

NORTH SHORE SWIM CLUB

POLICIES AND PROCEDURES

PHILOSOPHY/ MISSION: North Shore Swim Club (NSSC Kraken) strives to create a pathway to excellence for athletes, ensuring success in life and in swimming while maintaining a safe, healthy, and positive environment for all.

USA SWIMMING: North Shore Swim Club is a year-round United States Swimming Program. USA Swimming is the governing body for competitive swimming in the United States, and is responsible for the development of information, and establishment of rules for competition. All coaches, and swimmers are required to be USA Swimming registered. All parents are highly encouraged to be USA Swimming registered. As an umbrella organization, USA Swimming oversees the operation of each individual LSC (Local Swimming Committee). NSSC belongs to the "New England LSC". The New England LSC covers Massachusetts, Rhode Island, New Hampshire, Vermont, and southern Maine.

NSSC PROFESSIONAL STAFF: The North Shore Swim Club staff consists of professionally trained coaches. NSSC's USA Swimming Certified coaches possess training and experience in the physiology and psychology of adolescent development through USA Swimming. Our coaching staff provides the assurances that the time your children spend in swimming will be quality time.

NSSC Programs: NSSC believes in its stated practice requirements. Our goal is to have them performing at their highest level, while still loving the great sport of swimming. Our program breakdowns can be found on our website titled "Program Descriptions".

Working with the Coach: You and the coach will work together to have the best interests of your child and the program at heart. Communication is vital to ensure a positive experience in the program. The coaches are the only ones that can give you a complete and accurate answer. Coaches are available to speak only before and after all practices. Never during practice.

Registration Information/ Financial Obligations:

Forms: It is the responsibility of the parent or guardian of each child to process and understand all appropriate registration forms. Children will not be allowed to practice, or attend meets without all forms and USA Swimming Registrations being accurate and complete.

Club Tuition: All club tuition fees are non-refundable for all programs offered. The club tuition is set on a yearly and seasonal basis and is broken down by training groups. The club tuition is found on the price guide on the website. The club tuition will only be pro-rated for swimmers joining NSSC after the start of the appropriate season, or for current swimmers who

are promoted to a new training level. There will not be a prorated fee for swimmers who interrupt their training during the season. This includes other commitments, common sickness, or sports etc. Once you register, nothing entitles you to terminate this agreement without paying the total fees due or to expect a refund of any kind. If you decide to cancel your membership midseason, any tuition balance owed will be charged to your credit card immediately.

Paid in Full Year Tuition: Full Year programs consist of the Fall, Winter, Spring and Summer seasons. Dates are September 8, 2025 - August 1, 2026. All Full year program members registration will renew automatically for the next calendar year. Family accounts will be billed in June 2026, and credit cards will be charged July 1, 2026, for the upcoming September 2026 program, unless parents withdraw from the program, **in writing**, before June 30, 2026. Space in this program is limited. By registering, you are committing to your placement for the full year. **There will be NO refunds or credit transfers regarding tuition registration.** Once registered, nothing entitles you to terminate this agreement without paying the total fees due or to expect a refund of any kind. By signing this manual, you acknowledge that you will be automatically registered for the next year's registration tuition on July 1, 2026.

Seasonal Payment in Full: Seasonal Payment in Full for the Fall 2025, Winter 25/26, Spring and Summer '26 and Fall '26 programs are non-refundable. Space in this program is limited. By registering, you are committing to your placement for the entire season (Fall, Winter, Spring and Summer). All Seasonal members agree to follow the following tuition schedule:

- Winter Payment cancellation deadline: November 30, 2025. Winter Tuition automatically charged on December 1, 2025.
- Spring Payment cancellation deadline: February 28, 2026. Spring Tuition automatically charged on March 1, 2026.
- Summer Payment cancellation deadline: May 31, 2026. Summer Tuition automatically charged on June 1, 2026.
- Fall 2026 Payment cancellation deadline: June 30, 2026. Fall Tuition automatically charged on July 1, 2026.

Once registered, nothing entitles you to terminate this agreement without paying the total fee due or to expect a refund of any kind. By signing this manual, you acknowledge that you will be automatically registered for the next season based on the payment schedule.

Upgrade from Seasonal Tuition to Full Year Tuition: All families will have the option to upgrade from seasonal tuition to full year tuition by November 30, 2025. A prorated fee will be added to your NSSC account and must be paid in full by December 1, 2025.

