

Hoosier Hills Swim Club, Inc

Communication Policy

The club **communicates primarily through sportsYou and email**, as these are the quickest and fastest way to get to the large number of members at one time. We are careful not to overload your inbox, but we do ask that you check both of these regularly for communication from the Club.

sportsYou - sportsYou is a free app. We ask that everyone download this app and join our team. The access code to join is **U7ZUZNZ**. This is the best way for us to send out last-minute notifications related to changes in practice times, or swim meet information.

Email - during registration you will be asked to provide a good email address where you will receive communication from us. During the season, we will communicate practice schedules, meet registration deadlines, swim meet information, and other information pertinent to the Club and members.

Inclement Weather Policy:

- We will follow the Madison Consolidated Schools policy on inclement weather. If the school activities are canceled, H2O activities will be canceled. We will also communicate any cancellations through sportsYou.
- While we do our best to notify you ASAP. We do ask you to use your personal judgment on safety and tune into local media outlets to stay informed.
- As weather is a universal, uncontrollable event, no billing adjustments will be made for missed practice times.

Pool Availability Policy:

- The pool availability to the Hoosier Hills Swim Club is managed by the Madison Consolidated School system. This includes pool maintenance, both scheduled and unscheduled.
- We utilize the MCS pool facility as a non-profit, non-school-sponsored, extracurricular activity open to the community.
- High School and Jr. High swim team practices and meets take precedence. Any dates that conflict with our practice times, making the pool unavailable to us, will be communicated ahead of time as often as possible.
- While we make every effort to be as fair as possible, we will not be making billing adjustments for those nights where practice is not held. In extenuating circumstances for any particular group, we hold the right to make another practice time available for those swimmers, when it is compatible with pool availability and coaching schedules.

Board Member/Coach Interaction:

- There is a coach available at the pool each evening. Board members can be available upon request. We would love to meet you and are available to answer any questions or concerns you may have.