

## **FREQUENTLY ASKED QUESTIONS and ANSWERS**

In a continuing effort to help everyone understand the general COPS policies, we have composed a list of the most commonly asked questions along with their answers. Please feel free to call the COPS office (972-398-7946 ext. 1) if you have any questions not answered here or need additional clarification.

### **Question 1:     **What is the volunteer service point commitment?****

Every COPS family with a training team member commits to provide a minimum of 30 points of service work each fiscal year (September to August) as follows:

- September 1-January 31: each family must work 15 points including one Greater Southwest (GSW) shift. Failure to meet this requirement will be assessed \$15/unearned point on February 1.
- February 1-July 31: each family must work 15 points. Failure to meet this requirement will be assessed \$15/unearned point on August 1.
- Any excess earned points do not carry over from the first time period (Sept. 1-Jan. 31) to the second time period (Feb. 1-July 31) of each fiscal year.
- Families who do not work GSW, will have an additional 7 points added to the second time period (Feb. 1-July 31), increasing their total number of points to 37 volunteer service points for the fiscal year.
- Families have the option to pay \$100 penalty for not working GSW in lieu of the additional 7 points. If they do not select to pay, the additional 7 points will be added to their requirement. Billing of the penalty will be effective February 1.

There are a number of ways in which to earn service point credit, some of which include: working at COPS sponsored swim meets, working on any number of committees or working as a swim official, just to name a few.

We would prefer that you give of your time rather than pay the volunteer service point fee. COPS needs the help of every member to support swimming, meets and operations. Each family either volunteers the complete 30 points, or pays \$15 per point not worked, up to a \$450 fee. Not working GSW is an additional \$100. **It is not optional.**

### **Question 2:     **If I work at a swim meet hosted by another team, will any points be credited to my service point commitment?****

No, unfortunately we cannot track work that is volunteered at non-COPS events. While we appreciate your help and support of the swim program, **only points earned at a COPS sponsored event or events in which COPS is required to provide help are counted.**

### **Question 3:     **What is the fundraising commitment?****

Fundraising is an essential part of supporting our swim team that every family agrees to when joining our team. If any family is uninterested in active participation, they have the option of choosing the Advanced Payment Option.

At the start of each fiscal year (September) COPS will ask each family to **declare** their intended option for fundraising.

1. **Active Participation in Fundraising:** In this option the family will be expected to raise at least \$200 (for one swimmer on the team) or \$300 (for two or more swimmers on the team) per fiscal year. We hold two fundraising events each fiscal year: a fall fundraiser (in the past, the team has sold poinsettias) and a spring fundraiser (pledge for laps swim-a-thon). **Any family that does not reach the \$200/\$300 expectation will be billed for the balance of the required amount. The shortage will be billed in May.**
  
2. **Advanced Payment Option:** Families may elect to pay a fundraising fee of \$150 per fiscal year in lieu of participating in our organized fundraising events. The amount will be billed in the months of **September, October, and November** at the rate of \$50 per month. To participate in this option, you must remain in good standing with the team and have a credit card attached to your online account for automatic billing. If you choose to leave the team prior to honoring your \$150 pledge, you will be expected to pay the entire \$150 prior to leaving the team.

**New Member Families:** For those families who join the team after October 31, the fundraising commitment will be reduced based on when they join. If you join the team November 1 through March 31, your commitment is reduced by 50%. (\$100 for one swimmer; \$150 for two or more swimmers)

If you join the team after April 1, your fundraising commitment is waived for the remainder of the fiscal year.

**Any New Member Family** may, in lieu of active participation in our fundraising events, opt for the Advanced Payment Option as follows when they join the team:

September 1- October 31: pay \$150 at time of registration.  
 November 1- April 1: not eligible for the current fiscal year

**Question 4:      What is my overall financial commitment, and when will I be invoiced?**

The below schedule outlines expected charges to your account. It is your responsibility to check your online invoice.