Preteam Group Tuition: Our preteam group members will be charged \$220 each month. This fee will be automatically charged to accounts on the first of the month. If you do not wish to continue with our program, please notify us of your cancellation **in writing** prior to the first of the month. Once registered for the month, nothing entitles you to terminate this agreement

without paying the total fee due or to expect a refund of any kind. By signing this manual, you acknowledge that you will be automatically registered for the next season based on the payment schedule.

Cancellation of Membership: If you choose to cancel your membership with NSSC, you must do so before the posted deadlines, in writing to the Program Administrator via email. Once payment is processed, you will be responsible for that season or monthly payment in FULL.

Clothing/Meet fee's/Miscellaneous charges: All charges will be posted to your NSSC accounts. ACH payment is preferred as a credit card processing fee will be automatically processed to payments.

Mandatory Clothing Information: Green, Blue and White groups.

Women's fee - \$99

Men's fee - \$99

Items include: One White TShirt, One Blue TShirt, One Suit, One Silicone cap.

Mandatory Clothing: 2025-26 White, Blue and Green members will be issued mandatory clothing at the beginning of September, or when you first join the program. The clothing fee will be adjusted each year based on current cost and charged to your financial account for September 1 billing or when you first join the program. Children who misplace an item and need to replace it will be issued that item at practice or at a swim meet. The cost will be charged to your NSSC financial account. During specific championship level swim meets, NSSC will have a championship shirt or travel item that will be mandatory for all participants attending that event. The cost will be charged to your NSSC financial account.

Training Equipment: Children wearing bathing caps are required to wear NSSC logo caps ONLY, at all practices and swim meets. Swimmers should have their required equipment with them at every practice. NSSC is not responsible for any lost or stolen items. The requirements for each program level are as follows:

White: fins, cap.

Blue: fins, cap & training snorkel.

Green: fins, cap, training snorkel, parachutes.

All equipment is available through NSSC and can be ordered by filling out the additional clothing form via Jotform.

Optional Orders: NSSC will have seasonal orders for specific items. These items are optional but encouraged for team identity. Order forms will be emailed and items will have a deadline date for ordering and are fees non-refundable.

Championship Orders: Order forms will be emailed, and items will have a deadline date for ordering and are fees non-refundable.

Forms of Payment:

Tuition: NSSC expects all tuition payments to be in the form of a check or ACH payment prior to the new season. NSSC accepts cash, checks, Venmo, ACH bank information and credit cards (Visa, Mastercard and Discover). Credit card processing fee of 3% are automatically processed to tuition payments.

FAMILY ACCOUNTS:

Family Account: ACH or Credit Card payment must be on family accounts for all swim meet and clothing charges. Your Family account will be billed for all charges. Active members always have access to their account. Your ACH or credit card will be charged for all billing balances and team session dues. Relays will be divided by the four participants at Championship caliber meets. If an athlete misses a relay or does not attend a relay, they will be billed the entire cost of the relay. If you have any questions regarding your financial statement, please contact the Program Administrator.

Account Review/ Finalization: Charges for meet entry fees, tuition fees and clothing fees are final and non- refundable. No changes to accounts will be revisited after 60 days from the original posting date. Family accounts are closed 60 days after terminating participation with NSSC. Termination includes but is not limited to written notice of cancellation, insufficient funds, termination of participation by coaching staff, or forfeiture of program availability due to lack of participation. Any remaining credits in family accounts not claimed in writing after 60 days will be forfeited and will revert to North Shore Swim Club. Positive credit balances have no cash value and cannot be redeemed for cash and cannot be transferred to other NSSC families. *If the program closes due to a Force majeure - Any tuition credits will be valid for one year from date issued to be used for tuition only. If you choose to discontinue practices or meets due to health concerns, we will understand, however there will be no refunds, if the program continues to remain open.*

ADDITIONAL FEES:

Late Fee: If fees are not current, children will not be allowed to practice or be entered in meets. Other payment plans can be worked out but must be to the satisfaction of the club management.

Any payment that is overdue, denied when processed or returned will result in a \$30.00 late fee charged to your family account. It is the responsibility of the parent to make sure their credit card is current and up to date on file. Late fee's automatically process to past due accounts on the 8th of the month.

Facility Surcharge: due to facility fee's outpacing event fee's, teams must add a facility fee to swim meets to cover pool cost. These are a once per meet fee, averaging between \$10.00 - \$30.00 per meet.

Event Surcharge: For each swim meet event in which a swimmer is entered, a \$2.50 per event surcharge is added to the cost of the event and will appear on your financial statement. The purpose of this surcharge is to help in paying a portion of the club's expenses for that meet.

Practice Meet Service Charge: NSSC will charge each swimmer \$25 to each swimmer participating in our practice meets. Once charged, you are responsible for the meet fees.

