



**2021-22 Season Registration Instructions**  
**Registration opens at 7:00 p.m., Thursday, September 9<sup>th</sup>**

**FIRST PRACTICE AT SANDPOINT IS MONDAY, OCTOBER 11<sup>TH</sup>**  
**FIRST PRACTICE AT MEADOWBROOK IS TUESDAY, OCTOBER 19<sup>TH</sup>**  
**FIRST PRACTICE AT AQUA CLUB IS MONDAY, SEPTEMBER 27<sup>TH</sup>**

**ONLINE REGISTRATION DETAILS**

- ▶ The link for the 2021-22 season is at the bottom of these instructions – please read this info first! You will need to create a log-in to register and you will use those log-credentials throughout the season and future seasons, so don't forget them!
- ▶ Enter your personal information carefully. Everything you input is exported directly to USA Swimming as entered so if you use all caps or misspell something, that's how it's going to look on every official document. It is also very important use a primary email address that is checked all the time; all communications will go to that address
- ▶ ***If you have swam with us in the past-DO NOT CREATE A NEW ACCOUNT!!*** Log in with your existing credentials. Creating a new account will duplicate your family and we cannot merge the accounts later. Access to all historical information will be lost, including meet results. If you can't remember your log in, contact Active Network instead of starting over!
- ▶ Check all personal information carefully for accuracy – you may not be able to change it later.
- ▶ To save time and avoid logging out and then back in to register a second swimmer, use the “add another registration” link in upper right of the checkout window.
- ▶ All swimmers are required to join USA Swimming. There are 3 membership levels:
  - **Premium**, called Year Round in our registration system (\$81 per swimmer) – required if participating in 3 or more meets during the season or if participating in any championship level meet
  - **Flex** (\$20) – available to swimmers who will participate in a maximum of 2 meets, both of which must be below the championship level. This can be upgraded to Year Round at any time but you are responsible for upgrading *prior to signing up* for your 3<sup>rd</sup> meet; otherwise your meet results will not be recorded in the USA database
  - **Outreach** (\$0) – only for those who qualify for free/reduced lunch or SNAP and requires documentation of eligibility which we submit to USA Swimming. If this applies to you, please contact us for more information.
- ▶ ***IMPORTANT:*** If you are registering your swimmer for the Medalist Track and would like to register them for BOTH M/W and Saturday, please select the “Outreach” USA Swimming membership for the second registration. This will insure you are not charged twice for the USA Swimming fee. Also select “2<sup>nd</sup> registration for same swimmer” or you will be charged again for the swimmer registration fee.
- ▶ Save this link to your Swim Portal to check all meet entries and account information:  
<https://swimportal.active.com?a=284194102>

**BILLING AND PAYMENT** (billing periods are 1<sup>st</sup> to 1<sup>st</sup>)

- ▶ For one more season, the normal high school and regular hold policies are on hold. Full dues are charged regardless of participation so if you need to be out for multiple billing periods, you may decide to cancel instead.
- ▶ Advance notification is required if you're leaving the team permanently. You will be billed and responsible for full payment until notice is received. Effective dates for status changes are always the 25<sup>th</sup> of the month.
- ▶ We encourage everyone to check the box for automatic payment when registering. Paper check payments (by mail only) or manual monthly payments online are also an option. If paying manually, remember that payments are due on the 1<sup>st</sup> of the month. No payments will be accepted at the pool. Excel will continue to absorb all credit card processing fees.

- ▶ To finalize registration, you will be required to pay, at a minimum, the Swimmer Registration fee and the USA Swimming membership for each swimmer. If registering prior to our season start in October, the first monthly payment can be deferred and charged automatically on October 1<sup>st</sup>. If you have any doubts about the workout you chose or whether your young swimmer is ready for the team, you should opt to be billed in October rather than paying that in advance.

