

August 19, 2023

Good Afternoon,

This email contains important information about your Tide Swimming membership. Please read through to the end, even if you are a returning member. You will see there are some changes for this year, several as a result of the Team Unify software update we were required to run recently.

Swimmer membership status: Swimmers are not “active” until their individual 2023-2024 registrations have been approved. Right now all swimmers from 2022-2023 have been set to “suspended” status. You would not have been able to register for a new season with a membership status of “active” in an existing season. Registration is approved if the group chosen at registration agrees with the swimmer placement as determined by the coaching staff. Many of the staff have been on vacation this month. As coaches confirm that registration is correct, swimmers will be “approved” and Tide membership will be granted.

Swimmer registration will be approved by practice site, once the site lead coaches have confirmed that registration is accurate. This process will begin today and should be completed by August 26.

NEW with the software update. **All Agreements** presented at registration will be included as part of your account information **once your swimmer’s registration has been processed**. You will find them under a new tab, “Agreements”. Here is where the tab is located (see image below). **Before your swimmer can attend practice**, you will need to log in to your account and **READ AND ACKNOWLEDGE all Agreements** for all swimmers in your account. This will result in a date / time stamp to show that you have read, understood, and agreed to all terms in each agreement. This will serve as a permanent, electronically signed record of your acceptance of all terms and conditions in the Swimmer Contract and Service Hours Requirement. Please read ALL agreements carefully before electronically signing. **Your electronic signature indicates that you agree to abide by the policies, terms, and conditions of TIDE membership and that you agree to participate in the TIDE Service Hours program if your swimmer is in Developmental Silver, Developmental Gold, Age Group Bronze, Age Group Silver, Age Group Gold, Senior Silver, Senior Gold, Pre-National, or National.**

The screenshot shows a user account interface. At the top, there is a header for 'Account Info' with a profile picture of Jennie Carder, her name, email (jennie@tideswimming.com), and a 'Superuser (Active)' status. Below this is a navigation menu with tabs: ACCOUNT, MEMBERS, BILLING SUMMARY, PAYMENT SETUP, FUNDRAISING, CLASSES, NOTIFICATIONS, AGREEMENTS, and DUES SCHEDULE. A red arrow points to the 'AGREEMENTS' tab. The 'ACCOUNT' tab is active, showing 'Account Information' with fields for SE First Name (TIDE), SE Last Name (Swimming), Account Login Email (jennie@tideswimming.com, marked as Verified), and SE Account Connected (Connected, with a 'Manage at sportsengine.com' button). Below this is the 'Account Contact Information' section with fields for Display First Name (Jennie), Display Last Name (Carder), and three Alternate Email fields.

All parents with swimmers in year round groups are required to work at TIDE hosted swim meets. This is our **Service Hours Program**. More information is available [HERE](#). The jobs for which you can earn service hours are jobs required to support swim meet operations or the bubble raising / lowering at Mt Trashmore. You cannot earn service hours “at home”. Here are the service hours requirements by group:

<i>Practice Group</i>	<i>Service Hours Requirement</i>
<i>Novice</i>	<i>no requirement</i>
Developmental Silver	8 hours
Developmental Gold	15 hours
<i>Age Group Prep</i>	<i>no requirement</i>
Age Group Bronze	25 hours
Age Group Silver	25 hours
Age Group Gold	25 hours
<i>Senior Bronze</i>	<i>no requirement</i>
Senior Silver	25 hours
Senior Gold	25 hours
Pre-National	25 hours
National	25 hours

Financial aid is available if your family qualifies for the **YMCA’s Open Doors Program**. More information is available [HERE](#). **The deadline to apply for a TIDE Grant is October 15, 2023.**

All TIDE swimmers are required to be members of the YMCA of South Hampton Roads. Be sure your swimmer has a membership before the first day of practice. You will do this at the YMCA in which your swimmer will train. We periodically send rosters to the YMCA to cross check that all of our swimmers have valid memberships, so please be sure to take care of this important requirement of TIDE membership.

All TIDE swimmers are required to be members of USA Swimming.

- RETURNING swim team swimmers should already be members of USA Swimming for 2023. This membership is valid through December 31, 2023. USA Swimming will have an easy one-button renewal in your swimmer’s account for you to renew your membership and pay for 2024. **THIS WILL NOT BE AVAILABLE UNTIL MID-SEPTEMBER.**

- NEW swimmers who are not currently registered with USA Swimming will be sent a registration link **after the first week of practice**. You will be required to set up a login (account) with USA Swimming and then you will register your swimmer for 2024 through our unique registration link. Specific information about USA Swimming registration will be sent out in September. 2024 registration is NOT OPEN right now. You cannot register your swimmer for 2024 until after September 1.

Training equipment and our **TIDE team swimsuit** can be purchased at our Speedo team dealer, **Aquawear**, located at 521 N Birdneck Rd in Virginia Beach.

TIDE spiritwear, including **TIDE tee shirts**, fleece, caps and other apparel is sold in our **Team Store** several times during the season. Online orders can be submitted during defined timeframes (“popup shops”) with delivery to individual practice locations 2 to 3 weeks after the end of the ordering period. Watch for an email from Coach Cat that announces our first team store opening. Swimmers will need TIDE tee shirts to wear at swim meets so be sure to take advantage of our first store opening!

There is valuable information on our website, tideswimming.com. Here are some helpful webpages:

Practice Group Descriptions, including training equipment required for each group [HERE](#)
Practice Schedules and first day of practice for all sites [HERE](#)
Swimmer fees [HERE](#)

Meet schedule for 2023-2024 [HERE](#) All questions about swim meets should be directed to your swimmer’s lead coach.

We are always looking for parents who wish to train to be USA Swimming Officials! Officials serve an essential role in USA Swimming. Without an adequate complement of certified officials, a swim meet cannot be run. If you are interested in serving the team in this valuable capacity, please email Todd and Kate Stowell at officials@tideswimming.com . Training and then **servicing the number of hours required by USA Swimming to be a certified official** will meet your TIDE Service Hours requirement.

Finally, this is a busy time of year for TIDE administration! **Unless you have a question pertaining to using the website, updating your payment method, or other account administration**, please refrain from responding to this email with questions that your swimmer’s coach will be able to answer once they begin communicating with their groups. **Any questions pertaining to the “swimming side” can be answered by your swimmer’s coach.** All lead coaches will be scheduling parent meetings in the month of September. It is important that you plan to attend so that you do not miss out on important information that pertains to your swimmer and his or her TIDE experience. Lead practice group coaches will also go over policies like attendance, swim meet participation, parent involvement, and other behaviors specific to swim training and TIDE team membership in these meetings.

The fastest way to receive admin assistance is to call the TIDE office at (757) 987-0127. If there is no answer, be sure to leave a voicemail!!! I listen to all voicemail messages and return calls as soon as I am able.