Non-Hosted Swim Meet Service Charges: For any swim meet not hosted by NSSC, including all championship meets, an additional \$50 charge will be added. This fee helps to cover, coaches' salary and travel expenses.

Non-Declaration Service Charges: Coaches and parents must work together to build a swim meet schedule for their swimmer. Parents are expected review the schedule of meets offered then accept or decline all meet invitations. Remember, your child is expected to attend one swim meet session per month. Deadlines to declare for the season's swim meets are:

Fall: September 25, 2025

Winter: December 29, 2025

Spring: March 30, 2026

Summer: Returning Members: June 26, 2026

If you do not accept or decline your invitation, coaches will decide if your child should be entered. You will then be responsible for all meet fees. If a swimmer is set as Undeclared for any meet, a \$5 No Response Fee will be billed to your NSSC account.

Non- Participation Charge: NSSC is a competitive program. Swimmers are expected to attend swim meets. Families who choose not to swim in one swim meet session per month per season will be charged a \$100.00 non-participation fee. The minimum standard for swim meet participation is one swim meet session per month, per child. Continued non-participation can result in removal from the program.

USA Swim Meet Volunteer Non-Compliance: All parents are expected to help with hosted swim meet operations or scheduled work assignments at travel meets when their child is participating. A fine of 200.00 per swim meet will be placed to your account for a non-worked session or incomplete session of work. If you have a conflict during your child's session, you

are responsible to be proactive. Please contact the Parent Work Assigner Amy Murphy, one week in advance to arrange to make up your session responsibility, help prior to or after the swim meet.

Reactivation Fee: If accepted back into the program after closing your account, you will have a 30.00 reactivation processing fee.

Legal Fees: Occasionally, NSSC must participate in legal proceedings with members and families. If this occurs for ANY REASON, the member family will be responsible for any, and all fees (legal, accounting, travel, out of pocket reimbursements) pertaining to that occurrence, incurred by North Shore Swim Club.

Insurance: It is required of all NSSC members to have a current USA Swimming membership. The membership not only supports swimming throughout the country, but it also provides accident and medical insurance for each swimmer. Each swimmer is covered at any organized practice of NSSC and every competition sanctioned by USA swimming.

NEW 2026 USA SWIMMING REGISTRATION: Families must register their own children with USA Swimming through usaswimming.org

USA SWIM MEETS:

NSSC competes in regularly scheduled USA meets sanctioned by United States Swimming during the Short Course and Long Course season. Swimmers are expected to compete, when ready. Competition is a barometer of improvement. NSSC offers all levels of swim meets throughout the season. Please review with your coach which meets are appropriate for your child, and declare by September 25th, December 29th, March 30th and June 26th for returning members. Therefore, attendance is expected. Swimmers will be entered into all meets, unless you

OPT OUT by the deadline date provided on the club meet page on the website. When OPTING OUT, please remember that all swimmers are expected to compete in at least 1 swim meet session per month. NSSC is a competitive swim club.

USA Meet Entry Procedure

- Review Team Events page on website.
- After clicking on a meet, click on Edit Commitment
- Accept or decline by seasonal deadline date.
- Changes can be made to NSSC hosted meets up to six weeks prior to swim meet date. Accounts will be charged two weeks prior to the first day of the meet.
- Parents will be responsible for picking which day their child attends.
- Parents are responsible for all entry costs, regardless of participation or child's health.
- Once the seasonal deadline date has passed, the entry will be finalized by coaches. Coaches will review and finalize accepted swimmers supplied by parents and will enter non

committed athletes into appropriate events for each meet. Families will be responsible for all meet fees.

- Coaches pick all events for children. Coaches will not add a day to a child's meet events. However, they may add a distance event that is during a prior or following the scheduled session. In this case, swimmers will be expected to attend the added event(s), and parents will be responsible for the swim meets fees.
- Parents are required to participate for their volunteer work assignment.
- Swimmers who are deemed by the coaching staff as "not ready" for competition due to lack of attendance or mental approach, will not be entered or will be scratched at their expense. This applies before and after deadline dates.

Relays: Each relay will be divided by the four participants. If an athlete misses a relay or does not attend a relay, they will be billed the entire cost of the relay.

Communication: North Shore Swim Club utilizes the internet to conduct team communication. The team web site is <http://www.northshoreswimclub.com> and is the main source of information between the coaching staff, parents and swimmers. Practice schedules, swim meet information and important notices are posted on the web sites main page and calendars. Make sure you and your swimmer(s) check the web site daily for new information. It is the parent's responsibility to know current information. Coaches e-mail addresses are available on the web site. Please add notifications+nesnssc@teamunify.com to your address book for all emails.