### **REGISTER FOR YOUR WORKOUT OF CHOICE**

- ▶ You will be offered only those workouts that correspond to your swimmer's age *as of October 15 2021*. If you think the choices are incorrect, cancel out of the registration process and contact us.
- ▶ Swimmers who age up prior to October 15 will be automatically offered the older workout in order to avoid transferring so soon after the season starts. If you do not want the older workout, please cancel the registration process and contact us.
- ▶ Swimmers aging up after October 15 will be transferred to the appropriate workout as soon as feasible and as space allows. We will confirm with you before anything is changed—it will not be automatic unless you communicate that preference.
- ▶ If you registered in Tier 1 or Tier 2, as of September 9<sup>th</sup> you are now free to log in again and register for additional tracks if space allows. All swimmers are welcome to register for workouts at both Sand Point and Aqua Club.

### **MEDALIST REGISTRATION**

- ▶ Make sure your swimmer qualifies by checking the [PNS Gold time standards](#) (use 2019-20 times as there were no updates during COVID in 2020-21).
- ▶ There is no option to register an 8-year old for Medalist. Confirmation of age 9-10 Silver times is required and if eligible, we will transfer the swimmer internally. Please register for an age group workout online and then contact us.
- ▶ There is only an option to register for 2-Day Medalist at Sand Point (M-W); however, we offer an additional 2 days at Meadowbrook and we will add those days for you if you're interested. Please register for this 2-Day Track if you are interested in either 2-day OR 4-day Medalist. You will receive an email as soon as we are able to complete the registration for the extra 2 days at Meadowbrook. Again, we will transfer you internally once you confirm your interest.
- ▶ If you register for Medalist MW and also register for Saturday, select "Outreach" for your second registration and "2<sup>nd</sup> registration for same swimmer" or you will be billed both fees on both workouts.

### **DO NOT BEGIN PRACTICE UNTIL YOU HAVE SIGNED ALL FORMS ONLINE**

- ▶ All required forms are available online. There are 4 separate SurveyMonkey forms to be acknowledged and signed: COVID Safety Plan, COVID Waiver, Minor Athlete Abuse Prevention Policy, and Lystedt Law Concussion Awareness form. Make sure you click the links in your registration confirmation and complete these forms before you come to your first practice.
- ▶ *Simply checking the box in registration does NOT count as completing these forms – you must go to SurveyMonkey to "sign".*

### **PLEASE REFER YOUR FRIENDS!**

- ▶ The link is now available to everyone so if you have friends who would like to swim with you, please share our email address for any questions and ask them to register via the website or forward these instructions.

### **[CLICK HERE TO REGISTER](#)**

Or type the following address into your browser:

<https://cui.active.com/sports-reg/login?a=04cf765f-9325-4e2d-9d5c-e8643c614896>

WEBSITE: [www.excelswimclub.org](http://www.excelswimclub.org)

EMAIL: [info@excelswimclub.org](mailto:info@excelswimclub.org)

