



VICTORY AQUATICS Suspension / Cancellation Policy

ATTENDANCE AGREEMENT

Attendance at training is vital to the growth and success of the competitive swimmer. Your training fees are commensurate with the training schedule according to the swimmer's level. **Attendance at training and swim meets is a requirement for moving up.**

Account Cancellation Policy

Notification (in writing) must be given to the Team Admin of your intent to leave the team. Billing will stop beginning with the month following notice. Your account will be billed for training fees already incurred, outstanding FUND RAISING and SERVICE HR obligation balance, swim meet entries already submitted, and any other charges to your account. Your account will be cancelled. Return to the team will necessitate another registration. No refunds or partial credit are given. Your spot on the team will not be reserved.

Suspension/Leave of Absence Policy

Leave of Absence is defined as suspending an account for a period of time. This policy addresses what happens with the training fees, obligations, and practice group position on the team.

Notification in writing on the Leave of Absence (Suspension) form must be given to the Team Admin of your intent to take a leave of absence.

Account suspensions will NOT be given for cold weather or vacations or 'time off'.

- ❖ Due to constraints of pool space, school late start, and contractual obligations with the country club, we have limitations on the number of swimmers we can effectively train and have established group limits and wait-lists.
- ❖ Swimmers may only be suspended for (1) injury or extended illness verified by a note from the doctor or (2) swimmers participating on a high school swim team. Their spot on the team will be held. Suspensions requested for any other reason will lose their spot in the group and, if the group is full, the swimmer will be put on a wait list upon return. You may reserve your spot in the group by paying one half the training fees. **Return for other than medical reason or high school swim will incur a registration fee.**
- ❖ Admin may grant a limited suspension if there are extenuating circumstances.
- ❖ **During suspension, for any reason, your FUND RAISING and SERVICE HR obligations will continue to be owed.**
- ❖ Suspension voids all grandfathered special billing arrangements.
- ❖ You must notify the Team Admin upon your return. **After the three (3) months period if the swimmer does not return your account will be cancelled** and the cancellation policies will be in effect. Only one leave of absence will be granted during any 12 month period.
- ❖ For those swimmers under a doctor's care: At no time will a swimmer be allowed in the water against the doctor's advice.

Withdrawal Policy

Withdrawal is defined as leaving the team and cancelling the account. This policy addresses what happens with the training fees, obligations, and practice group position on the team.

Accounts must notify admin immediately of their intent to withdraw from the team. Admin will invoice the account for the outstanding service hour obligations and fundraising obligations.



VICTORY AQUATICS

Suspension / Cancellation Policy

The account is responsible for all outstanding training fees (training fees are automatically invoiced on the 1st of the month. Once invoiced, the training fees are owed. There is no refunds and no prorating.

If a cancelled account chooses to return they will be handled as a NEW swimmer, pay the registration fee and try-out for the practice group. They may be placed on a waiting list.

Swimmer Stops Coming

If a swimmer stops coming without prior notification the above Cancellation policy is in effect and the account will be billed through, and including, the month the discovery was made. This will include all late fees assessed. Our coaches are responsible for training the committed swimmers and, even though our coaches record swimmers in attendance, they are not responsible for noticing your swimmer has 'dropped out'.