E-Mail Information/Facebook/ Instagram/SMS: The email you provided on your club registration will be used as your primary contact. The cell phone you provided will be used for text and emergencies only. Please be sure to verify your email addresses and phone numbers. Please provide contact information that you will be informed with quickly. Parents are responsible to keep these contacts accurate. The club has an e-mail group that exists to enhance group communication. We utilize a Facebook, and Instagram page under North Shore Swim Club for highlights and general information. NSSC adheres to all USA Swimming and Safe Sport Electronic policies.

Phone Information: Professional staff phone numbers are located on the website. Please respect coach's personal time. No phone calls during practice, before 8:00 AM or after 8:00 PM.

Parents Meetings: When scheduled, you are required to attend a mandatory parent meeting via Zoom. Parent meetings will be posted on the website and on the Daily Calendar.

Coach, Parent Code of Conduct:

NSSC adheres to USA Swimming's SAFE SPORT Code of Conduct and the Center for SAFE SPORTS Minor Athlete Abuse Prevention (MAAP) policies. Upon acceptance to North Shore Swim Club, all members will be expected to conduct themselves appropriately. When conduct is in doubt by anyone associated with NSSC, it will be the discretion of the coaching staff,

based on USA SWIMMING SAFE SPORT/ MAAP protocols, to administer appropriate disciplinary action including dismissal from the program. The Parent code of conduct form must be completed and submitted to club administration prior to acceptance into the program. They are found on the website. Actions not covered by the code of conduct or that of the USA SWIMMING code of conduct but are deemed detrimental to members of the program or NSSC in general, will be dealt with by the Program Director.

Training Schedule: The Master Calendar and Practice schedules are provided in advance online at: <http://www.northshoreswimclub.com>. The POOL SCHEDULE indicates pool location and overall scheduled practices. The MASTER CALENDAR indicates cancellations, changes, special events or specific events. Holiday/vacation schedules will be emailed and posted on the Master calendar. NSSC follows the school calendar at Medford High School and St. John's Prep. If there is no school, we do not have practice at that location.

Training Facilities: Our ability to run successful swimming programs is 100% reliant on good relations with our facilities. We are guests at all facilities. It is the parent's responsibility to understand and follow facility rules and regulations.

Pool Closures: Check the Master Calendar/practice schedule for days, times and training groups at each NSSC facility location. NSSC provides multiple practices per day. However, on occasion, pools and practices are temporarily cancelled, changed or closed, due to powers out of NSSC's control. When this occurs, you may need to travel to another location during this time. NSSC does not give refunds or credits when pools are unavailable, due to safety, facility, or water quality issues. Periodic inconveniences are part of life, and we would expect swimmers to make their training commitments by attending another practice location. **If the program closes at any location due to Force Majeure, lasting more than 1 month - Any tuition credits will be valid for one year from date issued to be used for tuition only.**

Illness and Injury: The facility coach should be informed of an illness or injury. Please notify in person, e-mail or phone, to make the coaching staff aware of the situation. There will be no reimbursement for missed practice due to an illness or injury.

FUNDRAISING: North Shore Swim Club believes our athletes should be involved in giving back to the program. We rely on fundraising and corporate sponsorships to be able to continue to offer the high-quality competitive swim program that it has provided to its members for over 30 years. NSSC never turns anyone away due to their financial situation. With the rising cost of all expenses, we seek your help in securing the financial foundation needed to support our members. Any NSSC swimmer that is registered during any of the 2025-26 seasons or Full Year will be REQUIRED to raise: White: \$100.00 annually. Blue: \$150.00 annually. Green: \$200.00 annually.

Annual Swim-A-Thon Information:

All swimmers registered for any season during the 2025-2026 year must raise funds and participate.

Fundraising Dates: March 2, through April 17, 2026

SwimATHon Dates: April 13-17, 2026

If Funds Are Not Raised:

Seasonal and Full Year members will have their accounts charged after the Swim A Thon if they do not participate, up to the required amount to be raised. This charge will remain on your account until paid via credit card or check.

I acknowledge that all white, blue and green members that swim during any season through the 2025-2026 season is required to participate in the annual Swim-A-Thon

Professional Services: NSSC works closely with many professional services in the area. This includes Physical Therapist, Trainers, Orthopedics, Nutritionist and Psychologists. We have relationships and will recommend these services, as needed. However, we are not responsible for services or liabilities. Final decisions to utilize these services are a parent's decision and are in no way linked to North Shore Swim Club. If your swimmer is interested in working with other professional services, they must first collaborate with their coaches to help design a program for the best possible outcome for their swimming career.