*Don't forget to read the FAQ's on the next page!*

## Season 2021-22

### Frequently Asked Questions

- **Can I register for Aqua Club workouts in Tier 1?**
  - ▶ No. Aqua Club will be available when we open registration to everyone during Tier 3, September 9<sup>th</sup>.
- **What happens if the workout I want is full?**
  - ▶ If you register and a workout is full, the system will ask if you want to be on a wait list for that specific workout. If you say yes, you will continue with registration but will not be charged any amount. You will be notified immediately when a space opens up.
- **Can I register for the waitlist for more than one workout?**
  - ▶ Yes. Each waitlist registration is separate so you will need to follow the process for each one individually by using the “add another registration” in the upper right of the checkout window.
- **Can my swimmer sign up for Saturday only?**
  - ▶ Yes, as long as they are Medalist qualified.
- **Can my swimmer sign up for BOTH the Age Group and the Medalist Track?**
  - ▶ Yes, but not until Tier 3. During Tier 1 you will only be able to register for one ‘Track’: Medalist, Age-Group, or Express. When Tier 3 opens you will be able to add another track at either Aqua Club or Sand Point.
- **Can my swimmer ONLY register to swim at Meadowbrook?**
  - ▶ No! Meadowbrook Tu/Th practices are only for swimmers registered for M/W Medalist at Sand Point. If you are interested in swimming at Meadowbrook, sign up for M/W Medalist at Sand Point and we will transfer you internally after confirmation.
- **My swimmer hasn’t swam in meets since before Covid and has no recent times, can I sign them up for Medalist?**
  - ▶ It depends! If you are unsure of Medalist eligibility email us to find out more information.
- **Can my swimmer swim at both Aqua Club and Sand Point?**
  - ▶ Yes! You can register your swimmer for a Sand Point workout during Tier 1. Aqua Club workouts will be available to everyone during Tier 3 of registration.
- **Can I register my swimmer’s sibling in Tier 1, too?**
  - ▶ In Tier 1, we can only allow siblings who were also current at the end of last season. New siblings will register during Tier 2 after priority but before new families.
- **If my swimmer has a commitment on one of their workout days, can we substitute another day?**
  - ▶ Sorry, but no. In the past, we have been able to occasionally accommodate a courtesy switch due to a doctor or dentist appointment but unfortunately, due to the limitation on workout size and COVID restrictions, this may not be possible this season. Please do not make any changes to your workout schedule without prior approval.
- **Will there be any swim meets?**
  - ▶ Yes! We will be competing in swim meets this season. Once we have a meet schedule finalized we will share it with the team.

- ***I have a friend who really wants to join. Can I send them the information?***
  - ▶ Feel free to send general information about the team and encourage them to contact us directly for more details. Do not send anyone the link for registration until Tier 3, please!
- ***How can I make sure my swimmer is in the same workout as their best friend when we aren't in the same registration tier?***
  - ▶ Make sure you register immediately when your tier is eligible! If you would like to know prior to registration whether there are still spaces available in your friend's workout, contact us and we may or may not be able to give you an idea of the number of spaces remaining.
- ***Can I transfer to a different workout partway through the season?***
  - ▶ Yes! As long as space is available, we are happy to accommodate transfers.
- ***My swimmer plays soccer in the Fall, can I register them in November?***
  - ▶ Yes! On September 9<sup>th</sup>, registration will be open to everyone and will remain open until one month before the season ends in the spring. If space is available, you can register anytime.
- ***I can't remember my login information. Should I just create a new account when I register?***
  - ▶ **NO!!!** Click the "forgot username or password" prompt if you can't remember but DO NOT create a new account for your swimmer or family. If you do this, it will create multiple instances of your family. We will then need to cancel the registration, which will incur a \$15 service fee so you can register all over again under your existing account. Our software does not allow for merging or deleting of accounts.
- ***In the past, you have offered a no-fee hold for swimmers who leave to swim for their high school team. Will you be doing this again?***
  - ▶ No. For a second season, we are unable to hold space at no charge due to the continued limitations on capacity. A swimmer who holds is still on the roster and therefore we cannot backfill with a new swimmer.
- ***What is the hold policy for non-high school swimmers?***
  - ▶ In the past, holding for one entire billing period or more resulted in a charge of 50% of normal dues. At least until we are free of COVID, our hold policy is on hold! Swimmers must pay full dues regardless of how many workouts are attended and if a break for a full billing period is required, the choice is to continue paying dues to keep the spot or simply drop the membership.
- ***My swimmer turns 11 in the middle of October. Should I sign up for the 10&Under workout or the 11-12 workout?***
  - ▶ Swimmers who age up in the first month of practice will register for the older age workout.
- ***Will my swimmer automatically move into the next age group workout immediately after their birthday?***
  - ▶ No. Swimmers aging up after October 15 will be transferred to the appropriate workout as soon as feasible and as space allows. We will confirm with you before anything is changed—it will not be automatic unless you communicate that preference.