

Woodlands Masters Swim Team

CISD/Northampton Member Plans and Policies (2-29-2016)

- **USMS Registration:** Every club member of the Woodlands Masters Swim Team (WMST) must be registered with United States Masters Swimming (USMS) in order to attend swim practices. USMS membership renewals for the next year should be done prior to December 31st in order to attend swim practices after January 1. USMS is the club insurance for WMST in case anything happens to a swimmer while attending practice.
- **WMST Club Fee:** An annual club fee will be collected by USMS at the time of USMS renewal (cost to be determined by the WMST Board). Club Fee will not be collected from WMST members during their Free 2 Week Trial, from non-sanctioned meet WMST swimmers, drop-in swimmers, or from WMST members who are also CISD/Northampton coaches. All swimmers participating in practice, sanctioned, and non-sanctioned meets must be registered with USMS. WMST will follow the USMS Rule Book for sanctioned one-event membership.
- **Swimmers new to WMST:** New swimmers will be offered a free two week trial. Please note that any former WMST member or former Trial swimmer will not be allowed another free two week trial.
- **All billing and correspondence with WMST:** Is done through our website, www.wmst.net. WMST uses a secure, automated billing system where each member can access the team pages of the website with a password. Once logged in, they can also access their account to set up credit card and personal information. A Team Administrator will keep track of member and new swimmer correspondence, invoices, payments, charges to member accounts, and membership account changes. **Please note that it is vital that each member provides an up to date email address. Failure to communicate with the Team Administrator via email could result in removal from WMST membership and the Coaches' Attendance Roster.**
- **WMST offers two membership plans for the CISD/Northampton pools: The Unlimited Swim Plan and the Pay As you Go Swim Plan.** The Unlimited Swim Plan will allow a member to swim at either pool for unlimited times until the expiration date of the plan. Any Unlimited Swim Plan will be prorated from the trial swimmer's start date. The Pay-As-You-Go Swim Plan will charge a member's credit card online for each swim session recorded by the Coaches' Attendance Roster. Generally speaking, if a member plans on swimming more than 7 times a month, the Unlimited Swim Plan is a cheaper option. Rates and practice times are posted on the team website at www.wmst.net.
- **Reduced Rate Plan:** A College Plan reduced rate is available to any member who is either: under 25, or a full time student (any age), or is active military. The same reduced rate may also be temporarily granted to members on a case by case basis, subject to Board approval. Contact the Team Administrator for details.
- **WMST Coaches' Attendance Roster:** WMST coaches now have the ability to access an up to date attendance roster using software provided by our online billing system and smart devices. This replaces the card system used in the past by WMST. All swim practices will be recorded by the coach on deck. New trial swimmers will be added to the roster as quickly as possible at the end of their trial if they join. If trial swimmers are told by a coach that they do not appear on the roster after a reasonable amount of time, they should contact the Team Administrator: wmst@wmst.net to find out the steps they need to take to be placed on the Coaches' Attendance Roster.
- **Automatic Billing System:** When a new member is entered into the system, they will be sent a link with login instructions. New members will be asked to choose a payment option and to enter the appropriate information into the system. **Please do not email the Team Administrator with credit card information to enter into the online billing system.** The Team Administrator can advise a member on how to set up your payment, and will email instructions, but to insure the identification security, they are not allowed to enter credit card information other than their own into the system.
- **Changes to a WMST Membership Plan:** A member can change their plan at any time with no penalty. However, changing from one plan to another can only take effect on the first of the month. For those switching from the Pay As You Go Swim Plan to an Unlimited Swim Plan, this will be on the first of next month. For example, a Pay As You Go Swim plan member can notify the Team Administrator on February 15 they would like to switch to an Unlimited Swim monthly plan and the change will take effect on March 1. For those switching from an Unlimited Swim Plan to the Pay As You Go Swim Plan, changes will occur on the first of the month after the time period purchased is complete. For example, an Unlimited Swim Quarterly member can notify the Team Administrator of a change in their plan on February 15, but the change will not take effect until the quarter is over on April 1. Whatever the member's plan is at the beginning of the month will be their plan for the entire month or time period purchased until they notify the Team Administrator. Notification of changes should be made at least 7 days before the end of the month. **Please note that plan changes cannot be retroactive.** For example, a change requested on April 3 from an Unlimited Swim monthly plan to a Pay As You Go Swim plan for the month of April will not be honored. Members can notify the Team Administrator via email: wmst@wmst.net of any changes to their plan.

- **Members Not Found on the Coaches Attendance Roster:** In general, members not found on the Coaches' Attendance Roster are non-compliant and will need to pay the drop-in fee of \$10.00. It is at the coaches' discretion to allow them to swim. WMST members who are not USMS registered, or have not paid money owed to WMST after 2 billing cycles will be removed and will need to contact the Team Administrator to find out the steps they need to take to be placed back on the roster.
- **Payments by check:** Only members who are on one of the Unlimited Swim Plans can pay by check. Pay As You Go Swim members need to choose the option to pay by credit card or debit with the online billing system. The Unlimited Swim Plan member who chooses to send their payments in by check, please mail it to this address: WMST P.O. Box 7084, The Woodlands, TX, 77387-7084. The CISD Natatorium and Northampton pool are busy places and we cannot guarantee the security of any payments that are left with the coaches in the coaches' clipboards.
- **WMST Families:** Each family member must have their own membership and it is possible for each family member to choose a different membership plan.
- **Refund Policy: There will be no refunds issued.** In some instances, a member may have a credit issued to their account that can be used towards one of the membership plans or anything they ask to be charged to their account.
- **Injury/Illness or Surgery:** Members have the option to freeze their Unlimited plan if they are restricted by their doctor from attending swim practice for more than 2 weeks. A pro-rated credit will be issued to their account from the date the restriction starts until the end of the plan they purchased. The account credit can be used towards their account membership plan once they return. Contact the Team Administrator for details.
- **Cancelling Memberships:** WMST policy is to allow up to 30 days for cancellations as our automated billing system may require up to 30 days for all outstanding charges to be processed.
- **Swimming 101/201:** Anyone who joins this program and is new to WMST will be entitled to a free two week trial with the regular WMST practices.