



FREQUENTLY ASKED QUESTIONS.... FAQ's

CANCELLATIONS DUE TO FACILITY AND/OR SEVERE WEATHER

North Central College and/or Central Park at any time may suspend/cancel the pool facilities due to a conflict. The conflict(s)/cancellation(s), as well as severe weather, are beyond our control and therefore **neither refunds nor make up practices will be given.**

EMAIL - INDIVIDUAL QUESTIONS

For answers to individual administration/registration questions, please use our Momentum Swim email.

Momentumswim@gmail.com

EMAIL NOTIFICATIONS CONTAINING SESSION INFORMATION

In order to receive **group notifications/information** during your swimmer's sessions, Camp Network's email address will need **to be added** to your contact information:

camp_email@campnetwork.com

MAKEUP PRACTICE DUE TO SWIMMER'S ABSENCE FROM PRACTICE(s)

Our financial commitments involve annual contracts, based on swimmer registrations. We are obligated to fulfill these contracts regardless of the number of swimmers we have in the water at any time. Understandably some of our swimmers will experience illness, injury, over-commitment, decreased interest or problems that may take them out of the water. While we regret these issues, **NO REFUND OF FEES nor MAKE UP PRACTICES** will be made for swimmers who miss a practice.

QUESTIONS FOR A COACH

Any question or concern you would like a coach to answer about your swimmer can be sent in an email to: Momentumswim@gmail.com Your email will be forwarded to the appropriate coach.

During practice our Coaches' focus is on the swimmers in the water, their strokes, etc. Please **do not ask** coaches questions regarding makeup practices or switching

days/times. Our policy regarding this topic is listed below. We ask all participants, parents, and coaches in our program to adhere to our policies.

REGISTRATION CANCELLATION/REFUND POLICY

A confirmation email will be sent once registration is completed and payment is received. **NO REFUNDS** will be issued for any reason **within one week of the start of a session.**

REGISTRATION PROCESS

Once you complete the registration form, Camp Network will send a confirmation of your registration. If the practice you are trying to register is full, registering for a waitlist will be offered. (Waitlist Procedure is below.)

SWITCHING PRACTICE DAYS: Swimmers may experience, at some time during the season, a conflict with their practice time. While these conflicts are unfortunate, there isn't any excess lane space available that would allow swimmers to switch their practice days. Our policy is that swimmers are to swim **only** on the days in which they are registered.

WAITLIST PROCEDURE

Our practice capacity is based on the number of swimmers that can be in the pool at one time. Once capacity is met, the registration will be closed and a waitlist will be created. The waitlist is automatically dated and time stamped in the system. Usually there are a few changes in the registrations which allows the swimmers on the waitlist to join their preferred session.. As soon as a spot opens up, a notification of the opening will be sent via email to the next person on the waitlist. There is a 48 hour deadline in which to confirm acceptance of the waitlist spot. Once you confirm your registration from the waitlist, your account will be billed.