In Closing: Although comprehensive in the outlining of the North Shore Swim Club, not all policies or procedures might be covered. When a new situation occurs, NSSC administration will make every decision in the best interest of the child's safety, security, and wellbeing in the program. The coaching staff encourages all parents to be part of this wonderful organization and help us, help the children!

PARENTS/ GUARDIANS: It is your ultimate responsibility to understand and respect the policies and procedures of NSSC. By doing so, you will help to ensure your child has a positive, productive experience in the program. In signing this document, you agree to comprehend, adhere to, and uphold all NSSC policies, procedures, rules and regulations.

Parent/ Guardian Signature: _____ Date: _____

North Shore Swim Club

PARENT CODE OF CONDUCT

The purpose of a Code of Conduct is to establish consistent expectations for behavior by parents. As a parent/guardian, I understand the important growth and developmental support that my child's participation fosters. I also understand that it is essential to provide the coaching staff with respect and the authority to coach. I agree with the following statements:

- ☐ I will set the right example for our children by demonstrating sportsmanship and always showing respect and common courtesy to the team members, coaches, competitors, officials, parents, and all facilities.
- ☐ I will get involved by volunteering, cheering at meets, and talking with my child and their coach about their progress.
- ☐ I will refrain from coaching my child from the stands during practices or meets and approaching them poolside.
- ☐ I understand that criticizing, name-calling, use of abusive language or gestures directed toward coaches, officials, volunteers, and/or any participating swimmers will not be tolerated.
- ☐ I will respect the integrity of the officials.
- ☐ I will respect the program and staff and will refrain from posting negative or disrespectful comments about the coaches, staff, or team on any social media.
- ☐ I will direct my concerns first to my swimmer's coach; then, if not satisfied, to Head Coaches.

I understand the above expectations and that my failure to adhere to them may result in disciplinary action and/or termination of club membership.

Parent Signature

Date

Parent Name (printed)

North Shore Swim Club Team Travel Policy

Athletes are most vulnerable to misconduct during travel, particularly overnight stays. This includes a high risk of athlete-to-athlete misconduct. During travel, athletes are often away from their families and support networks, and the setting – new changing areas, locker rooms, workout facilities, automobiles and hotel rooms – is less structured and less familiar.

Definition:

Team Travel is defined as overnight travel to a swim meet or other team activity that is planned and supervised by the club or LSC. USA Swimming Required Policies

- a) Club travel policies must be signed and agreed to by all athletes, parents, coaches, and other adults traveling with the club. (305.5.D)
- b) Team managers and chaperones must be members of USA Swimming and have successfully passed a USA Swimming-administered criminal background check. (305.5.B)
- c) Regardless of gender, a coach shall not share a hotel room or other sleeping arrangement with an athlete (unless the coach is the parent, guardian, sibling, or spouse of that athlete). (305.5.A)
- d) When only one athlete and one coach travel to a competition, the athlete must have his/her parents' (or legal guardian's) in attendance for the duration of the trip. (305.5C)

North Shore Swim Club Policies:

- a) Athletes shall not ride alone in a coach's vehicle at any time.
- b) To ensure the propriety of the athletes and to protect the staff, there will be no male athletes in female athlete's rooms and no female athletes in male athlete's rooms (unless the other athlete is a sibling or spouse of that athlete).
- c) Curfews shall be established by the team or LSC staff each day of the trip.
- d) Team members and staff traveling with the team will attend all team functions including meetings, practices, meals, meet sessions, etc. unless otherwise excused or instructed by the head coach or his/her designee.
- e) The directions & decisions of coaches/chaperones are final.
- f) Swimmers are expected to remain with the team always during the trip. Swimmers are not to leave the competition venue, the hotel, a restaurant, or any other place at which the team has gathered without the permission/knowledge of the coach or chaperone.
- g) When visiting public places such as shopping malls, movie theatres, etc. swimmers will stay in groups of no less than two persons.
- h) Travel Swim Meet Service Charges: For any swim meet not hosted by NSSC, including all championship meets, an additional \$50 charge will be added. This fee helps to cover, coaches salary, travel expenses, and food.

North Shore Swim Club Penalties/Consequences for Violations:

- a) Failure by a North Shore Swim Club member to adhere to team travel policies may result in a warning to the member and his parent/legal guardian if applicable.
- b) Penalties may also be a suspension from team activities, future travel meets or being sent home from the team travel destination at the parent's expense.
- c) Consequences will be dealt with by the Program Director per the club manual on discipline when all parties return home and are interviewed.

Signature :