<b>September Invoice:</b>	Includes dues for October, November and December, 2019 \$80 USAS annual membership fee, \$50 annual COPS registration fee, \$15 mandatory Meet Operations fee (bi-annual)
<b>Mid-September:</b>	First \$50 payment of the fundraising Advanced Payment Option
<b>October Invoice:</b>	Meet fees, second \$50 of the fundraising Advance Payment Option
<b>November Invoice:</b>	Meet fees, third \$50 of the fundraising Advance Payment Option
<b>December Invoice:</b>	Includes dues for January, February and March, meet fees
<b>January Invoice:</b>	Meet fees
<b>February Invoice:</b>	Volunteer service point deficiencies, meet fees; elected \$100 GSW penalty fee

<b>March Invoice:</b>	Includes dues for April, May and June, \$15 mandatory Meet Operation fee, meet fees
<b>April Invoice:</b>	Meet fees
<b>May Invoice:</b>	Fundraising deficiencies, meet fees
<b>June Invoice:</b>	Includes dues for July, August and September, meet fees
<b>July Invoice:</b>	Meet fees
<b>August Invoice:</b>	Volunteer service point deficiencies, meet fees

**Invoice amounts are due on the 1<sup>st</sup> of the month. A \$25 late fee is automatically added to your account on the 15<sup>th</sup> of the month. If your balance is not paid by the 15<sup>th</sup> of the billing month, your swimmer will not be allowed to practice, attend swim meets or travel with the team. Special event fees or other fees may be added to your online account in any given month if your swimmer participates in the event.**

**Question 5: My swimmer will not be swimming during the summer (July-August). Do I still have to pay my June (July-August-September) Invoice?**

We do not prorate dues or grant a leave of absence due to extended vacations. Our dues are calculated over a 12-month period and, as a courtesy, we bill you quarterly. Therefore, while your swimmer may not swim during the months of July or August, dues on the June invoice are still payable for the full amount.

- Payment of your dues reserves your spot on the team. If you choose not to pay your invoice by June 15, we will be required to remove you as an active member of the team effective July 1.
- If you choose to return to the team in the new fiscal year (Sept.-Aug.), we will charge a \$200 re-registration fee and any outstanding fees must be paid at the time of re-enrollment. You will be assigned a new group based upon availability and your start date will be after the Labor Day holiday. (You are considered a returning swimmer if you joined the team on or after September 1 of the prior fiscal year).
- If a spot is not currently available in an appropriate group for your swimmer, then your swimmer will be placed on a wait list until a spot opens up on the team.

**Question 6: Can we pay prorated dues for our swimmer for July only, after which we plan on relocating or moving to another team?**

See question 5 above. We do not prorate dues or grant a leave of absence. If you move or relocate to another team at the end of the summer, you have the choice of paying for July-September dues and continuing to swim through the end of September or end your membership with us by June 30.

**Question 7: Can we take a leave of absence and prorate our dues if our swimmer is sick or injured and cannot attend practices?**

No. Dues payments hold a spot in the practice group for your swimmer. Dues cannot be prorated for any leave of absence due to sickness, injury or medical problems.

**Question 8: My swimmer quits swimming in the middle of the quarter. Can I get a refund?**

Quarterly dues are non-refundable. There is no monthly proration of dues.

**Question 9: Will I be reimbursed for meet fees if my swimmer cannot attend the meet?**

No. COPS must send a check with the individual and relay events to the hosting team 2-3 weeks prior to the meet. That meet fee is posted to your online account. There is no refund of meet fees if you cannot attend the meet.

**Question 10: Will I be reimbursed for prepaid travel expenses if my swimmer did not attend the travel meet?**

Members who prepay for a travel meet and then are unable to attend will be allowed a refund equal to the portion of the paid expenses that were refundable to COPS. The team will not be responsible or reimburse a member for non-refundable expenses.

**Question 11: My swimmer is on the Senior team but wants to swim the summer High School Skills & Speed program. Will my July-August-September dues pay for this program?**

No. Senior swimmers who choose to swim High School Skills & Speed during the summer will be charged the dues of their currently enrolled group. Their dues will not be prorated. This rule also applies to all swimmers who choose not to swim with their current practice group over the summer.

**Question 12: My swimmer is a returning college swimmer and wants to swim in one of the senior groups. What is that cost?**

Returning college swimmers who swim with COPS will be charged \$300 and the seasonal USAS dues for the summer session.

**Question 13: How do we let the team know that we want to withdraw our swimmer from COPS?**

The official withdrawal of the swimmer is the date the parents notify the Coach AND the Administrative Office Assistant or the Billing Coordinator. Absenteeism from practice or only informing the coach of quitting the team is not sufficient notification. Service points and fundraising obligations to the team will be calculated on the official withdrawal date from COPS.

**The payment of your dues constitutes your agreement to COPS for all financial terms and conditions.**