dedicate a practice slot to each skill level, doing so would dramatically reduce our flexibility in the practices we offer. By having Novice/Intermediate practices and Advanced/USA Elite practices, parents can select from a couple of practice times. Plus, parents with multiple children at moderately different skill levels won't have to come to practice twice!

## **Can I register in person somewhere?**

No. Currently, the only way to register and pay is online.

## **Can I buy apparel online?**

Yes – the team t-shirts, caps and team suits will be available for purchase online. While you can buy these at the Open House or at practice later on, placing your order online ensures you'll be one of the first to receive your apparel item. This is especially true for suits. Action Accents will have all pre-ordered suits ready and waiting for pick-up the Open House so you won't have worry about sell-outs and needing to get yours later.